

Troubleshooting Mi.Tech Handheld

Mueller Water Products

ISSUE: Lost GPS – “GPS Not Assigned” message

Set GPS COM Port

1. From the Mi.Tech start screen, tap the navigation menu at top of screen. On the dropdown menu, tap the Satellite icon:



2. Ensure that “GPS program port” is set to COM9 and tap OK.
3. On the Mi.Tech start screen, tap Setup > GPS.
4. Verify COM Port is set to COM 2 and Baud Rate is 38400.
5. If Time, Latitude, or Longitude is not updating, proceed to step 6; otherwise GPS is working and proceed to Step 7.
6. Under the Baud Rate field, there will be an Open or Close button. If the button is shown as Open, this means that GPS is not on. Tap the Open button (to change display to Close) and make note if the Time, Latitude, or Longitude is changing.
7. If the Time, Latitude, or Longitude is updating, tap OK at bottom right of the screen. Otherwise repeat Step 6 and ensure that handheld is in an area with signal.

ISSUE: “GPS Error – No position” message

Check GPS Signal

1. Ensure the handheld is outdoors without any obstructions overhead.
2. Go to last known area where GPS signal was available.
3. If no change has occurred, proceed to Set GPS COM Port.

ISSUE: Lost Internet Connectivity

Signal icon at top of handheld screen has an X beside it.

1. From the home screen, tap the navigation menu at top of screen. On the dropdown menu, **tap the smart phone/two green arrows icon.**



2. In the Connectivity window, tap **Wireless Manager.**
3. Ensure the indicator beneath “Phone” is On. If the indicator shows the phone is Off, tap the icon until status is changed to On.
4. Attempt to Sync Worksheet. If unsuccessful, proceed to Step 1 - Check Server Connection.

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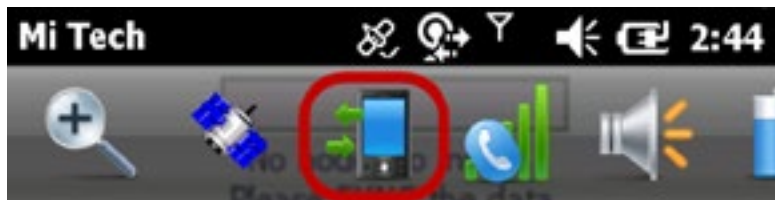
ISSUE: Sync Worksheet Fails

Step 1 - Check Server Connection

1. On the Mi.Tech start screen, tap **Setup** > **Server Connection**.
2. Ensure Server Port and Server Address are correct for your site.
3. Tap **Connect**. *Note: Upon a successful connection the Message View box will display "Connection established with server" and the address and port.*
4. If connection is successful, tap **Save Server Settings** and attempt to sync worksheet again. If the connection is not successful, the Mi.Tech will display "Connection abandoned" within a few seconds – wait to make sure. If unsuccessful, proceed to Step 2 - Check Internet Connection.

Step 2 - Check Internet Connection

1. From the home screen, tap the navigation menu at top of screen. On the dropdown menu, tap the smart phone/two green arrows icon.



2. In the Connectivity window, tap **Wireless Manager**.
3. On the Wireless Manager page, ensure that "Wi-Fi" is **Off**, "Bluetooth" is **On**, and "Phone" is **On**. Tap **X** to exit the Wireless Manager page.
4. From the home screen, tap the navigation menu at top of screen. On the dropdown menu, tap the smart phone/two green arrows icon.
5. In the Connectivity window, tap **Settings**.
6. On the Tasks tab of the Connections page, tap **Manage existing connections**.
7. Ensure at least one connection is shown under the Name/Number Section.
8. If a connection exists proceed to Step 10; otherwise continue to Step 9.
9. Click **New**.
 - a. Enter a connection name and tap **Next**.
 - b. On the page prompting "Enter the number exactly as it should be dialed..." enter **muellersystems01.com.attz**.
 - c. On the following page, leave the fields for "User name", "Password" and "Domain" blank and tap **Finish**. Continue to Step 10 below.
10. Tap and hold one of the listed connections until a menu appears. Tap the **Connect** option. Verify the Mi.Tech device attempted to connect. If not successful, proceed to Step 1 - Check Server Connection.