

X200 REFLASH/RESET PROCEDURE

Must be SW version 1.5.0 or later.

1. Hold Record button down
2. Turn x200 on
3. Let go of record once all lights flash
4. Lights start to cycle one by one (the light cycle will go round 10 times so perhaps leave it a few times to get the rhythm before moving onto step 5. Hit record button when service light is on 5 times in a row.

If done correctly then all lights will flash quickly, then stay on, unit will reboot. This may take 30 seconds or so. If it does fail (perhaps the timing was incorrect), power off and start again.

Can you get them to use a normal straight through Eth cable.

The only other thing I can think it that they are not following the red section below. They maybe just going to the File menu, then selecting connect to Ethernet (which uses the default IP from the Tools>Options).

Could also be firewall/security programs blocking? Get them to turn everything off and re-test. We have seen Norton/Symantec block it before. Check Windows firewall too.

Connecting to the X200 via a LAN Connection

To connect to the X200 via the LAN connection a suitable wired or wireless network must be present in order to allow communication between the X200 and the host PC running RemoteLink.

RemoteLink uses UDP port 5465. Any installed network or local PC firewalls may have to be instructed to allow the use of this port to prevent communication problems between the PC and the X200.

Before a connection can be made a new unit name and IP address must be entered. To add a new remote X200 unit to the system go to Tools > Manage Connections > Add New. The X200's IP address can then be entered into the system (this is shown in the X200 recorder 'LAN' menu) and a name can be assigned to the unit for future reference.

To connect to the X200 Via the LAN interface go to **'File' > 'Connect to Unit'**, select the X200 required from the drop down list and press the 'Connect' button. If the 'File' > 'Connect using Ethernet' option is chosen then RemoteLink will always attempt to connect to the default IP address entered in the 'Tools' > 'Options' menu.

The X200 menu system should then appear on the virtual reviewer in the RemoteLink window. Use the mouse to click on the appropriate keys as if as per normal operation of an X201 Reviewer.

I just connected with a laptop to a completely default unit and it worked first time.

Hope that helps.