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## Eagle Point Solution to a Frequently Asked Question

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### Commonly asked Support Questions for the Allegro CE/CX Device

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#### Summary:

This document provides solutions to some of the more commonly asked support questions regarding the Allegro CE/CX device.

**Product:** SMI Version 8

**Platform:** Allegro CE/CX

**Related documents:** <http://www.junipersys.com/support/support.cfm>

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As always, should you have any questions regarding any phase of installation, contact Eagle Point Technical Assistance at (800) 477-0909.

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### Frequently Asked Questions

#### **Q. I can't see the F1-F5 function keys on the bottom screen?**

You may have hit the F12 (Yellow - F2) function key in SMI. Just make sure you put the window back in the top right, as the title bar disappears right where it was at.

#### **Q. I see the title bar on the top of the screen. How can I fix this?**

You probably hit the F12 (Yellow - F2) button in SMI. Just make sure you put the window back in the top right, as the title bar disappears right where it was at.

#### **Q. How do I reboot the Allegro?**

For a soft reboot, press and hold the On/Off key for approximately 8 seconds until the machine restarts.

For a hard reboot, press and hold the Shift Key and the On/Off key simultaneously for approximately 8 seconds until a "DOS-style" Boot Menu appears.

#### **Q. How do I adjusting the "Power Off" settings of the Allegro?**

1. Click on Start -- Settings -- Control Panel.
2. Double-click on Power and select the Power Off tab.
3. Disable the "Enable suspend while on battery power" toggle. NOTE: disabling this toggle while keep the Allegro powered on in the field until it is manually turned off.

Optional: You can "save" this system configuration by clicking Start -- Programs -- Utilities -- Save System.

#### **Q. How do I transfer data between two Allegro CE units using SMI Transfer?**

For any questions or problems with the steps below, contact SMI Technical Support at (800) 234-0123 weekdays between the hours of 7:00 a.m. and 5:00 p.m. Central time.

*Attach your Current Allegro and Start SMI*

1. Attach the Allegro to a PC that has SMI Transfer installed using the supplied Juniper 9-pin cable.

2. Double-tap on the Classic SMI icon on the Allegro desktop.
3. Issue the SMI Job command (the letter “A” on the Allegro keyboard).
4. Tap the XFER option at the middle bottom of the Allegro screen.
5. Tap the PC option at the middle bottom of the Allegro screen. The Allegro will try to connect to the PC via the steps for SMI Transfer described below.

*Start/Configure SMI Transfer*

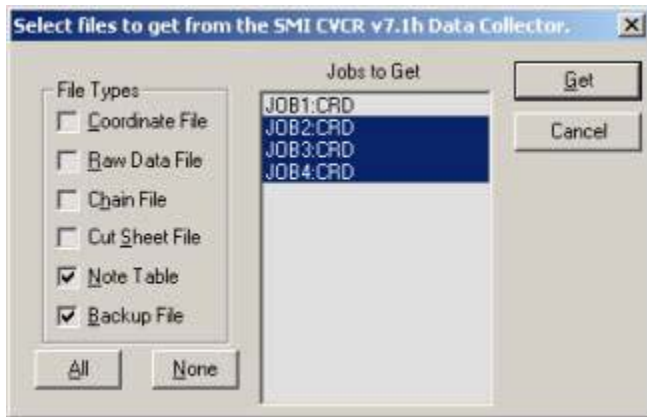
1. Start SMI Transfer (Start → Programs → SMI Software → SMI Transfer).
2. If this is the first time SMI Transfer has been run, follow the wizard and set the following values:
  - Data Collector: SMI v7
  - Port: Com 1 (or use the Find Port... option)
  - Data Directory: default location specified
  - Coordinate Format: ASCII Comma
  - Raw Format: SMI Raw v6–v7

*Use SMI Transfer to Save Jobs and Note Table from Original Allegro*

1. Issue the From DC command and press the Transfer button.



2. Select the Jobs to transfer by clicking the **All** button or by individually selecting them from the list. Toggle the **Coordinate File** and **Raw Data File** options **Off** and toggle the **Note Table** and **Backup File** options **On**. The Backup File option contains the Coordinate File, Raw Data File, Chain File, and Cut Sheet File information so these types of files do not need to be selected.



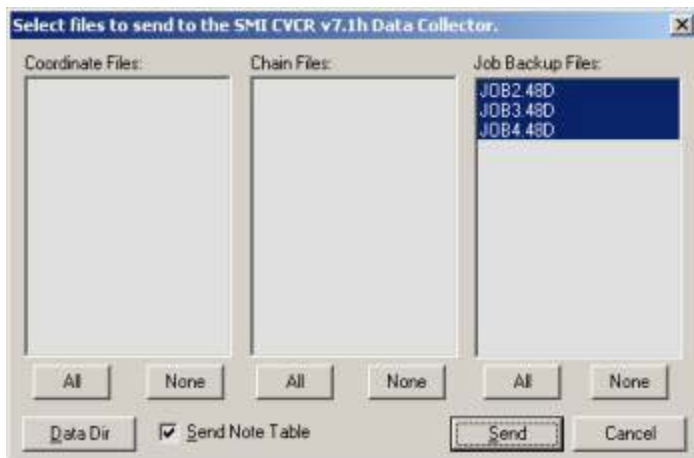
3. Press the Get button to initiate the transfer of existing project data (make sure the Allegro is still turned on).
4. The data for each of the Jobs selected should be saved to the directory specified (the default SMI Data Directory can be determined via the From DC → Setup → Data Directory setting).

*Attach your New Allegro and Start SMI*

1. Attach the new Allegro to the PC using the supplied Juniper 9-pin cable.
2. Double-tap on the Classic SMI icon on the Allegro desktop.
3. Issue the SMI Job command (the letter “A” on the Allegro keyboard).
4. Tap the XFER option at the middle bottom of the Allegro screen.
5. Tap the PC option at the middle bottom of the Allegro screen. The Allegro will try to connect to the PC via the steps for SMI Transfer described below.

*Use SMI Transfer to Load Jobs and Note Table to New Allegro*

1. Select the Job Backup Files to transfer by clicking the **All** button or by individually selecting them from the list. Toggle the **Send Note Table** option **On**. The Backup File option contains the Coordinate File and Chain File information so these types of files do not need to be selected.



2. Press the Send button to initiate the transfer of existing project data (make sure the Allegro is still turned on).
3. If you are transferring the Note Table, you will be prompted for the location of the Note Table file (Notes.ntb by default).
4. The data for each of the Jobs selected will be uploaded to the Allegro just as they were stored in the original Allegro.