

# DolphinCare

**Tip:** When storing the Dolphin unplugged for a long period of time, **remove** the batteries.


1. **Resuscitation:** Dolphin will not turn on; no red laser scan appears when I press the **On Scan** Key.

- ★ Try recharging the battery overnight.
- ★ Try resetting the Dolphin. Remove the battery, peel off the rubber dot in the upper right hand corner of the compartment where the battery was located, and insert a straightened paper clip into the reset button hole. You can feel the spring click as you push gently on the paper clip.
- ★ Contact RILINK ([rmlink@ride.ri.net](mailto:rmlink@ride.ri.net)) to borrow a spare battery.

2. **Diagnosing** and correcting other problems:

When attempting to transfer scans from the Dolphin, an error message may appear in the computer window, the Dolphin screen, or the Dolphin File Transfer dialog (on the computer).

Message	Cause	Solution
<b>Bytes:</b> <b>Blocks:</b> <b>Errors: &lt;number&gt;</b> <b>MSG: Timeout</b> or <b>File Shipping Failed</b> (on the Dolphin screen)	You may not have clicked <b>Receive File</b> on the Dolphin File Transfer dialog (on the computer) after pressing <b>ENTER</b> on the Dolphin.  Or, the Dolphin home base is not connected to the computer	Click <b>Receive File</b> on the Dolphin File Transfer dialog (on the computer) while the <b>Errors</b> counter is still going up.  Check all hardware connections.
<b>C:\&gt;</b> (on the Dolphin screen)	The installation of the application, S.EXE, did not complete.  Or, the Dolphin's battery lost its charge and S.EXE	Reboot or recharge the Dolphin.  If <b>C:\&gt;</b> reappears or a message to install the application appears, find the

	<i>(cont)</i> is no longer on the Dolphin.	<i>(cont)</i> instructions for doing this in online Destiny Help by entering "dolphin application". If the main menu appears, you can resume normal use.
<b>Waiting to receive a file</b> or <b>File not received!</b> (on the Dolphin File Transfer dialog)	You may not have pressed <b>ENTER</b> on the Dolphin, but did click <b>Receive File</b> on the Dolphin File Transfer dialog (on the computer).	Press <b>ENTER</b> on the Dolphin and click <b>Receive File</b> on the Dolphin File Transfer dialog.
 (on the Dolphin screen when you want to transfer a LOG file)	A transfer session timed out, or you pressed <b>N</b> when asked to ship out a LOG file.	Remove the Dolphin from the HomeBase and reinsert it. The <b>You have a LOG file, do you wish to ship it out?</b> message appears.

### 3. Outpatient treatment: Rebooting your Dolphin



If your Dolphin is frozen or retains an error message on the screen, follow these instructions:

**Note:** Rebooting the Dolphin does *not* erase any scans stored in the Dolphin.

- ★ On the Dolphin, simultaneously press and release the **ON-SCAN**, **SHIFT**, and **BKSP** keys.

The Dolphin reboots; this will take a minute.

- ★ If **C:\>** appears on the screen, you'll need to reinstall the application, S.EXE.

- ★  If  appears, you may resume scanning. If you were attempting to transfer a scan file, place the Dolphin into the HomeBase file and try again.

4. **911:** If you cannot make a diagnosis or outpatient treatment fails, contact RILINK (rilink@ride.ri.net).