

TeleCLIENT TC7xxx WinCE.net FAQs

1. Can I install my own device drivers for WinCE, i.e. printer, smart card and etc.?

No, you cannot install your own drivers locally. We must install them here at the factory, if they are available.

2. Can I install my own local applications?

No. Typically, most WinCE applications cannot be installed locally. We only use the WinCE kernel/shell, which does not allow for local applications other than Internet Explorer, terminal emulations, and RDP and ICA clients.

3. Can I delete the modules that I do not use, in order to free up additional disk space to add other modules? For example, can I remove Internet Explorer and add terminal emulations and so on?

Yes, you can add and remove modules by going to the Add-on feature within Terminal Properties.

4. TeleCLIENT receives an invalid IP address from a DHCP server? What can I do to troubleshoot?

You can go to the Net Info tab in Terminal Properties and check Enable Auto IP Configuration. This will force the TeleCLIENT to take a valid IP address only. Also, if you are using a switch, you should set the port setting to "Fast" within the Terminal Properties.

5. Can I reset the TeleCLIENT to factory default without going to Terminal Properties?

Yes, you can by turning on and off the TeleCLIENT. Once the network dialog box appears, continually press Ctrl+Alt+R. There is a 10 second window to accomplish this. If accepted, the TeleCLIENT will prompt you as to whether you want to reset to factory default.

6. Can I use the serial/COM port to connect to a Citrix or Terminal Server instead of the Ethernet connection?

Yes, you can create a serial (modem) connection using the Connection Manager for RDP or ICA. You must select Dial Up/COM/modem connection when creating the session. You also need to disable the Ethernet adapter on the TeleCLIENT by going into Terminal Properties.

7. How can I log onto the TeleCLIENT with a different user when auto logon option is enabled?

Press the Cancel button when the logon dialog box appears. This will stop the auto logon sequence. Enter a different user name and password. Another method is by pressing the shutdown button in the Connection Manager and by selecting in the drop down menu, "Log on as a different user?" option.

8. Can I update the RDP and ICA clients without updating the entire firmware?

Yes, you can update only specific modules you specify in the Add-on feature within the Control tab in Terminal Properties. You can update any module without updating the entire firmware.

9. When I update, do I lose all my settings, such as session information, network settings, and printer set-up, etc.?

From firmware versions 5.25 and later, you will have the option to save the registry settings, in order to keep all settings intact after the update. All previous firmware versions will lose the registry settings including RDP and ICA after updating.

10. What touchscreen drivers do you support? What other peripherals do you support?

We currently support ELO Touchscreen on our TeleCLIENT WinCE.net thin clients. We also have a list of other third party supported devices that you can view at www.televideo.com within the support and product sections.

11. Do I need to purchase CALs or TSCALs for the TeleCLIENT?

Yes, the end user is required to purchase CALs (Client Access License) and TSCALs (Terminal Server Client Access License) for each TeleCLIENT WinCE.net thin client that connects to a Microsoft Windows Terminal Services. Our TeleCLIENT TC8xxx XPe thin clients do not require CALs, only TSCALs. See your authorized Microsoft authorized reseller for more information about purchasing and other questions you may have. You can also view licensing requirements by going to <http://www.microsoft.com/windowsserver2003/howtobuy/licensing/default.mspx>.