



# Tech Info Library

## Newton Connection Kit Timeout Troubleshooting

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TOPIC -----

When using the Newton Connection Kit for Macintosh or Windows, the connection fails during synchronization with a timeout error such as "Error -1", "Error -4", or "Connection Failed." Previous synchronizations were successful so I know the hardware configuration is correct. What can be done?

DISCUSSION -----

Occasionally certain applications and data added to the MessagePad cannot be backed up properly. The MessagePad or computer may take too long to process the information and will drop the connection. Pay attention to the progress window during synchronization. The windows will show which piece of data is being synchronized. When the sync fails, you should have an idea of what application or data may be causing the problem.

Try the following steps:

- Reset the MessagePad
- Remove applications from the MessagePad or RAM card and try to synchronize again. Contact the publishers of applications found to be causing the problem.
- Move the synchronization files to another folder or directory on the disk and resync. The resync will create new files from scratch.

Sometimes corrupt or uncompact synchronization files can cause the problem. Copy and paste data from the old sync files to the new sync files then resynchronize to transfer data to the MessagePad.

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