Raptool

User's Manual

USB Communicator 1.2

RAPTOOL

Contents

1 General

1.1 Scope

In this user's guide you will find the functionality of the Raptool USB Communicator. For a deeper insight in to the Raptool Software Suite we recommend one of the Raptool education packages. Contact your Raptool partner for more information.

1.2 About the Raptool Software Suite

The Raptool software suite is a **Rapid Application Design suite** for mobile devices. It allows anyone with a basic technical knowledge to make software for mobile devices. This users guide covers the Raptool USB Communicator.

- **Raptool Designer.** The PC-based designer allows you to make an Application for mobile devices in minutes through an easy click-to-design interface.
- The **Raptool Communicator** allows you to send your application to your mobile device and also send and receive database-files. These files can be imported and exported to other systems like ERP, POS and Warehouse management etc.
- The **Raptool Client** is the software that is installed in your mobile device. It reads and interprets the Design Files you make in the Designer. Currently clients are available for Windows Mobile and Windows CE.

The Raptool software suite is available in either a USB or NET version.
- The **USB** versions allow only communication through docking the mobile devices to a PC through USB using Microsoft Active Sync.
- The **NET** version allows communication through any type of network connection: Ethernet, Wifi, 3G etc. You can buy an upgrade from USB to NET through your Raptool Reseller.

| Designer | Communicator | Mobile Clients |

1.3 Minimum Requirements

To install the Raptool Designer the minimum requirements are:

- A PC with minimum 1 GB RAM Memory, running one of the following operating systems:
  - MS Windows XP
  - MS Windows Vista
  - MS Windows 7
- The installation requires at least 30 MB of available hard disk space.
- Minimum 800x600 display resolution, 1024x768 or higher is recommended.

1.4 Check if your PC is 32 or 64 bit

Open the Start menu, and click on Programs -> Accessories -> System Tools -> System Information
Look in the System Summary
The System Information tool will display detailed information about your Windows operating system.
Once opened it will show the "System Summary" – an overview of your computer and operating
system. On the right hand side of the window you will see a list of items. Look for the item called
"System Type".
The value of this item will tell you whether your computer is 32-bit or 64-bit:
x86-based PC: 32-bit computer.
x64-based PC: 64-bit computer.

1.5 Download and install the software

Before downloading and installing any Raptool software you are obligated to read the Raptool EULA
(End User License Agreement). By downloading, installing or using any Raptool software you are
bound by and agree to follow this agreement.

Download the software from the links you receive from your reseller. Double-click on the file to
install it and follow the installation instructions on the screen.
It is very important that you choose 32 bit or 64 bit depending on your operating system version.

1.6 Install Active Sync

Make sure you have ActiveSync or Windows Mobile Device Center (replaces ActiveSync for Windows
Vista, and Microsoft Windows 7) installed on the PC. If it is not installed, the Communicator will show
you links where you can download the correct software depending on your operating system version.

1.7 Client Licensing

You may only install the number of clients you have purchased. If you purchase 5 clients you may
only have Raptool installed on 5 mobile devices at the same time. If you have test, reseller, trial or
any other form of not-purchased licenses, they may NOT be used commercially or for any other use
than tests and demonstration. Any other use will be prosecuted to the full extent of antipiracy laws.
See EULA for more information.

1.8 Service and Support

Service contracts can be purchased on a yearly basis or 3 years up front. Service must be bought within 60 days of purchase. After this an additional fee will be added to the price for Service Contract. Service contracts can only be purchased for all Raptool products with in the same installation.

Service package includes: Bug fixes and upgrades (Some upgrades may require redesigning Applications, cost not included). Support means: Technical Support via E-mail and does not include application development support. For support the end user contacts reseller and the reseller contacts Raptool/Raptool Partner. Even without a service contract all new Raptool installations include one (1) support case at a maximum of one (1) hour, up to 10 days after purchase. For more information you can read the brochure: Raptool Service Contract.

If you need assistance in installing software on your PC or mobile devices you can purchase these services through your Raptool Reseller.

2 Activate the license

2.1 Open the license manager

When you start the Communicator it is locked. To unlock it you click on the **padlock** icon in the top menu to open the license manager.

2.2 License manager

Highlight the Node id and press Crtl-C on your keyboard to Copy. Paste into an e-mail and send it to your Raptool Reseller. Your reseller will send you a license file. Save that file to your PC.

2.3 Import License File

Open the license manager, click on
Import License. Browse to where you saved the license file and push Open.

If the license file is valid, the **information field** will switch from red to green, "License is valid" and the number of Mobile Clients that can be associated with your Communicator is shown.

Exit the License manager. Close the Communicator and start it again.
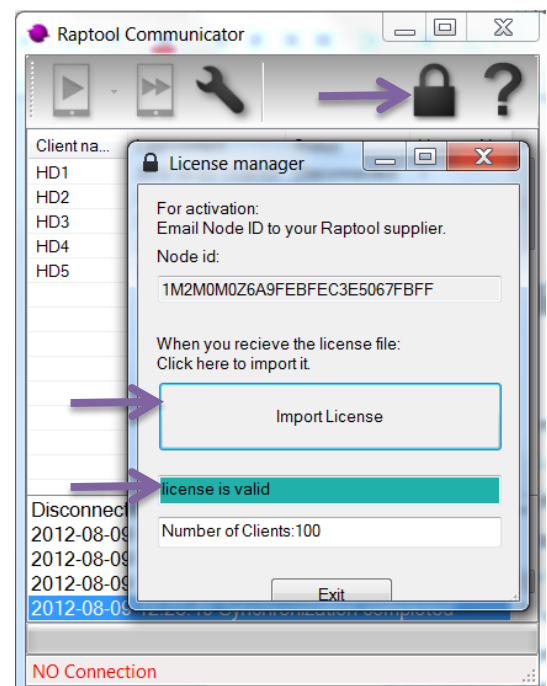
If you need more clients you can purchase them from your reseller. You will get a new license file with the total number of units you have purchased.

# 3 Installing the Raptool Client on mobile devices

3.1 Automatic installation and licensing

Start the Communicator. Connect a mobile device to the PC through a USB cable. ActiveSync will start up. You don't need to do anything with ActiveSync, simply minimize the window and go to the Raptool Communicator. If a new mobile device is connected the Communicator will ask if you want to install a Raptool Client. All software needed to run the Raptool Client will be installed. One of the licenses in the Communicator will be locked to this device. For example: if you have purchased 3 Client Licenses you will now have 2 available for other devices.

Communicator with a connected device

3.2 Manual installation

To manually install the software on a mobile device, press the "play button".

If the Raptool Client installed on a mobile device fails to start, you may try the "reinstall" function. Push the small "down arrow button" next to the Play button and select Reinstall.
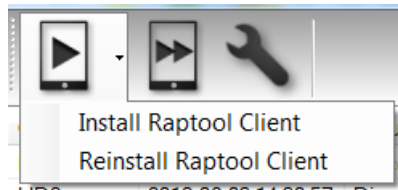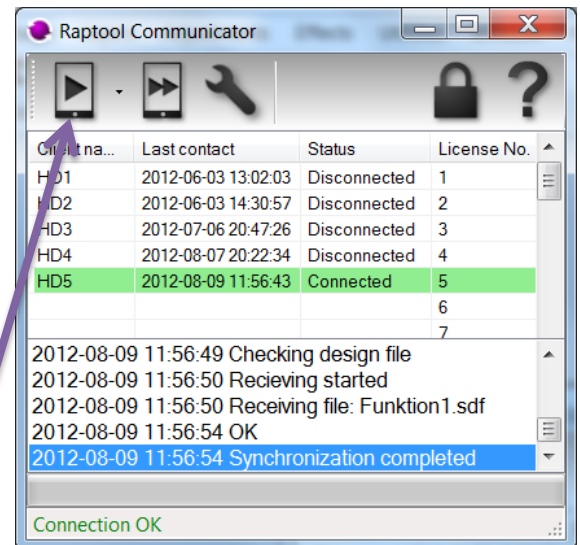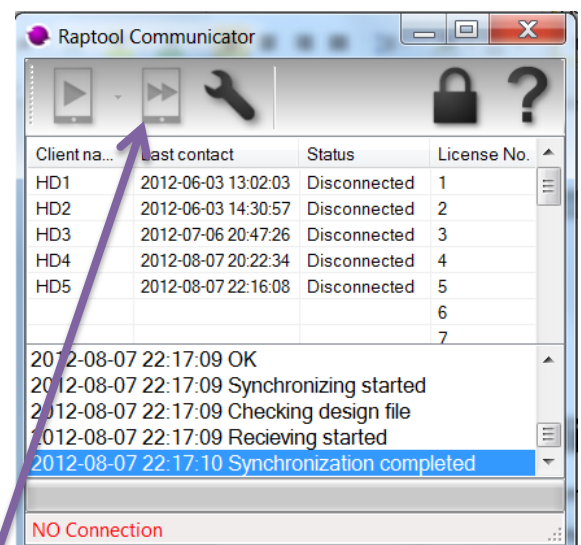
3.3 No Connection

If the top buttons are light grey, no mobile device is connected. If you have connected a mobile device and "NO connection" is still shown, there could be something wrong with the ActiveSync installation or the USB-port or you don't have administrative rights on the PC. Consult the user's manual for your mobile device or your PC support department.

3.4 A word on mobile device settings

For a successful installation you will need to make changes to the settings in your mobile devices. These changes are not covered in this user's manual. Ask your reseller or the manufacturer of your mobile device for assistance.

Communicator with no connected device

4 Installing a Raptool Design File

A Raptool Design File is a file that is made in the Raptool Designer. It is the file that gives your application its functionality. They can be .RPF or .RAP.

To send a Design File to your mobile device push the "fast forward button". Browse to the file you want to upload to the connected mobile device.

5 Communicator Settings

Click on the Wrench icon to open the settings menu.

5.1 Destination path
Select where the Raptool Mobile Client will be installed on your mobile device. See the user's manual for your device. For Datalogic Mobile devices no changes need to be made.

5.2 Synchronize date and time with server
The Communicator will update the time and date in you mobile devices when they are docked. You can offset the time compared to the server clock.

5.3 Upload Folder (Sending)
If you have files that you want to send from your PC to your mobile devices, this is the folder where you place these files. In the Raptool Designer these files are called "Import files". Browse to the folder (on the PC) where files being sent from the Communicator to the mobile device are placed.

5.4 Download Folder (Receiving)
The mobile device "Saves" data to an "Export file". When the mobile device connects to the Communicator, these files are Received by the Communicator and sent to the folder you have selected under Receiving, Download Folder.
Browse to the folder where files being sent from the mobile device to the Communicator should be placed. Make sure the Communicator has writing privileges in Windows to the folder you have selected. If you are unsure you can use the standard settings or consult Microsoft Windows documentation.

5.5 Overwrite or Append
When the same file is imported multiple times or from multiple Mobile Devices to the Communicator you can either:
**Overwrite files.**
The old file is deleted and the new file is uploaded to the server.
Append files.
The data in the old file is kept and the new data added to it.

5.6 Shared License
If multiple USB Communicators are used they can share the same license file for the clients. This can be useful if your mobile devices can be docked to different Communicators (not just one). Browse to a folder within your network that all Communicators can access.
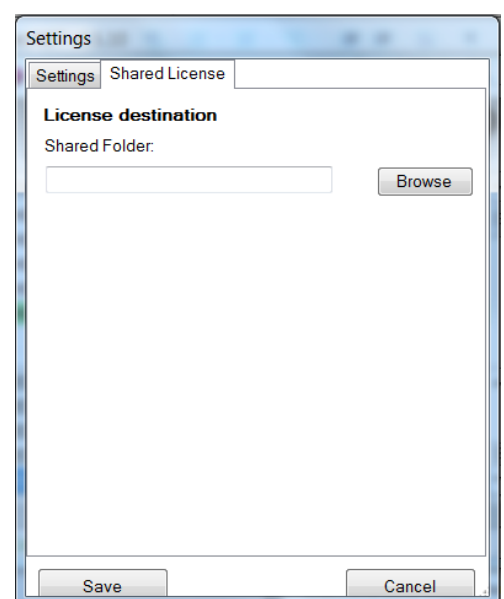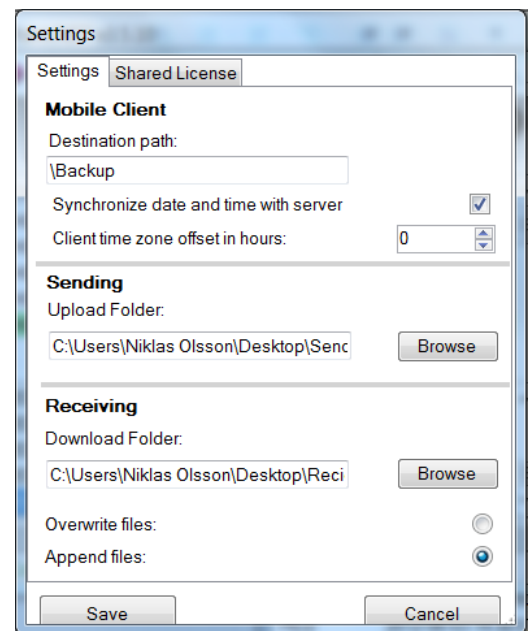
6 Synchronizing files over USB

The Communicator sends and receives files to and from the mobile device. This is done automatically when a device with a Raptool Client and a valid license is docked. When a successful sync is carried out the device shows a green sync screen. Touch the screen on the mobile device to remove it.

If the sync is unsuccessful a red sync screen is shown on the mobile device. This could be because the file is being used on the Communicator PC or the mobile device when the sync is carried out. This usually happens when the file is open in another Windows Application. Close the file and try again. The Communicator gives you information about the different steps of synchronization process in the status field, making it easier for you to find where the sync went wrong.

7 Sending a mobile device to service

If you send a mobile device to hardware service, its memory is usually cleared. The device may also lose its memory if it is reset to factory default. Both these scenarios remove the Raptool license from the mobile device. In these cases you may delete the license for this device in the Communicator to release it for use in another mobile device. Mark the license in the Communicator by clicking on the row for the license. When the row is blue you can push the Delete key on your keyboard. The following warning appears:
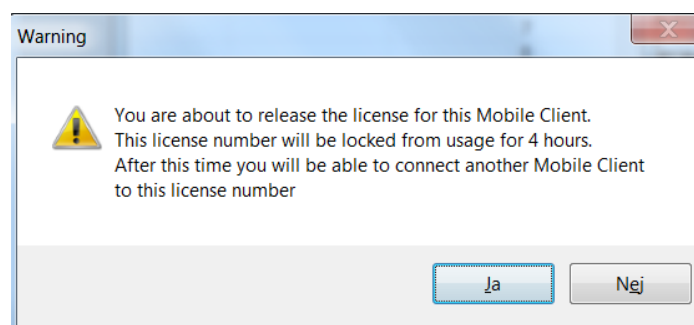
Push Yes if you wish to proceed.
The language on the buttons is dependent on the language settings in your PC.

For terms and conditions, see license agreement.
E-mail support is available through your Raptool partner only upon proof of a valid Maintenance Agreement.