Troubleshooting tips:

1) Uninstall and reinstall the Drivers and Intellisync software.

2) Make sure the Zaurus is seated firmly in the cradle.

3) Press the Home key (House button on the Zaurus) three times to the Settings menu or alternatively click the top right tab (wrench icon) for Settings. Click once on the Network & Sync icon (Globe icon) and then the Sync Tab. Verify the IP addresses match the below picture. If not change the IP address for USB to 192.168.129.201 and 192.168.130.101 for Serial.
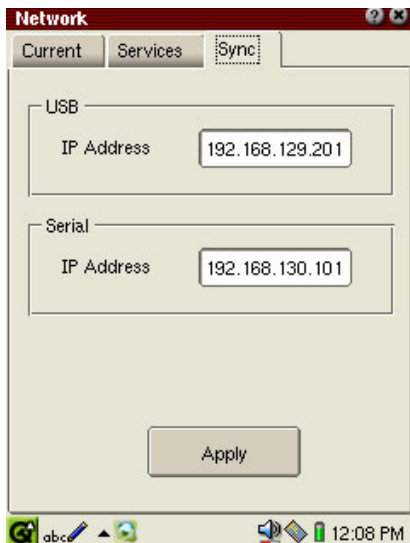
4) For Windows 2000/XP - Go to Windows Start – Control panel – Network Connections icon. Double click Network Connections and verify a new Local Area Connection is Enabled and lit.
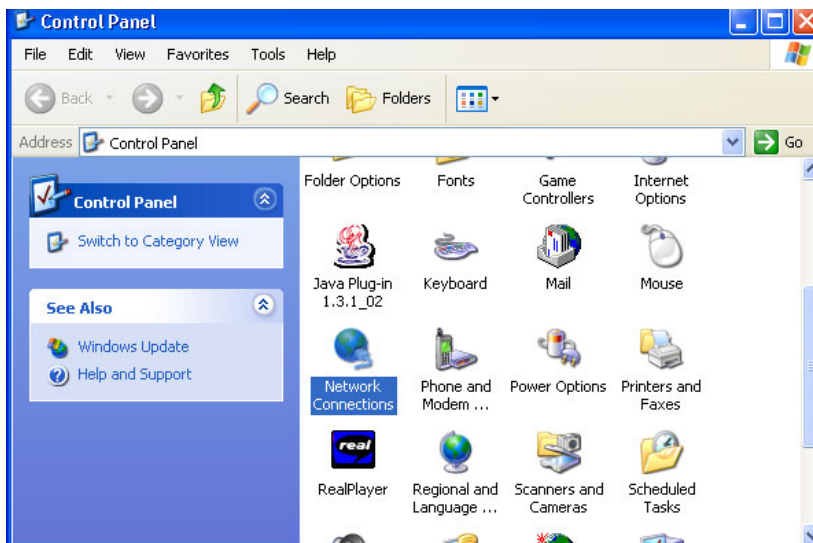
5) For Windows XP Click *once* on the Local Area Connection for the SL Series (NDIS 5) driver and Scroll down to the Details section in the window.
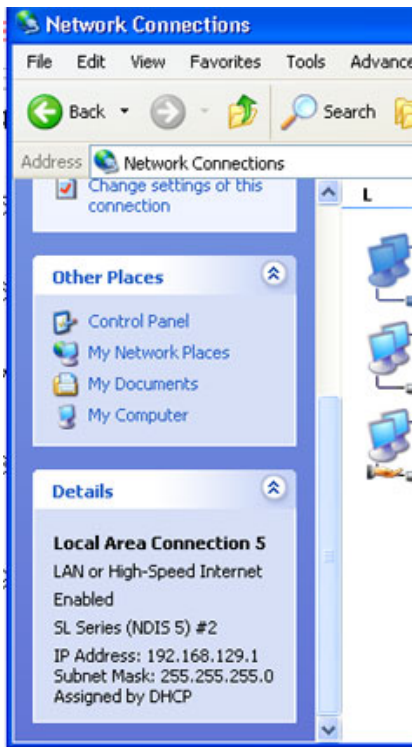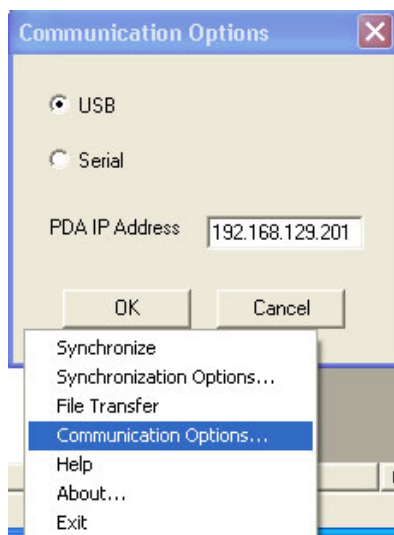
6) Verify the IP address is 192.168.129.1 and the Subnet mask is 255.255.255.0. If the IP addresses do not match the window, right mouse click on the Local Area Connection SL Series (NDIS 5) and next click on Properties. Ensure the Internet Protocol (TCP/IP) is checked.

For Windows 2000/XP, ensure the Internet Protocol is added or present (for XP make sure TCP/IP is checked.) Scroll down to Internet Protocol (TCP/IP), and click Properties.   Change the IP address to 192.168.129.1 and Subnet mask of 255.255.255.0 and click OK. Make sure to re-enable the network connection.

For Windows 98, make sure TCP/IP is added or present in the properties.

7) On the back of the Zaurus near the battery cover, flip the small switch to 'Replace Battery', count 3 seconds and flip it back to 'Normal Operation'. Turn the Zaurus back on.

8) Right click on the Intellisync icon in the system tray on Windows and click Communication Options. Verify the IP address for the USB connection is 192.168.129.201. This should be the same value as in Pre-setup Step 4.

9) Verify the USB and NDIS 5 drivers installed correctly. Go to Windows Start-Control Panel-System. Click on the Hardware tab and next the Device Manager button. Under Network Adapter and Universal Service Bus Controllers, verify the SL Series (NDIS 5) and SL Series (WDM) icons are present. If either icon has a yellow exclamation point or a red stop icon, right click on the icon and Update the driver. Make sure the Installation CD-ROM is in the drive and repeat the above steps for Installation of USB and Network Drivers.
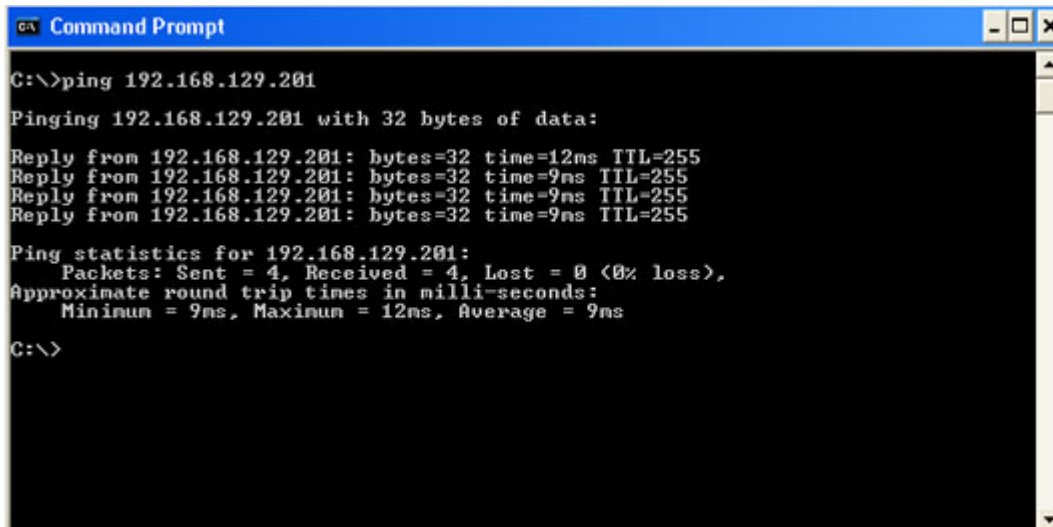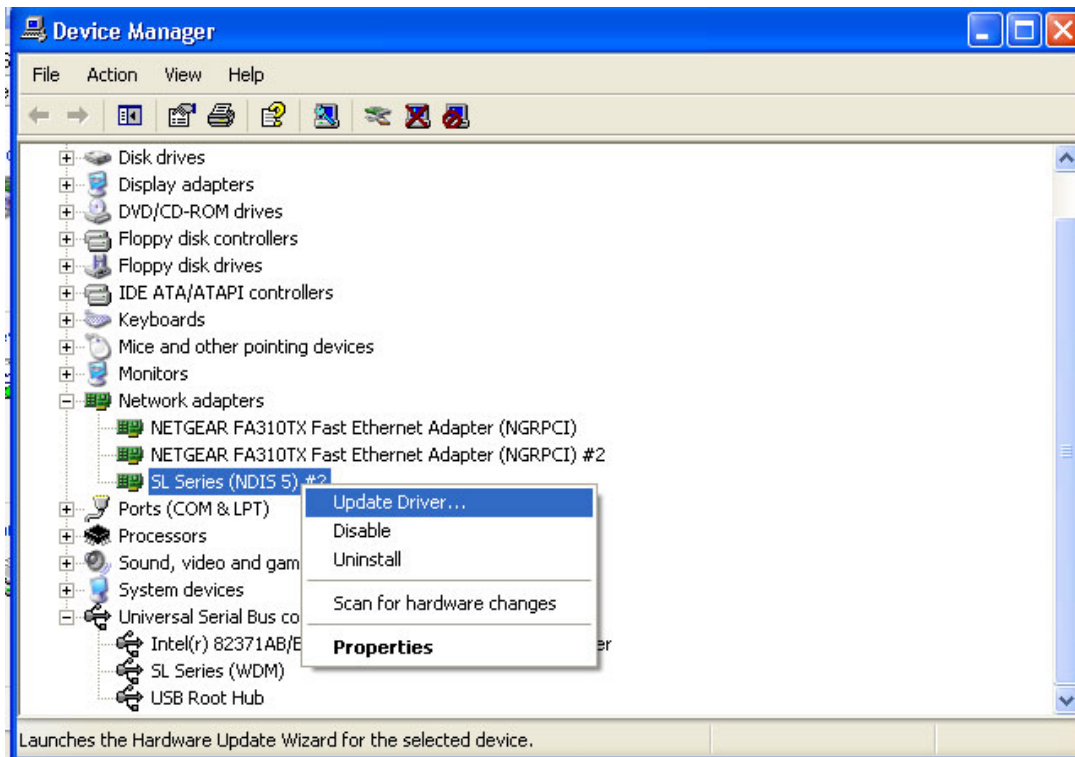

10) This should reinstall the correct drivers. If this still does not work, click the icon and make sure the Device Status is enabled and that the device is working properly.
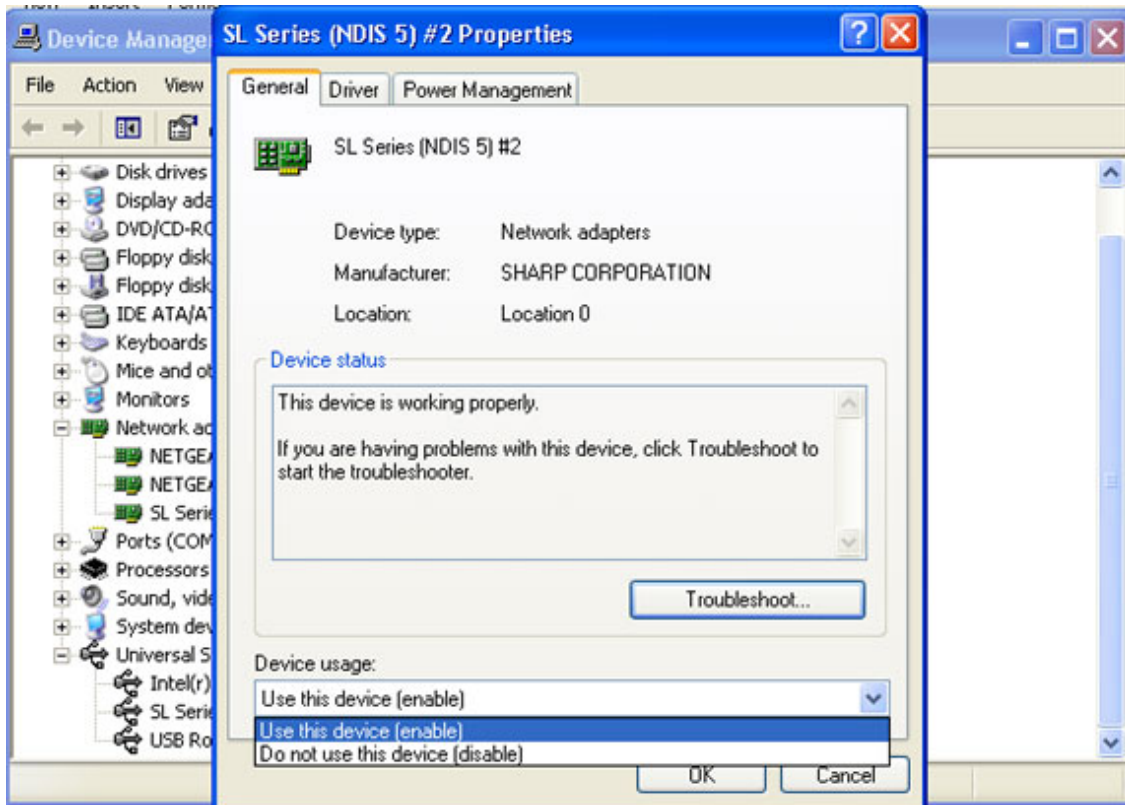
11) For Windows XP make sure the Firewall setting on the Local Area Connection is turned off. To check this from Windows Start-Control panel, Click Network Connections. Right mouse click the Local Are Connection for the SL Series (NDIS 5) and click Properties. On the Advanced tab – make sure the Firewall checkbox is not clicked.
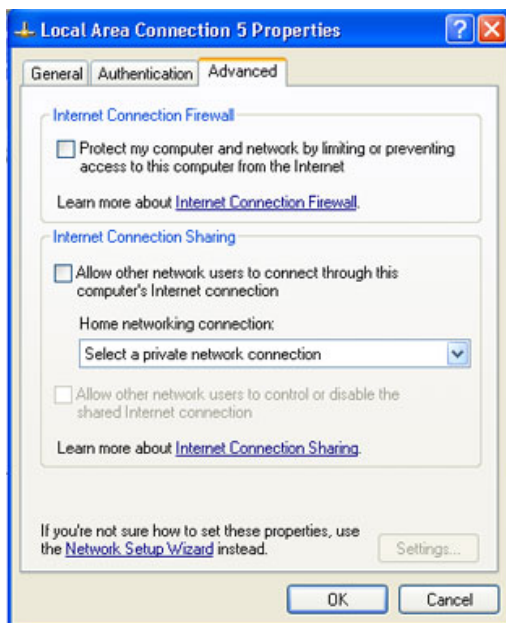
12) At the command prompt, type > ping 192.168.129.201 Verify the below response.

13) Verify the Synchronization software is in the system tray. On the bottom right of Windows (near the System Clock), look for a blue and red oval. Click once on the icon and highlight Synchronize.