

*Stenograph Bluetooth[®] Wireless
Communication Guide*



Stenograph[®]

www.stenograph.com

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Introduction

Wireless realtime communication is an optional accessory for your élan Mira, STENTURA fusion, élan Cybra (Professional and Student) and Stentura Protégé. Using Bluetooth® technology and specially designed software, these writing machines can communicate with Case CATalyst or other compatible CAT software running on your Windows® XP or Windows Vista® notebook computer. Wireless communication between your writing machine and computer is secure. The encrypted data can only be transmitted between the writing machine and your computer.

Compatibility Requirements

A USB port on your computer is necessary to use BlueSoleil wireless software.

All STENTURA *fusion*, élan Cybra and Stentura Protégé software versions and PC boards are compatible.

élan Mira software must be version 1.12 or higher. The élan Mira PC board must be version 1.2. Miras with serial number E002583 or higher have PC board version 1.2. If you have questions regarding the software or PC board version of your élan Mira, contact Technical Support, 1-800-323-4247.

Important

élan Mira, STENTURA *fusion*, élan Cybra (Professional and Student) and Stentura Protégé wireless communication works with Windows XP or Windows Vista compatible CAT software running on Windows XP or Windows Vista. Stenograph provides technical support for the élan Mira, STENTURA *fusion*, élan Cybra (Professional and Student) and Stentura Protégé and Case CATalyst. For technical support on non-Stenograph CAT software, contact the respective software vendor.

Stenograph strongly suggests you setup and test all realtime hardware including wireless communication prior to using it in a realtime situation.

Package Contents

A Wireless Realtime Kit from Stenograph includes:

- BlueSoleil USB Adapter
- Socket Cordless Serial Adapter with Bluetooth technology
- BlueSoleil CD-ROM
- Installation Instructions

Installation

Chapter 2, Installation, provides step by step instructions to install the BlueSoleil software and the BlueSoleil USB adapter on your Windows XP or Windows Vista system. All screen shots in the installation instructions reflect the Windows XP platform. Windows Vista screens may vary slightly.

Windows Vista

When loading the BlueSoleil™ software and using the Bluetooth® service, the User Account Control message box displays. The User Account Control (UAC) is a security feature prompting you for permission to run the displayed program name or service being accessed. To load the BlueSoleil software and use the Bluetooth capability, you must choose **Continue** in the UAC message box. The User Account Control is an important feature of Windows Vista and Stenograph **does not** recommend disabling it.

Installing the BlueSoleil Software

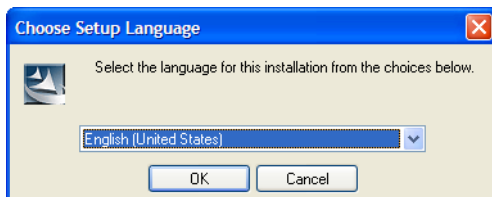
1. Start your computer. Make sure it is fully booted.
2. Close all Windows programs before running the install program.
3. Insert the BlueSoleil CD-ROM into the CD-ROM/DVD drive. One of the following occurs:
 - *Windows XP*—The installation process begins automatically.
 - *Windows Vista*—The UAC message box displays. Click **Continue**.

If the installation process does not begin after about a minute or your computer settings do not allow for “auto run” or “auto play”, you can initiate the installation process manually. From the Windows Start menu, select **Run**. On the Command line, type **d:\setup** and then press **Enter**. If your CD-ROM or DVD drive is designated by a letter other than “d,” substitute the appropriate letter in the command line.

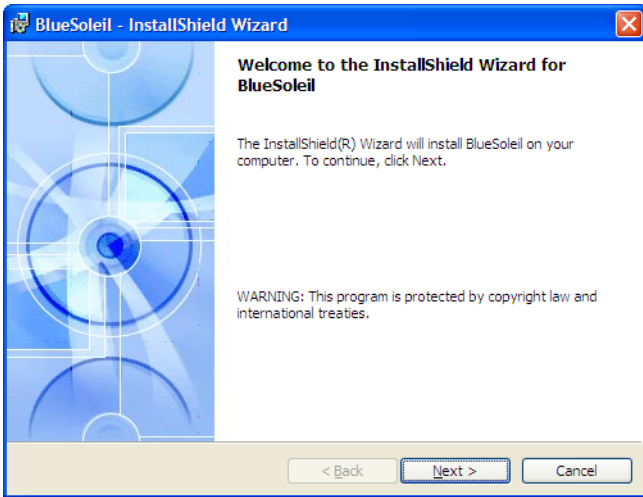
Windows Vista users who want to initiate the installation process manually, may need to add the Run command to the Start menu. Right click the Start menu and select **Properties**. Select the Start Menu tab and click **Customize**. Check **Display Run** and click **OK**. Click **OK** again to close the Taskbar and Start Menu Properties dialog box.

 Do not connect the BlueSoleil USB adapter at this time.

4. The Choose Setup Language screen displays.



5. Press **Enter (OK)** to begin the software installation.
6. The InstallShield progress bar displays briefly followed by the Welcome to the InstallShield Wizard for BlueSoleil screen.



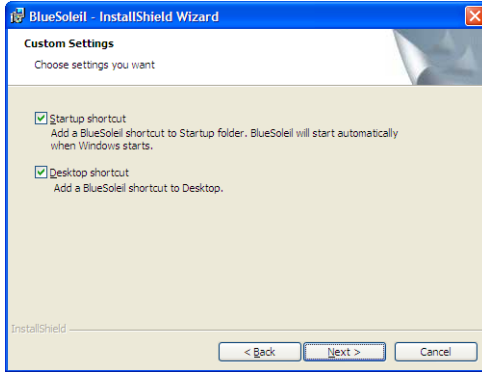
7. Press **Enter (Next)**. The License Agreement screen displays.



Read the agreement. Click the radio button, "I accept the terms in the license agreement." to continue the installation.

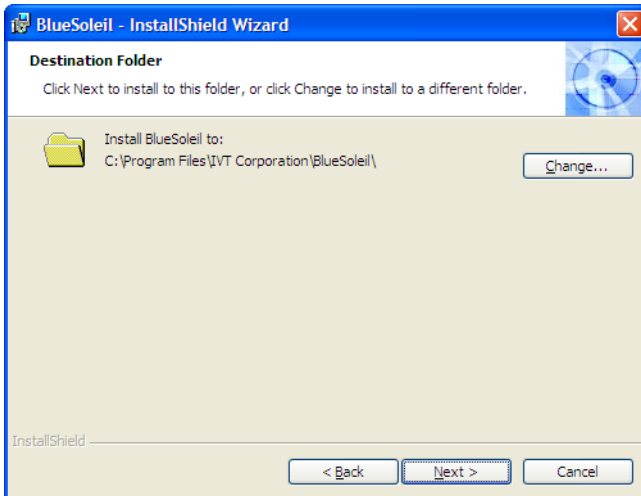
8. Press **Enter (Next)**. Do one of the following:

- *Windows XP*—The Custom Settings screen displays for Windows XP. Check the box for the shortcuts to add to your Desktop and press **Enter (Next)**.

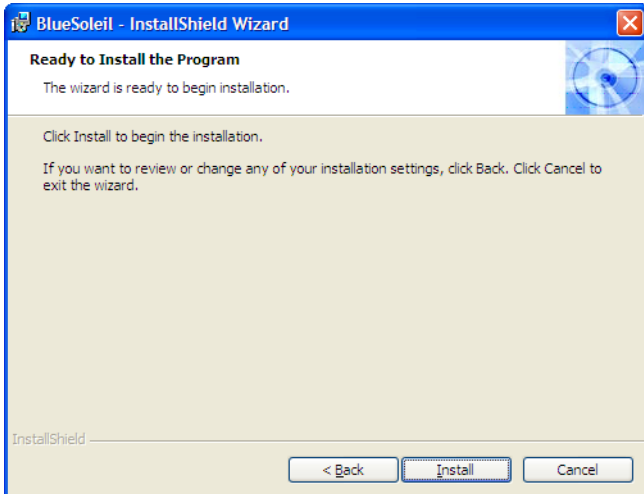


- *Windows Vista*—Continue with the next step.

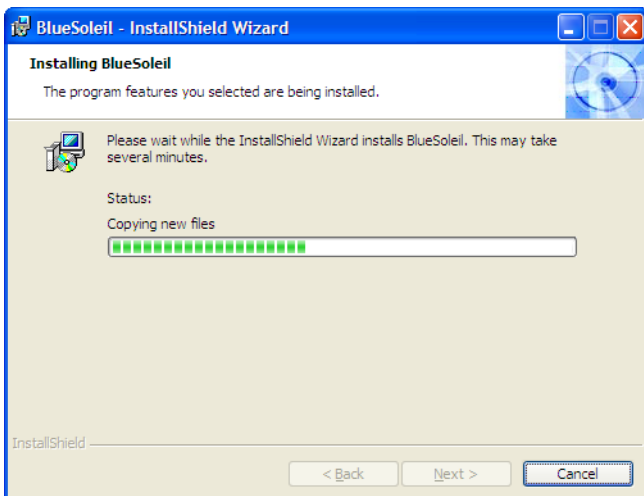
9. The Destination Folder screen displays. Verify the default location for the software installation. If necessary, use **Browse** to select an alternate location.



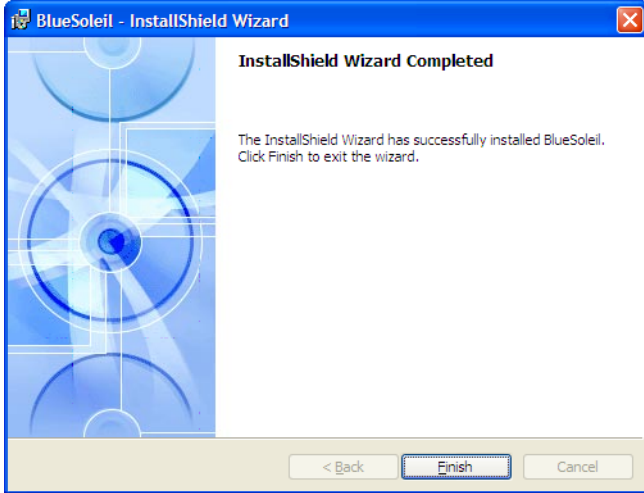
10. Press **Enter (Next)**. The Ready to Install the Program screen displays.



11. Press **Enter (Install)**. The Installing BlueSoleil screen displays while the software installs onto your computer.



- When the installation is complete, the InstallShield Wizard Completed screen displays.



- Press **Enter** (**Finish**).
- Remove the CD and store it in a safe place.
- Continue with the next section in this chapter, "Installing the BlueSoleil USB Adapter."

Installing the BlueSoleil USB Adapter

You must load the BlueSoleil software before installing the BlueSoleil USB adapter.

1. Restart your computer after installing the BlueSoleil software. Make sure it is fully booted. The IVT Corporation BlueSoleil - Main Window dialog box displays.
2. Insert the BlueSoleil USB Adapter into an available USB port on your computer.



BlueSoleil USB Adapter

3. The Welcome To Bluetooth dialog box displays followed by the Found New Hardware dialog box. The device driver **automatically** installs. The Device Install Wizard dialog box may display briefly during the installation.

Windows may also display a Found New Hardware bubble indicating a problem occurred during the hardware installation and the hardware may not work. The bubble may display for awhile but will disappear without any further action. No action is required as Windows continues the installation.

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4. One of the following occurs:

- *Windows Vista*—Double click the Bluetooth icon on the Windows Desktop to start Bluetooth when Windows completes installing the BlueSoleil USB adapter. In the UAC message box, click **Continue**. The Welcome to Bluetooth dialog box displays.
- *Windows XP*—The Welcome to Bluetooth dialog box displays when Windows successfully completes installing the BlueSoleil USB adapter.

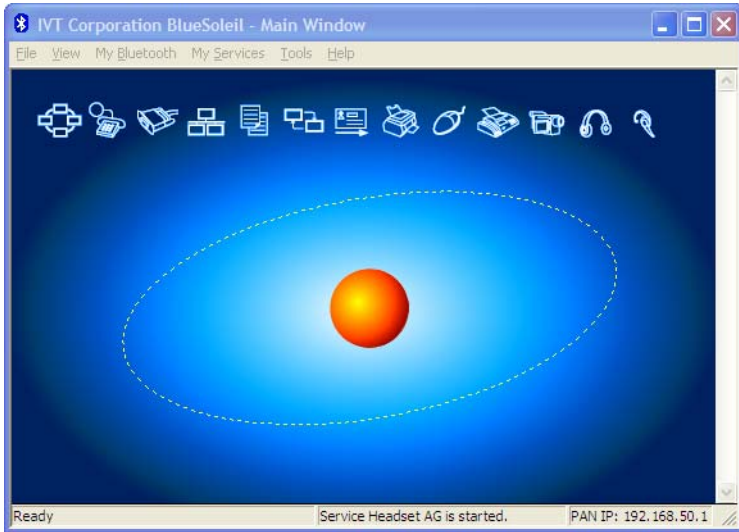


5. Make the following entries:

- *Device Address*—the address assigned to the Bluetooth device in your computer. Your computer automatically identifies the address. No action is required.
- *Device Name*—use the default name or type a new name to identify the computer. The Device name displays later in the Bluetooth configuration dialog box.
- *Device Type*—select the option from the drop down list that best identifies this computer.
- *Use security level Medium*—this feature is automatically selected. You must use security level Medium to connect the writing machine and the remote computer.

6. Press **Enter (OK)**. The computer searches for wireless devices.

The orange ball in the center of the screen represents your computer. Placing the mouse over the orange ball displays the computer name you assigned and the Bluetooth address.



7. From the View menu, select Service Window.
8. Right click **Serial Port B** and select **Stop Services**.
9. From the My Services menu, select **Properties**.
10. On the Serial Port B tab, uncheck the box, **Auto-start this service when My Bluetooth starts** and press **Enter (OK)**.
11. The following message displays, prompting you to restart your computer, *You must restart this service for the changes to take effect*.

It is not necessary to restart the computer at this time. Click **OK**. The IVT Corporation BlueSoleil - Main Window displays.
12. Continue with the *Configuration* chapter to configure your writing machine and establish wireless connection.

Configuration

Chapter 3, Configuration, guides you through the steps to configure the élan Mira, STENTURA fusion, élan Cybra (Professional and Student) or the Stentura Protégé for wireless realtime writing. It is necessary to install the BlueSoleil software and adapter on your computer before continuing with the configuration instructions in this chapter. See the *Installation* chapter for installation details.

The configuration process identifies the computer's address and generates a Passkey. The Passkey is a security code that allows your writing machine and the computer to communicate securely. You must use this code to establish an active wireless connection between the writing machine and your computer.

Generally, you only need to configure the writing machine once while using the same computer unless you change computers. A new unique Passkey code is required to establish wireless communication when the current computer is different than the one used for the previous connection. Any time you change computers, you must repeat the configuration steps.

Some computers may have security options that require the passkey to be entered each time. These security options assure a protected connection. Software does not need to be reinstalled when you are prompted each time for the passkey.

Complete the appropriate configuration steps for your writing machine contained within this chapter:

- “Configure the élan Mira/STENTURA fusion”
- “Configure the élan Cybra/Stentura Protégé”

Configure the élan Mira/STENTURA fusion

Complete the following steps to configure the élan Mira/STENTURA fusion if this is your first time configuring your writing machine or you need to identify a different COM port.

1. Insert the USB Bluetooth adapter into an available USB port on your computer.
2. Turn your computer **On**.
3. Do one of the following:
 - *Windows XP*—Open BlueSoleil.
 - *Window Vista*—Double click the Bluetooth icon on the Windows Desktop. When the User Account Control (UAC) message box displays, click **Continue**.
4. Turn the élan Mira/STENTURA fusion **On**.
5. Plug the Socket Cordless Serial Adapter (CSA) into the serial port of the élan Mira/STENTURA fusion with the Socket name facing down.



Socket Cordless Serial Adapter (CSA)

The Socket Cordless Serial Adapter is powered by the élan Mira/STENTURA fusion. Stenograph recommends that you charge your Mira/fusion each night when using wireless communication.

6. Press **Setup** and then **Wireless**. The Wireless menu displays with the message:

Press <Configure> To Configure Wireless Adapter
Target Computer: Not Set
Passkey: Not Set

7. Press **Configure**. The following message displays:

Press <OK> to Search For Remote Computers.

8. Press **<OK>**. The élan Mira/STENTURA fusion searches for your computer. A yellow progress bar displays with the message, “Searching For Remote Computers.”

The élan Mira/STENTURA fusion searches for all computers in the area that have BlueSoleil software with a Bluetooth device. The Mira/fusion does not search for any computer or device with Bluetooth technology unless it also has BlueSoleil.

9. When the Mira/fusion finishes searching, it displays the address of the computer on the LCD in the Computer’s Bluetooth ID list. Press **Select**.

The Mira/fusion can only connect with one computer. If multiple addresses display, use the **Up** and **Down** buttons to highlight the computer address to which you are writing realtime and then press **Select**. To verify the computer’s Bluetooth address, place the mouse over the orange ball.

10. The following message displays:

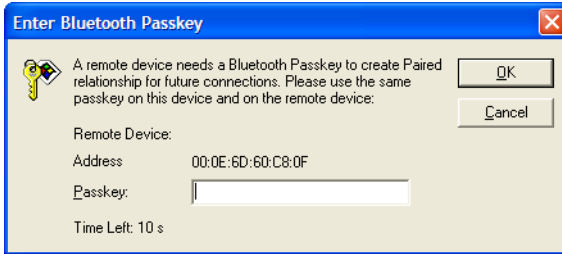
Wireless Adapter configured
Target computer: xx.xx.xx.xx.xx.xx
Passkey: xxxxxx

where x represents a digit.

Make a note of the *Passkey* number. You must enter this number on the computer to establish wireless connection between the élan Mira/STENTURA fusion and your computer.

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11. Press **(Enter) OK**. Once the BlueSoleil software locates the Mira/fusion, it displays the Enter Bluetooth Passkey dialog box.

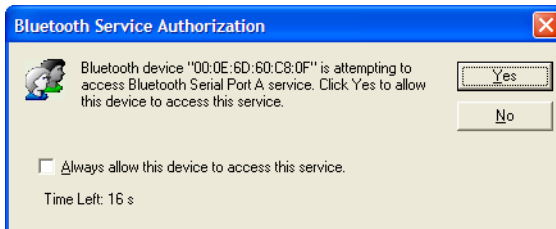


12. In the *Passkey* field, type the Passkey number from the élan Mira/STENTURA fusion and then press **Enter (OK)**.

You have 30 seconds to type the Passkey code. If you do not type the Passkey code within 30 seconds, you must disconnect the Socket Cordless Serial Adapter from the Mira/fusion and reconnect it to redisplay the Enter Bluetooth Passkey dialog box.

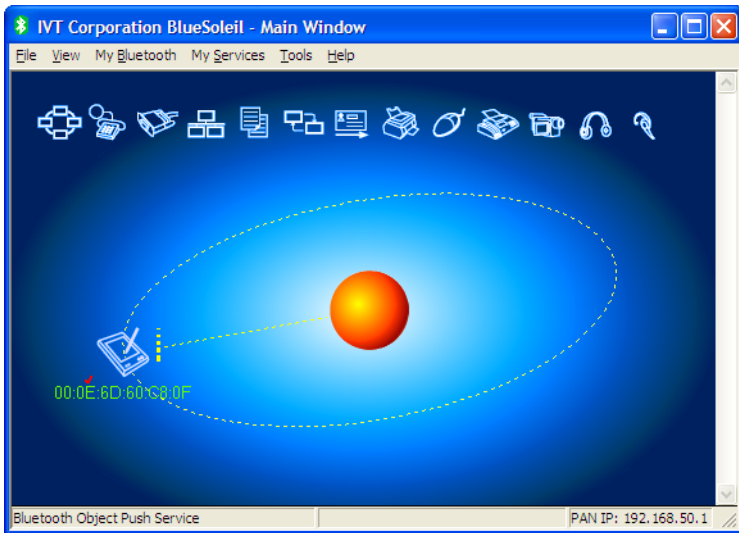
13. Do one of the following:

- *Windows XP*—The Bluetooth Service Authorization dialog box displays. To bypass the authorization message in the future, check the box, **Always allow this device to access this service** and press **Enter (Yes)**.



You have 30 seconds to respond to this dialog box. If you do not press **Enter (Yes)** within 30 seconds, you must disconnect the Socket Cordless Serial Adapter from the Mira/fusion and reconnect it to redisplay the Enter Bluetooth Passkey dialog box and enter the Passkey code.

- *Windows Vista*—The “Bluetooth Connection Succeeded” message displays. Note the COM port. The COM port is used to configure Case CATalyst Realtime options.
14. In the BlueSoleil -Main Window, Bluetooth devices in the area display as icons on the circle and are identified by their assigned name and/or Bluetooth address.



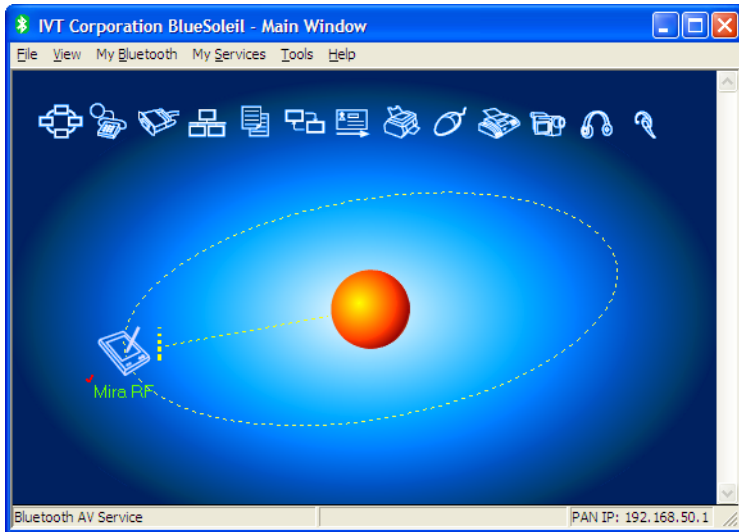
The Mira/fusion initially displays as a wireless device icon with a Bluetooth address. Other Bluetooth devices in the area using BlueSoleil may also display on the BlueSoleil -Main Window. When the computer and Mira/fusion establish communication, a line displays between the wireless device and the orange ball indicating an active wireless connection between the Mira/fusion and your computer.

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The color of the BlueSoleil icon in the upper left corner of the dialog box and on the Windows Sys Tray reflects connection status:

- *Gray*—indicates that BlueSoleil is closed and inactive.
- *Blue*—indicates that BlueSoleil is open and active.
- *Green*—indicates that active communication exists between BlueSoleil and the élan Mira/STENTURA fusion.

15. Double click the wireless device icon located on the circle. The device name replaces the Bluetooth device address.



The SysTray may display a message indicating an established connection between the Mira and the appropriate serial port on your computer.

16. Continue with the *Establish Wireless Connection* chapter to set Realtime Options in Case CATalyst for wireless communication and for steps to start and end your wireless connection.

Configure the élan Cybra/Stentura Protégé

To configure and use a wireless connection, you must first install the élan Cybra/Stentura Protégé USB driver on your computer if it is not already installed. See the user guide for your specific writing machine for instructions on loading the USB driver.

Copy the SGUtility File

Before beginning the configuration of the élan Cybra/Stentura Protégé it is necessary to copy the SGUtility File from the Stenograph Writing Machine Utility V1.02 or higher CD to your computer.

Complete the following steps:

1. Insert the Stenograph Writing Machine Utility V1.02 or higher CD into the CD-ROM/DVD drive on your computer.
2. Using My Computer or Windows Explorer, locate the **SGUtility** file on the CD.
3. Copy the file to the Desktop of your computer.

Configure the Writing Machine

Complete the following steps to configure the élan Cybra/Stentura Protégé if this is your first time configuring your writing machine or you need to identify a different COM port.

1. Turn your computer **On**, allowing it to completely boot.
2. Turn your élan Cybra/Stentura Protégé **On**.
3. The USB cable has a different connection plug on each end. Connect the appropriate end of the USB cable to the back of the writer and the other end to a USB port on the computer on which you installed the appropriate USB driver.

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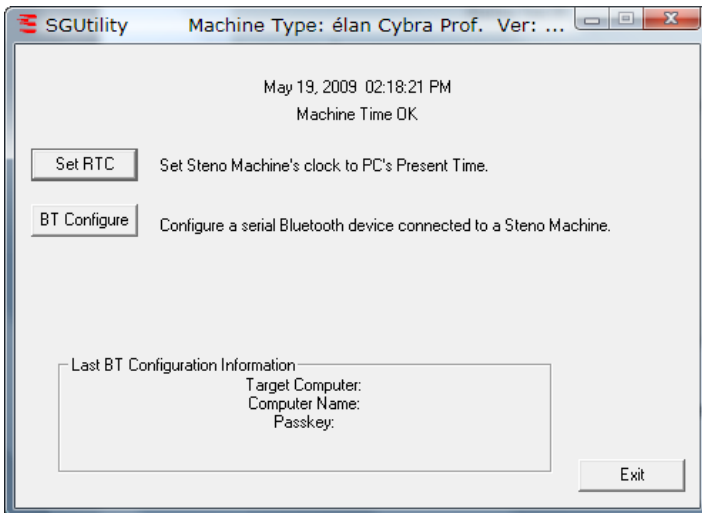
4. Plug the Socket Cordless Serial Adapter into the serial port of the élan Cybra/Stentura Protégé.



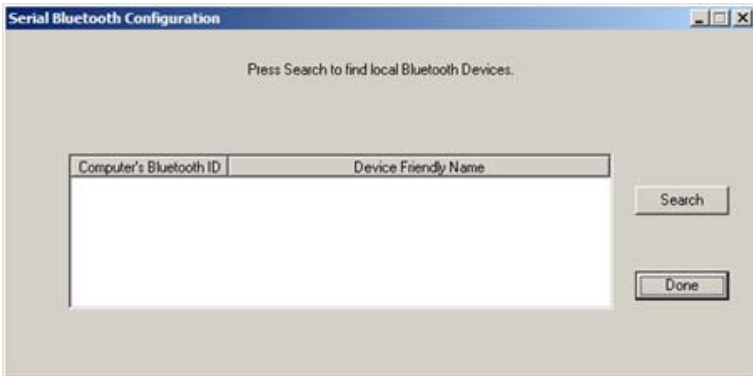
Socket Cordless Serial Adapter

The Socket Cordless Serial Adapter is powered by the Protégé/Cybra. Stenograph recommends that you charge your Protégé/Cybra each night when using wireless communication.

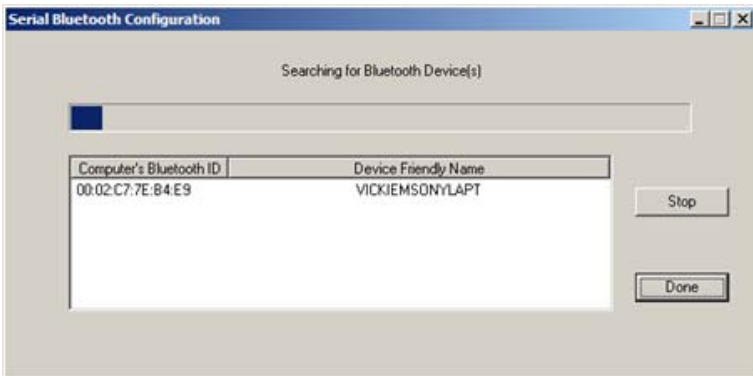
5. Double click the **SGUtility** icon on your desktop. The SGUtility dialog box displays with the current computer date and time. It also indicates the time on the Protégé/Cybra. If the times do not match, click **Set RTC** to set the time on your writing machine to the current computer time.



- Click **BT Configure**. The Serial Bluetooth Configuration dialog box displays.

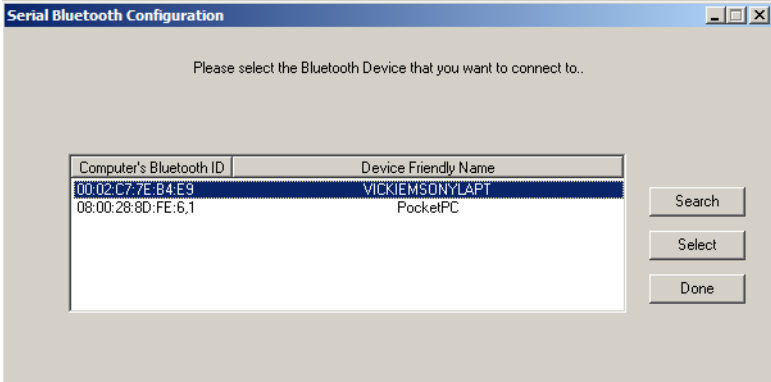


- Click **Search**. In a few seconds the progress gauge displays. The Protégé/Cybra searches for all devices in the area that have discoverable Bluetooth technology active.



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8. When the Bluetooth technology finishes searching, the Select button displays in the dialog box.



9. The Protégé/Cybra can only connect with one computer. Highlight the computer to which you want to create a wireless connection and click **Select**. The Wireless Adapter Configured dialog box displays with the Passkey number.



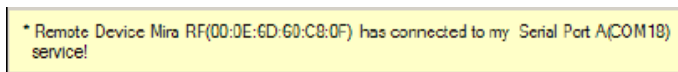
10. Make a note of the *Passkey* number. You must use this code to establish an active wireless connection between the Protégé/Cybra and your computer.

11. Click **OK**. The Bluetooth Manager - Bluetooth Security dialog box displays.



If the dialog box is not visible, it may be behind other open dialog boxes. If the dialog box does not display on your computer screen, turn your writing machine Off and then turn it On; continue with the next step.

12. In the Bluetooth Passkey (PIN) field, type your Passkey number and click **OK**. The Bluetooth Service Authorization dialog box displays.
13. Check the box, **Always allow this device to access this service** and press **Enter (Yes)** to bypass the message in the future.
14. The assigned COM port number you will use for CATalyst displays in the bottom right hand corner of the screen.



15. Disconnect the USB cable.
16. Continue with the *Establish Wireless Connection* chapter to set Realtime Options in Case CATalyst for wireless communication and for steps to start and end your wireless connection.

Establish Wireless Connection

Chapter 4, Establish Wireless Communication, details the steps to set Case CATalyst Realtime options for wireless communication and to start and end a wireless session.

To establish a wireless connection between the writing machine and a computer, you must first configure the writing machine for wireless communication. Any time you change computers, you must repeat the configuration steps. A new unique Passkey code is required to establish wireless communication when the computer is different from the prior connection. See the *Configuration* chapter in this guide for details about configuring your writing machine.

Identify the COM Port

To set realtime options in Case CATalyst it is necessary to identify the COM port on the computer used for wireless communication. Identify the COM port using the appropriate steps in this chapter:

- “Identify COM Port élan Mira/STENTURA fusion”
- “Identify COM Port élan Cybra/Stentura Protégé”

Identify COM Port élan Mira/STENTURA fusion

1. Verify the Bluetooth USB adapter is plugged into your computer and your computer is turned On and fully booted.
2. Do one of the following:
 - You are using Windows Vista and noted the COM port during configuration; continue with “Set Case CATalyst Realtime Options” in this chapter.
 - In the BlueSoleil dialog box, from the View menu, select **Service Window**. In the BlueSoleil - Service Window make a note of the COM port for **Serial Port A**. Continue with “Set Case CATalyst Realtime Options” in this chapter.

Identify COM Port élan Cybra/Stentura Protégé

1. Verify the Bluetooth USB adapter is plugged into your computer and your computer is turned On and fully booted.
2. Right click the Bluetooth icon on the Taskbar.
3. Select **Display**.
4. Click **My Services** and then select **Properties**.
5. Click the **Serial Port A** tab to display the serial port assignment: **Serial Port (COMxx)**.
(Where xx represents the actual assigned COM port number.)
6. Click **OK**.

Set Case CATalyst Realtime Options

To set realtime options in Case CATalyst it is necessary to first identify the COM port on the computer through which the wireless communication is established. See “Identify COM Ports” in this chapter if you have not identified the COM port.

To set Case CATalyst Realtime options:

1. Start Case CATalyst.
2. Press **Alt + u, t (Function/Translate & Edit)**. The Translate dialog box displays.
3. Press **Alt + p, (Options)**. The Translate Options dialog box displays.
4. Press **Ctrl + tab** to select the Realtime tab. Make the following entries:
 - *Realtime Writer*—select one of the following:
 - **élan** for the élan Mira and élan Cybra.
 - **fusion** for the STENTURA fusion.
 - **protégé** for the Stentura Protégé. The Protege option is available when using Case CATalyst version 7.04 or higher. If you are not using 7.04 or higher, select fusion.
 - *Comm Port*—select the COM port you identified for wireless communication.
5. Press **Alt + a (Apply)**. CATalyst remembers your selection until changed.
6. Press **(OK)**. The Translate dialog box redisplay. Do **one** of the following:
 - Begin a Realtime session.
 - Press **Cancel** to exit the Translate dialog box.

Set Realtime Options for Other CAT Users

Start realtime on your CAT system and select **Stentura** as the type of realtime writing machine. Set your realtime options. For technical support in setting realtime options and realtime writing on your CAT system contact your CAT vendor.

Writing Realtime Using BlueSoleil

After you establish an initial connection between your computer and the élan Mira, STENTURA fusion, élan Cybra Professional, élan Cybra Student or the Stentura Protégé, the settings are remembered. Wireless communication is automatically established once you type the Passkey code on the computer.

The same Passkey security code is used each time you open wireless communication, unless your computer's security options requires the passkey to be entered each time or you change computers. Any time you change computers, you must configure your writing machine to secure a new unique Passkey code. See the *Configuration* chapter in this guide for details on configuring your writing machine.

The range for wireless communication is approximately 100 meters. If you move the writing machine out of range, the wireless connection remains active. Any steno written is fed to the computer when you move the writing machine back into range. If you are using Case CATalyst, communication automatically reestablishes. For other CAT users, reconnection may not automatically reestablish. For technical support in using wireless communication on CAT software other than Case CATalyst, contact your CAT vendor.

Turning the writing machine Off does not terminate the wireless connection. See “Ending Wireless Communications” in this chapter.

- “Wireless Writing élan Mira/STENTURA fusion”
- “Wireless Writing élan Cybra/Stentura Protégé”

Wireless Writing élan Mira/STENTURA fusion

To open wireless communication:

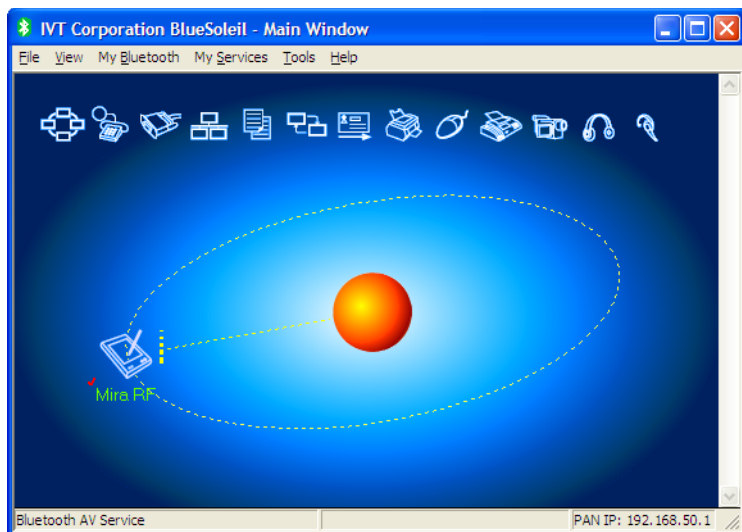
1. Turn your computer **On** and open BlueSoleil. Wait a few moments until it is done searching for devices.
2. Turn the élan Mira/STENTURA fusion **On**.
3. Plug the Socket Cordless Serial Adapter into the writing machine. When the computer locates the writing machine, the Enter Bluetooth Passkey dialog box displays.
4. In the *Passkey* field, type the Passkey code from the writing machine and then press **Enter (OK)**.

You have 30 seconds to type the Passkey code. If you do not type the Passkey code within 30 seconds, you must disconnect the Socket Cordless Serial Adapter from the writing machine and reconnect it to redisplay the Enter Bluetooth Passkey dialog box.

The Passkey code is located on the Mira/fusion. From the Opening Menu on the élan Mira A3 or STENTURA fusion, press **Setup**, then press **Wireless**. On all other Miras, from the Opening Menu, press **More** twice.

Chapter 4: Establish Wireless Connection

After a few moments, the wireless connection is established. The SysTray may display a message indicating an established connection between the Mira and the appropriate serial port on your computer.



The wireless connection remains active until you terminate it. If you move your Mira/fusion out of the 100 meter range for wireless communication, communication automatically reestablishes once the Mira/fusion is within range. All steno written while out of range is fed into the CAT system once you move within range and wireless communication is reestablished.

5. Begin a realtime session.

Case CATalyst Users

You must have the following Translate Options set on the Realtime tab:

- *Realtime Writer*—select one of the following:
 - **élan** for the élan Mira and élan Cybra.
 - **fusion** for the STENTURA fusion.
 - **protégé** for the Stentura Protégé. The Protege option is available when using Case CATalyst version 7.04 or higher. If you are not using 7.04 or higher, select fusion.
- *Comm Port*—select the appropriate COM port on the computer through which the wireless communication is established. See “Identify the COM Port” in this chapter for details on locating the COM port number.

Other CAT Users

Select **Stentura** as the type of realtime writing machine. Be sure your realtime options are properly set. For technical support in setting realtime options and realtime writing on your CAT system contact your CAT vendor.

6. When finished writing realtime press **End** on the Mira/fusion.
7. Turn the élan Mira/STENTURA fusion **Off**.
8. Disconnect the Socket Cordless Serial Adapter from the Mira/fusion.
9. Exit BlueSoleil after the wireless connection terminates.

Once the wireless connection terminates, it takes a few moments for the BlueSoleil -Main Window to display the no connection status.

Wireless Writing élan Cybra/Stentura Protégé

After you establish an initial connection between your computer and the Protégé/Cybra, the settings are remembered. Wireless communication is automatically established once you type the Passkey code on the computer.

The same Passkey security code is used each time you open wireless communication, unless you change computers. Any time you change computers, you must secure a new unique Passkey code. See “Configure the Protégé/Cybra” in this chapter.

The range for wireless communication can vary between 10 and 100 meters, depending on your configuration. If you move the Protégé/Cybra out of range, the wireless connection remains active. Any steno written is fed to the computer when you move the Protégé/Cybra back into range. Communication automatically reestablishes.

Turning the Protégé/Cybra Off does not terminate the wireless connection. See “Ending Wireless Communication” in this chapter.

To open wireless communication:

1. Turn your computer **On** allowing it to completely boot.
2. Be sure BlueSoliel software is running.
3. Turn the Protégé/Cybra **On**.
4. Plug the Socket Cordless Serial Adapter into the serial port of the writing machine.

Stenograph Bluetooth Wireless Communication Guide

5. Bluetooth Manager-Bluetooth Security dialog box.



In the *Bluetooth Passkey (PIN)* field, type the Passkey code obtained during configuration and then press **Enter (OK)**.

To identify the last Passkey number configured, double click the **SGUtility** icon to display the SGUtility dialog box. The Passkey number is located in the *Last BT Configuration Information* field.

6. After a few moments, the wireless connection is established.
7. Begin a realtime session. To configure realtime options, see “Set Case CATalyst Realtime Option” in this chapter.
8. When finished writing realtime press **End** on the writing machine.
9. Turn the Protégé/Cybra **Off**.
10. Disconnect the Socket Cordless Serial Adapter from the Protégé/Cybra.
11. Close your Bluetooth technology.

Ending Wireless Communication

Wireless communication between your computer and your writing machine ends when you terminate the BlueSoleil Bluetooth technology connection. Turning the writing machine Off, does not terminate the connection. Complete the following steps to properly terminate the wireless connection.

1. Turn the writing machine **Off**.
2. Disconnect the Socket Cordless Serial Adapter from the writing machine.
3. Exit BlueSoleil Bluetooth technology after the wireless connection terminates.

élan Mira/STENTRUA fusion

Once the wireless connection terminates, it takes a few moments for the BlueSoleil -Main Window to display the no connection status.

4. To reestablish wireless communication, follow the wireless writing instructions in this chapter for your writing machine:
 - “Wireless Writing élan Mira/STENTURA fusion”
 - “Wireless Writing élan Cybra/Stentura Protégé”

Troubleshooting

Chapter 4, Troubleshooting, suggests possible solutions to some common situations encountered when using BlueSoleil software. Most users can remedy the following situations themselves. For more troubleshooting information, check Stenograph's web site, **www.stenograph.com**. If a problem persists, call Stenograph Technical Support at **800-323-4247**.

Error Messages

Authentication Failed

When opening remote communication between the élan Mira, STENTURA fusion, élan Cybra (Professional and Student) or the Stentura Protégé and your computer, you must first open the BlueSoleil Bluetooth technology, turn on your writing machine and then attach the Socket Cordless Serial Adapter.

Do the following:

1. Be sure the computer to which you are writing realtime is **On** and the BlueSoleil Bluetooth technology is active.
2. Be sure the writing machine is **On**.
3. Remove the Socket Cordless Serial Adapter (CSA) from the writing machine.
4. Wait approximately 10 - 15 seconds.
5. Reattach the CSA to the writing machine.
6. The Enter Bluetooth Passkey dialog box displays.

No Passkey Window After Configuring (Mira/fusion)

During configuration, the élan Mira/STENTURA fusion searches for all computers in the area that have BlueSoleil software with a Bluetooth device. The Mira/fusion can only connect with one computer.

Do the following:

1. Verify the computer's Bluetooth address. Place the mouse over the orange ball.

2. Identify the Bluetooth address of the computer to which the Mira/fusion is connected. For the élan Mira A3 and STENTURA fusion, from the Opening Menu, press **Setup**, then press **Wireless**.

For all other Miras, from the Opening Menu, press **More** twice.

3. The computer's Bluetooth address must match the address on the Mira/fusion identified as the *Target Computer*.

Do **one** of the following:

- If the address does not match, repeat the steps for *Establishing Initial Communication*.
- If the address matches, complete the steps for *Authentication Failed*, in this *Troubleshooting* section.

No PassKey Window After Configuring (Cybra/Protégé)

During configuration, the Protégé/Cybra searches for all computers in the area that have Bluetooth technology with a Bluetooth device. The Protégé/Cybra can only connect with one computer.

Do the following:

1. Verify your computer is the target computer. Double click the **SGUtility** icon to display the SGUtility dialog box. The target computer information is located in the *Last BT Configuration Information* field.
2. If necessary, reconfigure the Protégé/Cybra with the correct computer. See “Configure the Protégé/Cybra” in this guide.

Wireless Adapter Not Found (Mira/fusion)

The following élan Mira/STENTURA fusion message displays:

**Wireless Adapter Not Found
Or Connection Active
Disconnect Then Reconnect Adapter**

Do the following:

1. Be sure the computer to which you are writing realtime is **On** and BlueSoleil is active.
2. Be sure the Mira/fusion is **On**.
3. Remove the Socket Cordless Serial Adapter (CSA) from the Mira/fusion.
4. Wait approximately 10 - 15 seconds.
5. Reattach the CSA to the Mira/fusion.
6. Verify your élan Mira PC board version. Your élan Mira PC board version must be 1.2 or higher to use wireless communication. Miras with serial number E002583 or higher have PC board version 1.2.

All STENTURA fusion PC boards and software versions are compatible.

Technical Support

If you encounter a problem you cannot solve, a Stenograph writing machine Specialist is available to assist you at:

1-800-323-4247, touch 2, then 2

8:00 a.m. to 6:00 p.m. (CT)

Monday through Friday

Excluding Stenograph Holidays

To assist the Specialist, have the Stenograph writing machine with you, know your customer number, and be prepared to describe your question or problem in detail. Additional Help topics are available at www.stenograph.com. Click **Support/Help Desk**.

To order accessories visit www.stenograph.com.

Notes



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