

# Getting support for your mobile device



*Mauricio Freitas*  
*MVP Mobile Devices*  
[www.geekzone.co.nz](http://www.geekzone.co.nz)

# Community based

- Start point: O&M (manufacturer)
  - Responsible for device support
  - OS customised, device dependent
- Next: Microsoft Knowledge base
  - All errors, fixes, problems found in Microsoft products.



## Search the Knowledge Base

### Advanced Search and [Help](#)

**Search the Knowledge Base**

Select a Microsoft Product

Search for...

Using

Results Limit

Search Type

Date Range

Scope for your Search

Article ID

Include Community Solutions Content [More details...](#)

- On this Page:
- [Basic Search Options](#)
  - [How to Search for a KB Article by ID Number](#)
  - [How to Search for Downloads](#)
  - [General Search Tips](#)
  - [How to Search for Error Messages](#)

#### Basic Search Options

- Most Popular Knowledge Base Articles**
- [833786: Identify & Help Protect Yourself from Deceptive \(Spoofed\) Web Sites](#)
- Most Popular Support Centers**
- [Exchange](#)
  - [Windows 2000](#)
  - [Office](#)
  - [Outlook Express](#)
  - [Windows 98](#)
  - [Windows Me](#)
  - [Windows Media Player](#)
  - [Windows XP](#)
  - [Internet Explorer](#)
  - [More...](#)
- Most Popular Downloads**
- [Windows XP Service Pack 1a](#)
  - [DirectX 9.0b End-User Runtime](#)
  - [MSN Messenger 6.0](#)

# Community based

- Community
  - [www.microsoft.com/mobile](http://www.microsoft.com/mobile)
- Heavily based on newsgroups (usenet)
  - peer support
  - newsreader: Outlook Express
  - server: [msnews.microsoft.com](http://msnews.microsoft.com)



# Newsgroups

- [microsoft.public.pocketpc](#)
- [microsoft.public.pocketpc.activesync](#)
- [microsoft.public.pocketpc.multimedia](#)
- [microsoft.public.pocketpc.phone\\_edition](#)
- [microsoft.public.pocketpc.ebooks](#)
- [microsoft.public.pocketpc.wireless](#)
- [microsoft.public.pocketpc.developer](#)
- [microsoft.public.smartphone](#)



**microsoft.public.pocketpc**

Folders  
 Outlook Express  
 Local Folders  
 MWP privatenews.microsoft.com  
 news.microsoft.com  
 microsoft.public.pocketpc  
 microsoft.public.pocketpc.developer  
 microsoft.public.pocketpc.phone\_edition  
 microsoft.public.pocketpc.wireless  
 microsoft.public.smartphone  
 news.paradise.net.nz  
 Private MVP microsoft.com

Subject	From	Sent	Size
For Sale IPAQ with dcf-660w Air card	Headtheball	3/07/2004 06:14	1KB
First aid references	Mike Broombridge	3/07/2004 06:21	1KB
My screen no longer recognizes when I touch i...	Steve	3/07/2004 07:00	1KB
problem with realplayer	Psycho	3/07/2004 07:22	1KB
<b>PocketPC OS Bluetooth Support</b>	<b>David Johnson</b>	<b>3/07/2004 07:32</b>	<b>1KB</b>
<b>Re: PocketPC OS Bluetooth Support</b>	<b>Mauricio Freitas [MVP]</b>	<b>3/07/2004 09:49</b>	<b>1KB</b>
IPAQ H3630 (32Meg) problem...	Gerard Wassink	3/07/2004 07:51	2KB
WiFiForum	MikeW	3/07/2004 09:10	1KB
Java Applets in PE	snunes	3/07/2004 09:18	1KB
Problem to copy large file	Joe Mannix	3/07/2004 10:27	1KB

**From:** Mauricio Freitas [MVP] **To:** microsoft.public.pocketpc  
**Subject:** Re: PocketPC OS Bluetooth Support

"David Johnson" <dave\_johnson1@hotmail.com> wrote in message  
[news:vyXx%23uGYEHA.1048@tk2msftngp13.phx.gbl...](mailto:news:vyXx%23uGYEHA.1048@tk2msftngp13.phx.gbl...)  
 > Can anyone tell me which version of OS (PocketPC 2002, PocketPC 2003,  
 > Windows Mobile, etc.) was the first to offer native support for Bluetooth  
 > (meaning contained a Bluetooth stack in the OS)? Thanks!!!  
 >

Windows Mobile 2003 is the first one.

Previous versions (Pocket PC OS 2002) implemented by O&M used third party  
 Bluetooth stacks. Most still do, like HP.

--  
 Mauricio Freitas, Microsoft MVP Mobile Devices  
 Bluetooth guides: <http://www.geekzone.co.nz/content.asp?contentid=449>  
 Performance Centre (Pocket PC reviews):  
<http://www.geekzone.co.nz/content.asp?ContentId=2028>  
 Handango discount: [http://www.geekzone.co.nz/handango\\_code.asp](http://www.geekzone.co.nz/handango_code.asp)

# MVP

- Microsoft Most Valuable Professional
  - [www.microsoft.com/mvp](http://www.microsoft.com/mvp)
  - Microsoft MVPs are acknowledged by peers and also by Microsoft for their active participation in Microsoft technical communities around the globe.



# Developer?

- MSDN Mobile
  - [msdn.microsoft.com/mobile](http://msdn.microsoft.com/mobile)
  - Developers tools and downloads
  - Understanding technology
  - Building applications





### Mobile and Embedded Application Developer Center

The one-stop shop for mobile and embedded application development

Search for [MSDN and KB] [Go]

- Advanced Search
- Mobile & Embedded Developer Center
- Product & Technology Information
- Understanding Mobility & Embedded
- Building
- Downloads
- Support
- Community
- Partners
- Products & Technologies



#### Announcing the Release of Visual Studio 2005 Beta 1

Visual Studio 2005 is the next release of Visual Studio, and includes many of the enhancements that you've told us you want. Be one of the first to learn about the new features in this beta release.



#### DataSet Server CE: Database Connectivity for Windows Mobile-Based Devices

Learn how to use the sample project DataSet Server CE to reach remote databases from Windows Mobile 2003-based Smartphones and Pocket PCs.



#### FotoVision Sample for Pocket PC

Learn how to use the .NET Compact Framework, Windows Forms, ASP.NET, and Web services to easily share photos on the Web. The sample consists of a desktop, Web, and Pocket PC sample applications.

**Win a Pocket PC!**

Join the WMSPS Sweepstakes

**Win \$100,000!**

#### Welcome to the Mobile and Embedded Developer Center

Welcome to the Mobile and Embedded Developer Center, the one-stop shop for mobile and embedded application development. I'm Jonathan Wells, .NET Compact Framework product manager. If you're new to the site, check out the [Letter from the Editor](#).



#### Other Headlines

[Windows CE 5.0 Enables You to Ship Products Based on Source Derivatives](#)

Microsoft enables developers worldwide to create commercial derivatives of its operating system for the first time! Learn about new features and more

**Update Your PC to Protect Against Download.Ject**

Download the latest critical update to help protect against Download.Ject.

**Page Options**

- Print this page
- E-mail this page
- Add to Favorites

**RSS** | [RSS Feed](#)

[Set as home page](#)

**Key Technologies**

- [.NET Compact Framework](#)
- [Tablet PC](#)

# Google is your friend

- Look for answers on Google Groups first
  - [www.google.com/groups](http://www.google.com/groups)
  - you can specify a newsgroup or date range
  - complete archive of usenet postings, from the very first one



Google Search: activesync does not recognise device - Microsoft Internet Explorer

Address: http://www.google.com/groups?num=100&hl=en&lr=en&ie=UTF-8&newwindow=1&safe=off&q=activesync+does+not+recognise+device

activesync does not recognise device

Results 1 - 51 of about 106 English messages for activesync does not recognise device. (2.53 seconds)

Sorted by relevance [Sort by date](#)

Groups

Related groups: [microsoft\\_public\\_pocketpc.\\* \(7 groups\)](#)  
[microsoft\\_public\\_pocketpc\\_activesync](#)  
[microsoft\\_public\\_windowse.\\* \(10 groups\)](#)  
[microsoft\\_public\\_windowse\\_platbuilder.\\* \(1 group\)](#)

**Re: Activesync does not recognise ipaq**  
 Activesync does not recognise the ipaq as present when I put it in the cradle (connected via ... the iPAQ (press in the small button on the bottom of the device)? ...  
[microsoft\\_public\\_pocketpc\\_activesync - 18 Dec 2003](#) by Rob Borek - [View Thread \(8 articles\)](#)

**Re: Bluetooth ActiveSync does not work**  
 The problem know is that ActiveSync starts and then times out with the message "ActiveSync does not recognise the device it is trying to connect to" The ipaq ...  
[microsoft\\_public\\_pocketpc\\_wireless - 3 Apr 2003](#) by Richard Heuston - [View Thread \(9 articles\)](#)

**Bluetooth iPaq 5550, Dell laptop problems**  
 ... 30 seconds, I get an error message with the heading: "Device Not Recognised" The message text says: "Microsoft ActiveSync does not recognise the device that is ..."  
[microsoft\\_public\\_pocketpc\\_activesync - 14 Sep 2003](#) by Ken Schaefer - [View Thread \(3 articles\)](#)

**Re: Blue tooth active synch "device not recognised"**  
 ... htm - ActiveSync Troubleshooting Guide Thanks for reply. I have done that, but still get the message Active Sync does not recognise the device that is trying ...  
[microsoft\\_public\\_pocketpc\\_activesync - 10 Jul 2003](#) by Michael J. Marquardt - [View Thread \(2 articles\)](#)

**Re: ActiveSync does not recognise port COM10**  
 To activesync using bluetooth in the My Device section of the my ... But Active Sync does not recognise Pocket PC because it is looking for only ports COM1-COM5 ...



Subject: Activesync does not recognise Ipaq

News group: microsoft.public.pocketpc.activesync

<< Back | No frame | Sort by date

- ▶ 1 Richard Alberg 18 Dec 2003
- | 1-2 Richard Alberg 18 Dec 2003
- | 1-3 Rob Borek 18 Dec 2003
- | 1-4 Richard Alberg 18 Dec 2003
- | 1-5 Rob Borek 18 Dec 2003
- | 1-6 Richard Alberg 19 Dec 2003
- | 1-7 Rob Borek 19 Dec 2003
- | 1-8 Richard Alberg 20 Dec 2003

All messages from thread

From: Richard Alberg (richarda@psl.com)  
Subject: Activesync does not recognise Ipaq  
Newsgroups: microsoft.public.pocketpc.activesync  
Date: 2003-12-18 13:12:39 PST

Hi

I have an Ipaq 3870 upgraded to PocketPC 2003 and am using the latest Activesync 3.7.1 under Win XP.

Activesync does not recognise the Ipaq as present when I put it in the cradle (connected via USB). I have tried on 2 computers and no joy. It did previously work.

Presumably this is either an Ipaq hardware problem or an Ipaq setup issue. Although I guess the cable could be at fault.

Can anyone suggest how I can track the problem down - and, importantly, fix it?

Thanks

Richard

From: Richard Alberg (richarda@psl.com)  
Subject: Re: Activesync does not recognise Ipaq  
Newsgroups: microsoft.public.pocketpc.activesync  
Date: 2003-12-18 13:54:19 PST

Further to my previous posting, I have tried the Ipaq on a third computer and with a different USB cable. I have the same problem. The Ipaq detects that it has been connected to a computer and starts to charge. However Activesync does not 'see' the Ipaq

Message 1 in thread  
[View this article only](#)

Message 2 in thread  
[View this article only](#)

# Community websites

- User knowledge, news, tips, reviews
  - [www.geekzone.co.nz](http://www.geekzone.co.nz)
  - [www.pocketpcthoughts.com](http://www.pocketpcthoughts.com)
  - [www.pocketpctools.com](http://www.pocketpctools.com)
  - [www.ppcw.net](http://www.ppcw.net)
  - [www.modaco.com](http://www.modaco.com)
  - <http://www.microsoft.com/windowsmobile/communities/pocketpc/links.aspx>
  - <http://www.microsoft.com/windowsmobile/communities/smartphone/links.aspx>



Thanks!

