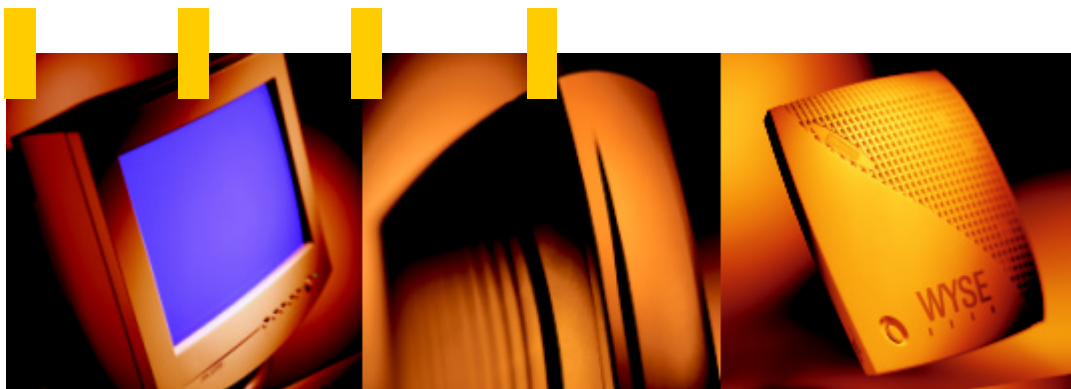


Winterm™ 3000 Series Windows®-based Terminal

Users Guide



WYSE
| | |



Winterm 3000 Series Windows®-based Terminal Users Guide

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February 2000

Wyse Technology Inc.
3471 North First Street
San Jose, CA 95134-1803

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment in to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



Caution

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About the Users Guide

The *Winterm 3000 Series Windows-based Terminal Users Guide* contains the information you will need to use and troubleshoot a WBT (Windows-based Terminal). This guide is written for users and covers the Models 3200LE, 3320SE, 3350SE, 3360SE, and 3720SE terminals.

Guide Overview

The users guide consists of the following chapters:

- Introducing the 3000 Series Windows-based Terminals
- General Terminal Information
- Display Configuration
- Keyboard and Mouse Configuration
- Managing Connections
- Multiple Sessions
- Getting Help

This guide contains information about:

- WBT features and management
- The user interface
- Getting help



Note

The Adobe Acrobat version of this guide features a link to the Wyse home page at www.wyse.com.

Guide Conventions

Text Format

Table 1 lists the text format conventions used in this document.

Table 1 Text Format

Convention	Where Used
<i>Italic</i>	New term, book title or emphasis.
Bold	Screen display, keycaps, and user input.
 Note	Indicates a note. A note adds information.
 Caution	Indicates a caution. A caution indicates actions that may cause damage to equipment, erase files, or destroy data.
+	Keystroke sequences such as: Ctrl+Alt+Del
	Instructions about invoking a menu such as: Network SNMP Network Location

User Interface Menu Control

Table 2 describes the command buttons used for user interface menu control on a 3000 series WBT.

Table 2 User Interface Menu Control

Command Button	Function
X	Found in the upper right corner of a dialog box. Click on this command button to quit a dialog box or properties sheet without saving changes.
OK	Found in dialog boxes and on properties sheets. Click on this command button to save your changes and quit a dialog box or properties sheet.
Cancel	Found in dialog boxes and on properties sheets. Click on this command button at any time to quit a dialog box or properties sheet without saving changes.
Apply	Found in dialog boxes and on properties sheets. Click on this command button to save changes without quitting a dialog box or properties sheet. This command button is sometimes not activated.
Next or Accept	Found in wizards. Click on these command buttons to display the next dialog box in the sequence.
Back	Found in wizards. Click on this command button to return to the previous dialog box.
Finish	Found in wizards. Click on this command button to finish the wizard.

1

Introducing the 3000 Series Windows-based Terminals

Winterm 3000 series WBTs (Windows-based Terminals) are terminals that display windows rather than the classic text-based display. They are designed to connect to Windows 2000 servers via RDP (Remote Desktop Protocol), to Windows NT servers via ICA (Independent Computing Architecture), or to legacy servers using various terminal emulations such as TN3270 or TN5250.

RDP is the Windows CE-based presentation service protocol for connecting to Windows terminal servers. ICA is the presentation service protocol for Windows NT servers. Both allow an application's user interface to execute on a Windows-based terminal while the application's logic executes on the server.

Models Summary

There are five models of Winterm 3000 series terminals:

- Modular type, Models 3200LE, 3320SE, 3350SE, and 3360SE
- Integrated-CRT type, Model 3720SE



Note

Monitors are not provided with Models 3200LE, 3320SE, 3350SE, and 3360SE terminals. Your system administrator must provide a monitor and video interface cable for these terminals.

3200LE Terminal

The Model 3200LE terminal is the entry-level modular-type 3000 Series terminal. The connections for peripherals such as the monitor, keyboard, and mouse are on the back of the terminal. The following figure shows a Model 3200LE modular terminal.

Figure 1-1 3200LE Terminal



The following items are provided with Model 3200LE terminals:

- Power supply
- Power cord
- Keyboard (with domestic versions only)
- Mouse
- Installation and user information

3320SE Terminal

The Model 3320SE terminal is a standard modular-type 3000 series terminal. The connections for peripherals such as the monitor, keyboard, and mouse are on the back of the terminal. The following figure shows a standard modular terminal.

Figure 1-2 3320SE Terminal



The following items are provided with Model 3320SE terminals:

- Power supply and power cord
- Desktop mounting stand
- Cable shroud and cable clip
- Keyboard (with domestic versions only) and mouse
- Installation and user information



Note

An optional wall-mount bracket is also available. For more information call 1-800-800-WYSE (9973).

3350SE Terminal

The Model 3350SE terminal is a standard modular-type 3000 series terminal. The connections for peripherals such as the monitor, keyboard, and mouse are on the back of the terminal. The following figure shows a Model 3350SE terminal.

Figure 1-3 3350SE Terminal



The following items are provided with Model 3350SE terminals:

- Power supply and power cord
- Cable shroud and cable clip
- Keyboard (with domestic versions only) and mouse
- Installation and user information



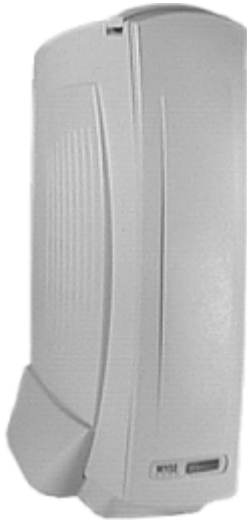
Note

An optional wall-mount bracket is also available. For more information call 1-800-800-WYSE (9973).

3360SE Terminal

The Model 3360SE terminal is a standard modular-type 3000 Series terminal. The connections for peripherals such as the monitor, keyboard, and mouse are on the back of the terminal. The following figure shows a Model 3360SE modular terminal.

Figure 1-4 3360SE Terminal



The following items are provided with Model 3360SE terminals:

- Power supply and power cord
- Desktop mounting stand
- Cable shroud and cable clip
- Keyboard (with domestic versions only) and mouse
- Installation and user information



Note

An optional wall-mount bracket is also available. For more information call 1-800-800-WYSE (9973).

3720SE Terminal

Model 3720SE, the terminal described below, is the standard Integrated-CRT 3000 series terminal. The connections for peripherals such as keyboard and mouse are on the back of the terminal. The following figure shows an integrated-CRT terminal.

Figure 1-5 3720SE Terminal



The following items are provided with Model 3720SE terminals:

- Power cord
- Keyboard (with domestic versions only) and mouse
- Installation and user information

3000 Series WBT Terminal Features

Each model WBT comes with its own set of features. The following table outlines these features.

Table 1-1 Terminal Features

Feature	3200LE	3320SE	3350SE	3360SE	3720SE
Windows 3.1, Windows 95, Windows 98, and Windows NT applications via Windows 2000	✓	✓	✓	✓	✓
RDP and ICA 3.x application compliant	✓	✓	✓	✓	✓
ICA server connections via serial cable		✓	✓	✓	✓
10Base-T network communications	✓	✓	✓	✓	✓
100Base-T network communications	✓	✓	✓	✓	✓
Dual high-speed serial ports		✓	✓	✓	✓
Parallel printer port		✓	✓	✓	✓
Single USB port				✓	
Dual USB ports	✓		✓		
Optional touch screen support	✓	✓	✓	✓	
Support for monochrome or color monitor	✓	✓	✓	✓	
Desktop (standard) or wall-mounted (optional) housing	✓	✓	✓	✓	
Support for PCMCIA modem	✓	✓	✓	✓	✓

2

General Terminal Information

When you turn on your WBT the **Winterm Connection Manager** displays. From the connection manager you can access general terminal information. Press **F2** on your keyboard. The **Terminal Properties** dialog box displays. In this dialog box there are two of nine properties sheets that provide general information about your WBT. They are the **General** properties sheet and the **SysInfo** properties sheet. The following sections discuss these properties sheets.



Note

If you turn on your WBT and the **Setup Wizard** displays, contact your system administrator. If you are a system administrator, see the administrators guide.



Note

See “Managing Conections” in this guide for more information about the **Winterm Connection Manager**.



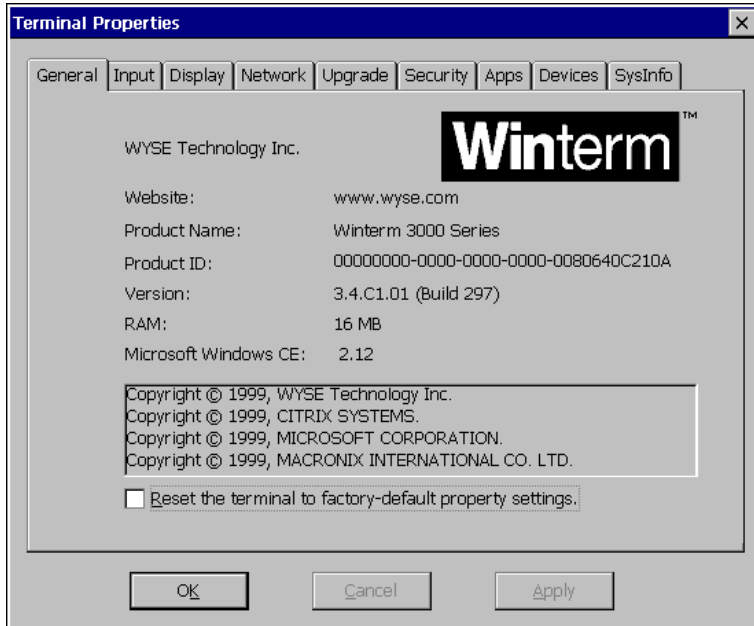
Note

For more information about the **Terminal Properties** dialog box, see your system administrator. If you are a system administrator, see the *Winterm 3000 Series Windows-based Terminal Administrators Guide*.

Version and Copyright Information

The **General** properties sheet includes information about the current software on your terminal and copyright statements. See Figure 2-1. The **General** properties sheet is the default for the dialog box.

Figure 2-1 General Properties Sheet



Read the information on this sheet. Click on **OK** to return to the **Winterm Connection Manager**. By default **Cancel** and **Apply** are deactivated.



Note

The amount of available RAM shown on this properties sheet depends on the model of terminal in use.



Caution

There is one function on the **General** properties sheet, **Reset the Terminal Factory Default Property Settings**. Contact your system administrator before using this function.

Network Information

The **SysInfo** properties sheet contains network information. See Figure 2-2.

Figure 2-2 SysInfo Properties Sheet

The screenshot shows the 'Terminal Properties' dialog box with the 'SysInfo' tab selected. The dialog has a title bar with a close button. Below the title bar is a tabbed interface with tabs for General, Input, Display, Network, Upgrade, Security, Apps, Devices, and SysInfo. The SysInfo tab is active, displaying network-related information in four sections: Network Card, Hardware Number, TCP/IP Settings, and DHCP Settings. At the bottom are three buttons: OK, Cancel, and Apply.

Terminal Properties	
General Input Display Network Upgrade Security Apps Devices SysInfo	
Network Card	
MAC Address:	<MAC Address>
Hardware Number	
Serial Number:	N/A
Revision:	N/A
TCP/IP Settings	
IP Address:	<IP Address>
Subnet Mask:	<IP Address>
Gateway:	<IP Address>
DNS:	Enable
Default Domain:	wyse.com
DNS Servers:	<IP Address>
WINS:	Enable
WINS Servers:	<IP Address>
DHCP Settings	
DHCP:	Enable
Lease:	30 min
Elapsed:	8 min
OK Cancel Apply	

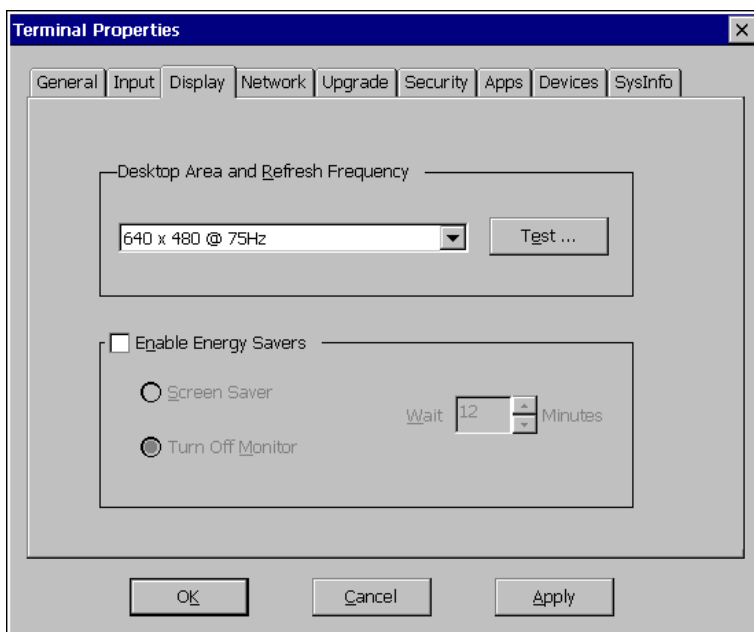
Click on the **SysInfo** tab to invoke this properties sheet. Read the information on this sheet. Click on **OK** to return to the **Winterm Connection Manager**. By default **Cancel** and **Apply** are deactivated.

3

Display Configuration

From the **Winterm Connection Manager** you can configure your terminal's display. Press **F2** on your keyboard. The **Terminal Properties** dialog box displays. In this dialog box is a properties sheet you can use for adjusting your display. It is the **Display** properties sheet. With it you can configure display screen resolution and turn on the energy savers functions. Figure 3-1 shows this properties sheet.

Figure 3-1 Display Properties Sheet



To invoke this properties sheet click on the **Display** tab in the **Terminal Properties** dialog box.

Display Screen Resolution

This section discusses display screen resolution referring to Figure 3-1 and using Table 3-1.

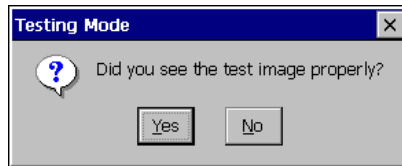
Table 3-1 Display Screen Resolution

Display Properties Sheet Area Called...	To Use...
Desktop Area and Refresh Frequency	The scrolling list box displays the current terminal display screen resolution. Scroll and click on a selection to change the resolution. The default is 640 x 480 @ 60 Hz. Test Click on this command button to test the setting selected in the above scrolling list box. The following dialog box displays: A dialog box titled "Testing Mode" with a close button (X) in the top right corner. It contains an information icon (i) and a text message: "The new mode will be tested. Your graphics adapter will be set to the new mode temporarily so you can determine whether it works properly. Please press OK and then wait 5 seconds." At the bottom, there are two buttons: "OK" and "Cancel".

Follow the instructions in the dialog box. If you click on **OK** a test pattern will display. If you click on **Cancel**, the test is cancelled.

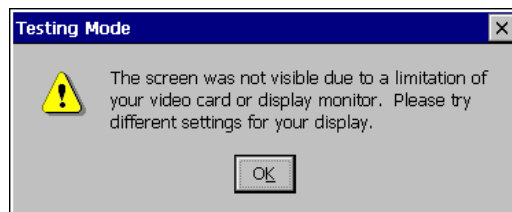
Table 3-1 Display Screen Resolution**Display Properties Sheet**
Area Called...**To Use...**

After five seconds the following dialog box displays:



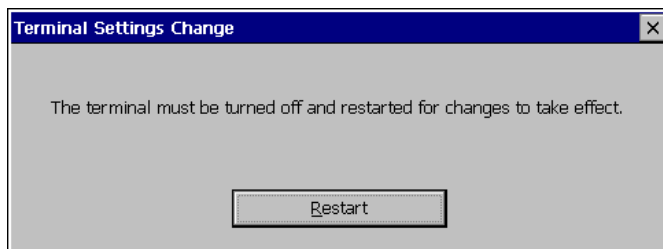
Follow the instructions in the dialog box. If you click on **Yes**, you will return to the **Display** properties sheet.

If you click on **No**, the following dialog box will display:



Follow the instructions in the dialog box.

To finish, click on **Apply** then **Close** or **OK**. The following dialog box displays:



You can also click on **Cancel** to cancel any changes and return to the **Winterm Connection Manager**.

Energy Savers

This section discusses energy saving features, referring to Figure 3-1 and using Table 3-2.

Table 3-2 Energy Savers

Display Properties Sheet Area Called...	To Use...
Enable Energy Savers	Click on this check box to activate the energy saver functions. When you check this box, all three functions in the group box are activated: Screen Saver Click on this radio button to enable the screen saver. By default this function is not activated. Turn Off Monitor Click on this radio button to use this function as an energy saver. The function works by shutting off the terminal’s display rather than displaying a screen saver. By default this function is not activated. When Enable Energy Savers is activated, this function is enabled. Wait Adjust the amount of time (in minutes) that elapses before the energy saver function you have selected starts. You can enter a number or use the scrolling list. By default the function is not activated. When it is activated, the default is 12.

To finish, click on **Apply** then **Close**, or **OK**. The following dialog box displays:

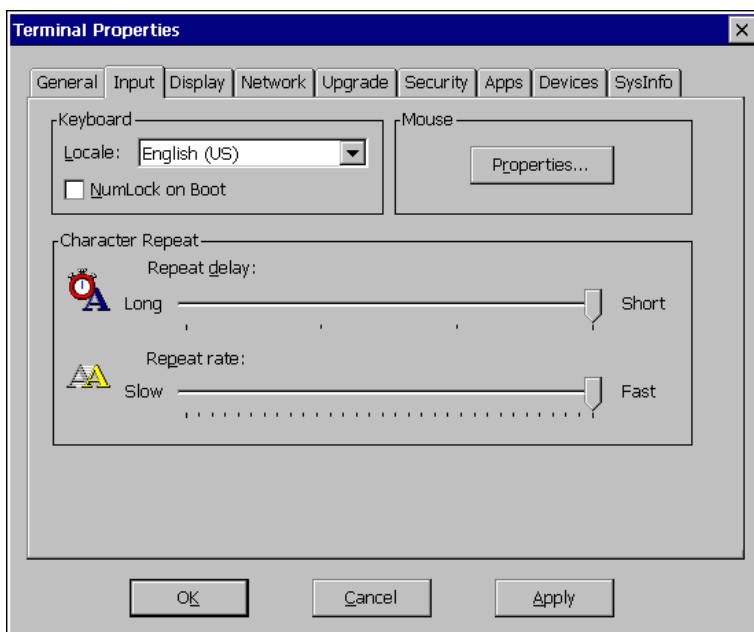


You can also click on **Cancel** to cancel any changes and return to the **Winterm Connection Manager**.

4 Keyboard and Mouse Configuration

From the **Winterm Connection Manager** you can configure your terminal's keyboard and mouse. Press **F2** on your keyboard. The **Terminal Properties** dialog box displays. In this dialog box is a properties sheet you can use for setting up your keyboard and mouse. It is the **Input** properties sheet. Figure 4-1 shows this properties sheet.

Figure 4-1 Input Properties Sheet



To invoke this properties sheet click on the **Input** tab.

Keyboard

This section discusses configuring your keyboard, referring to Figure 4-1 and using Table 4-1.

Table 4-1 Keyboard

Input Properties Sheet Area Called...	To Use...
Keyboard	Use this group box to configure your keyboard: Locale Use this scroll list to select a language for the keyboard: • Belgian Dutch • Belgian French • Brazilian (ABNT) • Canadian Eng (Multi) • Canadian FR (Multi) • Canadian French • Danish • Dutch • English (UK) • English (US) • Finnish • French • German • Italian • Italian (142) • Japanese • Latin American • Norwegian • Portuguese • Spanish • Spanish Variation • Swedish • Swiss French • Swiss German • US International Click on a selection to highlight it. The default is English (US).

Table 4-1 Keyboard, Continued

Input Properties Sheet Area Called...	To Use...
Character Repeat	 Note An IEPC keyboard is required for any language other than English (US) . The keyboard layouts are different for each of the languages listed above.
	NumLock On Boot Click on this check box to enable the Num Lock function on your keyboard. When checked, the keyboard will boot up with the Num Lock function enabled.
	Repeat Delay Use this slider control to adjust the repeat delay of keyboard characters. Repeat Delay determines how quickly the same character will appear on screen when typed more than once.
	Repeat Rate Use this slider control to adjust the repeat rate of a keyboard character. Repeat Rate determines how quickly the same character will appear on screen when the associated key is held down.

To finish, click on **Apply** then **Close** to apply the changes you made and return to the **Winterm Connection Manager**.

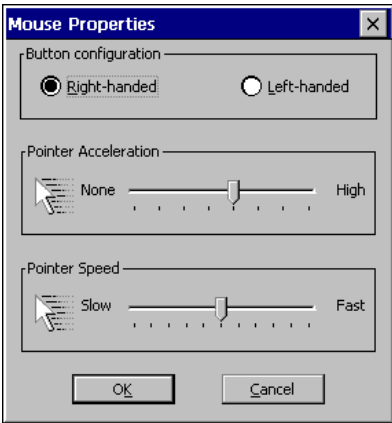
Mouse

This section discusses configuring your mouse referring to Figure 4-1 and using Table 4-2.

Table 4-2 Mouse

Input Properties Sheet Area Called...	To Use...
---------------------------------------	-----------

Mouse	Use the following dialog box to configure mouse attributes. Properties... Click on this command button to invoke the Mouse Properties dialog box. Use it to set your mouse properties.
-------	--



Button Configuration

Select from:

- **Right-handed**
- **Left-handed**

to choose which button you will use on your mouse. The default is **Right-handed**.

Pointer Acceleration

Use this slider control to adjust the acceleration of the mouse.

Pointer Speed

Use this slider control to adjust the speed of the mouse.

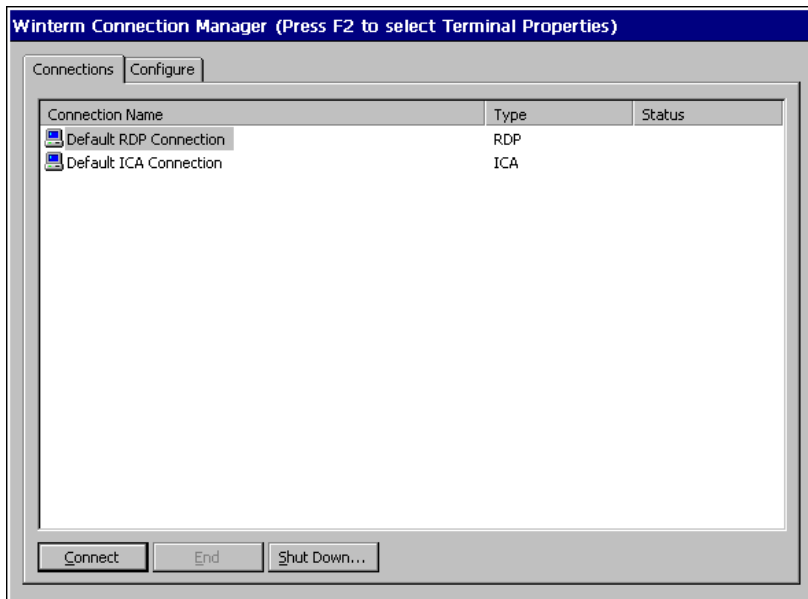
To finish, click on **Apply** then **Close** to apply the changes and return to the **Winterm Connection Manager**.

5

Managing Connections

The **Winterm Connection Manager** is designed to help you manage your network connections. The manager consists of the **Connections** properties sheet and the **Configure** properties sheet. With it you can configure, make, and end connections, and gracefully shut down the terminal. Figure 5-1 shows the **Winterm Connection Manager**.

Figure 5-1 Winterm Connection Manager



The **Winterm Connection Manager** is automatically invoked when the terminal is turned on.



Note
If you turn on your WBT and the **Setup Wizard** displays, contact your system administrator. If you are a system administrator, see the administrators guide.

Configuring a Connection

The functions of the **Configure** properties sheet are used to add, modify and delete connections. See your system administrator or the administrators guide for more information about configuring connections.

Making a Connection

The functions of the **Connections** properties sheet (see Figure 5-1) are used to:

- Make terminal connections
- Display the status of a connection
- End a connection
- Shut down the terminal gracefully



Note
The **Connections** properties sheet is the default sheet displayed by the **Winterm Connection Manager**.

Table 5-1 identifies and describes each of functions of the properties sheet.

Table 5-1 Connections Properties Sheet

Function	Description
Connection Name	This application window lists the connections that you can use. Default RDP Connection and Default ICA Connection are the default connections for the window.  Note See the administrators guide for information about creating connections.
Type	This list shows the type of connection. The defaults are RDP and ICA .

Table 5-1 Connections Properties Sheet

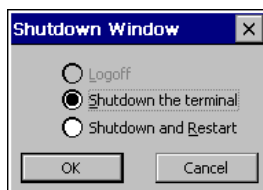
Function	Description
Status	This list shows the status of the connection. If a connection is live, the status for that connection will be Active . If a connection is not live, the list will show a blank.
Connect	Click on the Connect command button to make the highlighted connection. Click on a connection in the Connection Name list box to highlight it. You can also double-click on a selection to make a connection.
End	See Ending a Connection.
Shutdown	See Shutting Down the Terminal.

Ending a Connection

Click on the **End** command button to end the connection process. When you press the **End** button and the connection is active, the **End Task** dialog displays. The **End** command button is enabled when one or more sessions become active.

Shutting Down the Terminal

Use the **Shutdown Window** dialog box to log off, shut down, or shut down and restart the terminal. Figures 5-2 shows the **Shutdown Window** dialog box.

Figure 5-2 Shutdown Window Dialog Box

Click on the **Shutdown** command button in the **Winterm Connection Manager** to invoke this dialog box. The following table describes the functions of this dialog box.

Table 5-2 Shutdown Window Dialog Box

Function	Description
Logout	Click on this radio button to invoke the Terminal Login dialog box. By default this command button is not activated. You must enable the terminal's security function to activate this radio button.  Note See the administrators guide or your system administrator for more information about logging out.
Shutdown the Terminal	Click on this radio button to shut down the terminal without restarting it. A dialog box displays after you initiate this action. It prompts you about whether you want to continue. By default this radio button is activated and enabled.
Shutdown and Restart	Click on this radio button to shut down then restart the terminal. By default this function is activated.

6

Multiple Sessions

Setting Up Multiple Sessions

To start multiple sessions:

1. Click on a connection in the **Connection Name** list in the **Winterm Connection Manager** to launch your first session. (See “Managing Connections” for more information about configuring connection parameters).
2. Press **Ctrl+Alt+End** while the connection is live to return to the **Winterm Connection Manager**.
3. Click on another connection in the **Connection Name** list to launch another session.

Managing Multiple Sessions

Your terminal is designed to handle up to 15 active sessions. The number of active sessions you can have with your terminal is dependent on the following factors:

- Model number
- Amount of RAM
- The types of connections open
- What type of account you have



Note

With RDP connections you can not run multiple sessions.

See your system administrator for detailed information about your terminal's ability to conduct multiple sessions.

Manipulating Multiple Sessions

With a session or multiple sessions open, you can toggle between sessions. To toggle between sessions:

- Press **Ctrl+Alt+↑** to proceed to the previous session.
- Press **Ctrl+Alt+↓** to proceed to the next session.

You can also return to the **Winterm Connection Manager** by pressing **Ctrl+Alt+End**.



7

Getting Help

Getting Help provides solutions to problems that may occur while you are using your terminal.

Troubleshooting Your Terminal

Troubleshooting Your Terminal, Table 7-1, lists some common problems and the solutions to those problems.

Table 7-1 Troubleshooting a Terminal

Problem	Solution
When you turn on the terminal nothing happens.	1. Ensure that the power cord is connected to the power connector on the terminal's back panel. 2. Ensure that the power cord is plugged into an AC outlet that works.
When you turn on the terminal the screen remains blank and the power indicator light remains orange.	1. Turn the terminal off then on again. 2. Ensure that the power cord is connected to the power connector on the terminal's back panel. 3. Ensure that the power cord is plugged into an AC outlet that works.
During power up the following message displays: Keyboard testing failed	Ensure that the keyboard cord is connected to the power connector on the terminal's back panel.

Table 7-1 Troubleshooting a Terminal, Continued

Problem	Solution
When you turn on the terminal, the Winterm Connection Manager or the WBT Setup Wizard appears, but the mouse does not function.	Ensure that the mouse cord is connected to the terminal's back panel.
You are not able to make a network connection using the Winterm Connection Manager .	1. Verify that the network cable is connected to the network connector properly. 2. Verify that the network cable is connected to a hub or other network outlet. 3. Check with your network system administrator to ensure that the DHCP server for your subnet is functioning properly.
While connected to a server the keyboard and the mouse freeze.	The connection to the server may be broken. 1. Turn the terminal off, then on again. 2. Make another connection. If you can not make the connection again: 1. Verify that the network cable is connected properly. 2. Check with your network system administrator to ensure that you are using the correct network cable.

Table 7-1 Troubleshooting a Terminal, Continued

Problem	Solution
You are not able to print using the parallel port.	1. Make sure that the printer is plugged into the AC outlet and turned on. 2. Check the cable connection between the printer and the terminal. 3. Ensure that the printer is on line. 4. Ensure that the printer is properly configured in the print manager. 5. Ensure that the printer has not been paused.
You are not able to print using the serial port.	1. Make sure that the printer is plugged into the AC outlet and turned on. 2. Check the cable connection between the printer and the terminal. 3. Ensure that the printer is on line. 4. Ensure that the printer is properly configured in the print manager. 5. Ensure that the printer has not been paused.

**Note**

If any other error messages are displayed, you have any other problems, or you cannot find a solution in this table, contact your network system administrator.

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