

Issues with PDA

Check the PDA software version to ensure compatibility--Palm OS 4x or 5x only OR Pocket PC 2002 or later up to Windows mobile 5 or lower

To check the software version:

- **Pocket PC**
- o **Start > Settings > System > About**

- o **Click on the Time > Info > Version**

Check the Active Sync version- DOTR likes 4.2 or lower

If they don't have Data on the Run, this is probably their problem:

Install DOTR from the shared drive:

Then uninstall Basc2 POP from PC and PDA

- Go to Control Panel > Add Remove Programs:
- Remove BASC-2 POP from computer & PDA
- Remove Microsoft.Net Compact Framework SP3 & have customer remove from PDA as well
- Remove folder Basc2 POP from computer
- Have customer remove POP file from PDA-Start/Programs/File Explorer

Then Re-Install Basc2 POP

Select Desktop application with pocket PC

Make sure Pocket Access is checked- it will show in Active Sync- Tools/Options

To install BASC-2 POP on a PDA, you may have to open Active Sync, click Tools > Add/Remove programs and click install for BASC-2 POP

Article ID: 4081

Last updated: 25 Oct, 2010

Software Support -> — B — -> Behavior Assessment System for Children, Second Edition -> BASC-2 POP w/ PDA Full -> Issues with PDA

<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4081>