

Trouble- shooting Q&A

Personal Entertainment Organizer
PEG-NX80V
PEG-NX73V

CLiÉ™

Frequently Asked Questions

Troubleshooting

- My CLiÉ handheld does not work properly
- Error messages
- I cannot enter text properly
- I forgot my password
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- I cannot exchange data using the Bluetooth™ function
- I cannot make a backup
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- Problems with Image Upload Utility
- Problems with image files/movies
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- Problems with Sound Utility/Sound Converter 2
- I cannot use "Memory Stick" media or CF memory card
- I cannot transfer data
- Problems with CLiE Launcher
- How to operate basic applications (PIM)

Customer Support and
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Frequently Asked Questions

Tips

- You may be able to solve the following problems by restarting your CLIÉ handheld.
 - ➔ For details on how to restart, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld” in the “Read This First (Operating Instructions).”
- The “**CLIÉ Application Manual**” is installed on your computer when you install the Palm™ Desktop for CLIÉ software.

I cannot turn on my CLIÉ handheld

- Is the POWER/HOLD switch of your CLIÉ handheld in the HOLD mode?
Your CLIÉ handheld does not work when the POWER/HOLD switch is in the HOLD mode. Make sure you release the HOLD mode.
- Has the battery power of your CLIÉ handheld run out?
Place your CLIÉ handheld in the cradle connected to the AC power adapter, then allow it to charge for a few minutes before turning it on. If it turns on, continue charging for approximately four hours and then perform a soft reset.

My CLIÉ handheld does not respond

Is the POWER/HOLD switch of your CLIÉ handheld in the HOLD mode?
Your CLIÉ handheld does not work when the POWER/HOLD switch is in the HOLD mode. Make sure you release the HOLD mode.



I cannot perform the HotSync® operation

Check the following:

- Your CLIÉ handheld is placed in the cradle properly.
- The USB cable of the cradle is directly connected to a computer’s USB port. Do not use a USB hub.
- The Palm™ Desktop for CLIÉ software is installed on your computer.
- If you are using Windows 2000 Professional or Windows XP*, log in as an “Administrator.”

* In this manual, Windows XP Home Edition and Windows XP Professional are referred to as Windows XP.

I cannot perform the HotSync® operation

- Is the HotSync  icon displayed in the task tray at the bottom right of your computer screen?
If not, click **Start**, select **Programs** (for Windows XP, select **All Programs**), **Sony Handheld**, and click **HotSync Manager** to start the HotSync Manager.
- Is **Local USB** from the shortcut menu selected? (You can display this by clicking the HotSync  icon.)
- Is the USB port active?

“Memory Stick” media or CF memory card is not recognized

- Remove the “Memory Stick” media or CF memory card and try inserting it again.
- Wipe the terminal of the “Memory Stick” media with a soft cloth, such as a cotton pad.
- You cannot use “Memory Stick” media or CF memory card that has been formatted in a device other than your CLIÉ handheld.
- When the battery of your CLIÉ handheld is running low, data on “Memory Stick” media or CF memory card may not be displayed. Recharge the battery of your CLIÉ handheld.

Peripheral devices and CF compatible network cards are not recognized

- Check that the remaining battery supply is sufficient.
- After turning off your CLIÉ handheld, remove the peripheral device and reconnect it.
- For the latest information on peripheral devices supported by your CLIÉ handheld, refer to the URL shown on the back cover of this manual.

Playing music: The MP3 files cannot be read or played

- Check that the MP3 files are copied in the **Palm/Programs/MSAUDIO** folder on the “Memory Stick” media.
- Check that the file format is supported by your CLIÉ handheld.
 - ➔ For details on file formats supported by your CLIÉ handheld, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.

Playing music: **SonicStage** does not recognize the CLIÉ handheld even when it is placed in the cradle

- Set to the music transfer mode.
 - ➔ For details, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.
- Disconnect your CLIÉ handheld from the cradle, and place it in the cradle again. If the problem still persists, restart the computer.

I cannot connect to the Internet using a Wireless LAN card

- Check that the Wireless LAN card is recognized properly by your CLIÉ handheld.
- Check that the correct settings are made under **Network Preferences** on your CLIÉ handheld.
- Check that the correct network settings are made for the target device (access point).
 - ➔ For details, refer to the manual of each network card or target device.

I cannot connect to the Internet


- Follow the steps mentioned in “Customizing your CLIÉ™ handheld (Preferences): Changing the Network preferences” in the “Handbook” and check the settings of **Network Preferences**.
- Check the connection between your CLIÉ handheld and network card.
- **NetFront v3.0 for CLIE** may not be able to display certain websites designed for your computer’s browser software.
 - ➔ For details, refer to the “CLIÉ Application Manual” installed on your computer.

I cannot send or receive e-mail messages


- Follow the steps described in “CLIE Mail” in the “CLIÉ Applications Manual” installed on your computer. Check that the settings of mail server, user name, and password are correct.
- If you cannot send an e-mail message, check the destination e-mail address.

If your problem still persists, then proceed to the next page.

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If you cannot find your problem here or you cannot find the solution, proceed to the next page.

If you cannot solve the problem

If you cannot solve a problem even with the solutions provided in this book, please follow the procedure below.

Make note of any messages or alerts that are displayed.

Step 1 Refer to the operating instructions or the manuals for the specific application

- Read “Read This First (Operating Instructions)” and “Handbook” carefully.
- Double-click the CLIÉ Info icon on your computer, and select **Manuals** to read the details about the specific application.

Step 2 Refer to the Sony CLIÉ handheld Support website

Double-click the CLIÉ Info icon on your computer, and select **Support Information for CLIÉ handheld and Applications**.

Note

Thousands of third party add-on applications are available for the Palm OS® platform. Sony does not support third party applications. If you have a problem with a third party application, contact the developer or publisher of that application.

Avoiding problems

Making a backup of the data on your CLIÉ handheld

We recommend that you make a backup of your data in case of unexpected problems. Backing up your data will ensure that it can be restored again on your CLIÉ handheld, even if you have to perform a hard reset.

Making a backup using Memory Stick Backup

Use “Memory Stick” media and the supplied **Memory Stick Backup** on your CLIÉ handheld to back up data and applications on your CLIÉ handheld.

- ➔ **“Memory Stick” media (sold separately) is required.**
For details, refer to “Backing up your CLIÉ™ handheld data and applications” in the “Handbook.”

Making a backup using the HotSync® operation

Data on your CLIÉ handheld is backed up to your computer when the HotSync® operation is performed. If you need to perform a hard reset, this would erase all user data stored on your CLIÉ handheld. However, this can be restored with the next HotSync® operation.

Note

Some applications installed later or some data created with such applications, cannot be backed up using the HotSync® operation. In particular, you cannot back up applications or data installed through beaming, “Memory Stick” media or CF memory card, by synchronizing your computer with your CLIÉ handheld. Use **Memory Stick Backup** to make such backups.

- ➔ For details on the HotSync® operation, refer to “Exchanging and updating files/data using the HotSync® operation (Other HotSync® operations)” in the “Handbook.”

Troubleshooting

My CLIÉ handheld does not work properly

I cannot turn on my CLIÉ handheld

- ▶ The POWER/HOLD switch of your CLIÉ handheld is in the HOLD mode. Your CLIÉ handheld does not work when the POWER/HOLD switch is in the HOLD mode. Make sure you release the HOLD mode.
- ▶ The battery power of your CLIÉ handheld has run out. Place your CLIÉ handheld in the cradle connected to the AC power adapter, then allow it to charge for a few minutes before turning it on. If it turns on, continue charging for approximately four hours and then perform a soft reset.
- ▶ The connector between your CLIÉ handheld and the cradle is dirty. You cannot recharge your CLIÉ handheld if the connector is dirty. Place your CLIÉ handheld several times in the cradle to clean the connector.

The screen is not displayed even though the POWER LED is on

- ▶ The POWER/HOLD switch of your CLIÉ handheld is in the HOLD mode. The screen is not displayed when the POWER/HOLD switch is in the HOLD mode. Make sure you release the HOLD mode.
- ▶ Perform a soft reset by pressing the RESET button.
 - For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld” in the “Read This First (Operating Instructions).”

My CLIÉ handheld does not respond

- ▶ The POWER/HOLD switch of your CLIÉ handheld is in the HOLD mode. Your CLIÉ handheld does not operate when the POWER/HOLD switch is in the HOLD mode. Make sure you release the HOLD mode.

My CLIÉ handheld does not respond

- ▶ The CLIÉ handheld is placed near the IR port of your computer. Move your CLIÉ handheld away from the IR port of your computer except when performing the IR HotSync® operation, as a malfunction may occur. You can also disable the IR feature by setting **Beam Receive** to **Off** from **General** in the **Preferences** screen.
- ▶ Perform a soft reset by pressing the RESET button.
 - ➔ For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld” in the “Read This First (Operating Instructions).”

My CLIÉ handheld keeps turning itself off

- ▶ Your CLIÉ handheld is designed to turn itself off after a period of inactivity (Automatic power-off). You can set the automatic power-off time by tapping **Auto-off After** from **General** in the **Preferences** screen.
 - ➔ For details, refer to “Customizing your CLIÉ™ handheld (Preferences): Setting the automatic power-off time” in the “Handbook.”
- ▶ Did you set **Auto Lock Handheld** to **After a preset delay** in the **Security** screen?


When you set **Auto Lock Handheld** to **After a preset delay**, your CLIÉ handheld may turn off after a shorter period even if you set the automatic power-off time.

 - ➔ For details, refer to “Protecting your data with a password: Locking your CLIÉ handheld with a password (Data protection)” in the “Handbook.”

My CLIÉ handheld does not produce any sounds

- ▶ Tap **General** in the **Preferences** screen and check that **System Sound** is not set to **Off**.
 - ➔ For details, refer to “Customizing your CLIÉ™ handheld (Preferences): Setting sounds” in the “Handbook.”

My CLIÉ handheld does not produce any sounds

- ▶ Adjust the volume settings in the **Adjust Volume** screen displayed by tapping the  icon in the status bar.

Tip


If the **Muting** mode is selected in the **Adjust Volume** screen, all sounds, including Audio, are muted.

- ▶ For details, refer to “CLIÉ™ handheld components: Status Bar” in the “Read This First (Operating Instructions).”


The backlight does not turn on when I adjust the brightness level

- ▶ If the brightness is set to the lowest level, the display may be illegible, but this is not a malfunction.

Tip

You can adjust the brightness level in the **Adjust Brightness** screen displayed by tapping the Brightness Adjustment  icon at the bottom left of the Silk screen.

The LCD display cannot be viewed properly

- ▶ Depending upon the angle of vision, the brightness may be uneven, but this is not a malfunction. You can adjust the brightness level in the **Adjust Brightness** screen displayed by tapping the Brightness Adjustment  icon at the bottom left of the Silk screen. If the backlight is set to off, you can turn it on by sliding down the POWER/HOLD switch and hold it for more than two seconds.

Tip

You can switch the backlight on and off by pressing the L key while pressing the Ctrl key on the hardware keyboard.

Applications do not operate properly after a soft reset is performed

- ▶ If you encounter application problems (such as improper operations, unusual display, or freezing during a soft reset) after you performed a reset, the reset may not be completed properly. In this case, perform a soft reset once again. If you cannot still solve your problem, try a hard reset.
 - ➔ For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld” in the “Read This First (Operating Instructions).”

Note on performing a reset

After performing a reset, do not press the RESET button until the **Preferences** screen or the **Welcome** screen is displayed.

I cannot use the Jog Dial™ navigator

- ▶ The Jog Dial™ navigator is not available for some applications.

Error messages

An error message is displayed repeatedly

- ▶ Perform a soft reset by pressing the RESET button.
 - ➔ For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld” in the “Read This First (Operating Instructions).”

The message “Invalid process” is displayed when starting an application

- ▶ If there is insufficient memory space in your CLIÉ handheld, “Memory Stick”, or CF memory card, applications may not start properly. Delete any unnecessary data (after backing up any of that data you might need in the future) and try starting the application again.


An error message indicating insufficient memory is displayed

- ▶ If there is insufficient memory space in your CLIÉ handheld, “Memory Stick”, or CF memory card, applications may not start properly. Delete any unnecessary data (after backing up any of that data you might need in the future) and try starting the application again.
- ▶ Delete unused data of **Date Book** and **To Do List**.
To delete data of **Date Book**, select **Purge** in the **Record** menu, select the time period for **Delete events older than**, and tap **OK**.
To delete data of **To Do List**, check the box to the left of the data you want to delete. Then select **Purge** in the **Record** menu. Tap **OK** and the checked items will be deleted.
- ▶ Delete e-mail messages in **CLIE Mail**, and then empty the Trash.
- ▶ Perform **Delete Cache** from **Options** menu in **NetFront v3.0 for CLIE**.
- ▶ If add-on applications are installed on your CLIÉ handheld, delete those applications.
 - For details, refer to “Enhancing features with add-on applications: Installing: Deleting installed add-on applications” in the “Handbook.”

The HotSync® operation does not start and a message is displayed on the screen

- ▶ Move your CLIÉ handheld away from the IR port of your computer except when performing the IR HotSync® operation, as a malfunction may occur. You can also disable the IR feature by setting **Beam Receive** to **Off** from **General** in the **Preferences** screen.

The HotSync® operation does not start and a message is displayed on the screen

- ▶ If you set the IR port to search automatically for the target IR devices on your computer, follow the procedure below to reset the IR port setting.
 - 1 Click **Start**, select **Settings** (except for Windows XP), and click **Control Panel**.
 - 2 Double-click the Infrared icon (the Wireless Link icon in Windows 2000 Professional/Windows XP).
 - 3 Click the **Sending image** tab.
 - 4 Clear the check box **Send the image from the digital camera to your computer using the wireless link** and click **OK**.
 - 5 Click the HotSync  icon in the task tray at the bottom right of your computer screen and select **InfraRed** from the shortcut menu.

An error message saying there is insufficient memory appears while receiving data using the IR port or the Bluetooth™ communication (for Bluetooth™ built-in models only)

- ▶ To receive data using the IR port or the Bluetooth™ communication, the free space of your CLIÉ handheld's memory must be more than twice the size of data to be received. If there is insufficient memory space in your CLIÉ handheld, delete any unnecessary data (after backing up any of that data you might need in the future) and try receiving data again.
- ▶ Perform a soft reset by pressing the RESET button.
 - For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld” in the “Read This First (Operating Instructions).”

I cannot enter text properly

My CLIÉ handheld activates a wrong feature when I tap a button or screen icon

- ▶ The digitizer is not correctly calibrated.
Select **Digitizer** in the **Preferences** screen and adjust the digitizer.
 - For details, refer to “Customizing your CLIÉ™ handheld (Preferences): Adjusting the Digitizer” in the “Handbook.”
- ▶ Your CLIÉ handheld may not be able to recognize tapping properly if you apply a protection sheet to the screen.

I cannot display the menu when I tap the Menu icon

- ▶ Some applications or screens do not have the menu feature. Retry with another application.


I need help using the hardware keyboard

- ▶ Refer to “CLIÉ™ handheld components: Hardware keyboard” in the “Read This First (Operating Instructions).”

Tip

You can also see the **Keyboard help** screen by pressing the K key while pressing the Ctrl key on the hardware keyboard.

Numbers or symbols are entered when pressing the alphabet keys on the hardware keyboard

- ▶ Release the Lock (blue) function by pressing the Caps Lock key while pressing the  (blue) key.

My CLIÉ handheld does not recognize handwritten characters (when using Graffiti® writing system)

- ▶ For your CLIÉ handheld to recognize handwritten characters entered with the stylus, you must use Graffiti® writing.
 - For details, refer to “Entering text on your CLIÉ™ handheld: Using Graffiti® writing to enter text” in the “Handbook.”

My CLIÉ handheld does not recognize handwritten characters (when using Graffiti® writing system)

- ▶ Make sure you enter the Graffiti® strokes in the Graffiti® writing area.
- ▶ Make sure you enter the Graffiti® strokes for letters in the left side of the Graffiti® writing area and numbers in the right side.
- ▶ Check that Graffiti is not shifted into extended or punctuation modes.
 - For details, refer to “Entering text on your CLIÉ™ handheld: Using Graffiti® writing to enter text” in the “Handbook.”
- ▶ How to enter Graffiti characters faster and more accurately.
 - For details, refer to “Entering text on your CLIÉ™ handheld: Using Graffiti® writing to enter text” in the “Handbook.”

My CLIÉ handheld does not recognize handwritten characters (when using Decuma Input system)

- ▶ If your handwriting cannot be recognized correctly as numbers or special characters in **General characters** mode, switch the Decuma Input area from **General characters** mode to **Numbers and special characters** mode.
- ▶ Refer to “Entering text on your CLIÉ™ handheld: Using Decuma Input to enter text” in the “Handbook.”
- ▶ Refer to “Decuma Input” in the “CLIÉ Application Manual” installed on your computer.

I forgot my password

I forgot my password and my CLIÉ handheld is locked

- ▶ You must perform a hard reset on your CLIÉ handheld. If you perform a hard reset, your CLIÉ handheld will be restored to the default settings and data or installed add-on applications will be lost.
 - For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld” in the “Read This First (Operating Instructions).”

I forgot my password and my CLIÉ handheld is not locked

► You can use the Security function to delete the password, but all private records will be deleted. To back up all the data including private records, perform the HotSync[®] operation before you delete the password. Then restore your private records saved on your computer by following the procedure below.

1 Tap **Password** in the **Security** screen. The **Password** dialog box is displayed. In the dialog box, tap **Lost Password** to delete the password.



The password and all private records are deleted.

2 Perform the HotSync[®] operation to restore your private records.

I cannot perform the HotSync[®] operation

Verify the following first

Verifying your CLIÉ handheld

- Is the Palm[™] Desktop for CLIÉ software installed?
- Is the connector between your CLIÉ handheld and cradle dirty?
To clean the connector, try repeatedly placing your CLIÉ handheld in the cradle and taking it out again.
- Are the CLIÉ handheld and cradle correctly connected?
Check that the Battery Indicator on your CLIÉ handheld screen is . If  is displayed, place your CLIÉ handheld in the cradle properly.
- Is there sufficient memory space of your CLIÉ handheld?
Delete any unnecessary data and perform the HotSync[®] operation once again.
- Are you using the same user name that is used for another CLIÉ handheld?
Change the user name.



Verify the following first

Verifying your computer

- ▶ Is the operating system on your computer compliant?
The following operating systems are compliant with your CLIÉ handheld. Operating systems other than the following are not supported.
 - Microsoft Windows 98 Second Edition
 - Microsoft Windows 2000 Professional
 - Microsoft Windows Me
 - Microsoft Windows XP

Note

Upgrade versions of operating systems are not supported.

- ▶ If you are using Windows 2000 Professional or Windows XP, log in as an “Administrator.”
- ▶ Is the USB cable of the cradle connected to your computer?
- ▶ Is the HotSync  icon displayed in the task tray at the bottom right of your computer screen?
If not, click **Start**, select **Programs** (for Windows XP, select **All Programs**), **Sony Handheld**, and click **HotSync Manager** to start the HotSync Manager.
- ▶ Is **Local USB** in the shortcut menu selected? (You can display this by clicking the HotSync  icon.)
If not, select **Local USB**.
- ▶ Is the USB port active?
Check whether the USB port works normally by connecting another USB device, such as a USB mouse.
- ▶ When using terminal extension products for laptops such as a port replicator, you may not be able to use either the port replicator or the USB port of your computer.
- ▶ Quit applications other than the Palm™ Desktop for CLIÉ software.

If you cannot perform the HotSync® operation even after following the above instructions, perform a soft reset by pressing the RESET button.

- ▶ For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld” in the “Read This First (Operating Instructions).”

For particular problems regarding HotSync® operations, refer to the following.

I cannot start the HotSync® operation by pressing the HotSync button on the cradle

- ▶ Ensure **Local** and **Cradle/Cable** are selected in the **HotSync** screen.
- ▶ Perform a soft reset by pressing the RESET button.
 - For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld” in the “Read This First (Operating Instructions).”

I cannot cancel the HotSync® operation midway

- ▶ You may not be able to stop the HotSync® operation by tapping **Cancel** for a few seconds after you start the USB HotSync® operation. Try again after a while.
- ▶ If you remove your CLIÉ handheld from the Cradle or disconnect the AC power adapter during the HotSync® operation, the HotSync® operation may not perform correctly.
In this case, perform a soft reset.
- ▶ If you cannot stop the HotSync® operation even by tapping **Cancel**, perform a soft reset.
 - For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld” in the “Read This First (Operating Instructions).”


It takes a long time to complete the HotSync® operation

- ▶ Depending on the application you are using, it may require time to complete the HotSync® operation because of large data/file sizes.

Data cannot be synchronized with some applications when the HotSync® operation is performed

- ▶ The user name for the Palm™ Desktop for CLIÉ software does not match the one for your CLIÉ handheld.
In the Palm™ Desktop for CLIÉ software, select the user name corresponding to your CLIÉ handheld user name.

Data cannot be synchronized with some applications when the HotSync® operation is performed


- ▶ The application is not set to synchronize files.
Click the HotSync  icon in the task tray at the bottom right of your computer screen and select **Custom** from the shortcut menu. Check that all the applications are set to synchronize files.
- ▶ Third party backup or synchronization software is installed on your computer or CLIÉ handheld.
You may not synchronize all the applications on the Palm™ Desktop for CLIÉ software.
- ▶ There is insufficient memory space in your CLIÉ handheld.
Delete unnecessary data and perform the HotSync® operation once again.
- ▶ Private data is hidden with the **Security** setting.
Hidden data cannot be displayed on the Palm™ Desktop for CLIÉ software. When you want to display hidden data, select **Show Records** in the **Current Privacy** settings on the **Security** screen and enter the password.
- ▶ Make sure that **Intellisync Lite** is installed to synchronize the **Date Book, Address Book, To Do List** and **Memo Pad** of your CLIÉ handheld with Microsoft® Outlook.
 - ➔ For details, refer to “Intellisync Lite” in the “CLIÉ Application Manual” installed on your computer.

I cannot back up some data using the HotSync® operation

- ▶ Some applications installed later or some data created with such applications, cannot be backed up using the HotSync® operation. In particular, you cannot back up applications or data installed through beaming, “Memory Stick” media or CF memory card, by synchronizing your computer with your CLIÉ handheld. Use **Memory Stick Backup** to make such backups.
 - ➔ For details, refer to “Backing up your CLIÉ™ handheld data and applications: Backing up data and applications to “Memory Stick” media using Memory Stick Backup” in the “Handbook.”


The Palm™ Desktop for CLIÉ software does not start or cannot be selected from the menu

- ▶ Is the Palm™ Desktop for CLIÉ software properly installed on your computer?
The hardware or the software of your computer may not be compatible with the Palm™ Desktop for CLIÉ software. Uninstall the Palm™ Desktop for CLIÉ software and reinstall.

The HotSync Manager does not start (The HotSync  icon is not displayed at the bottom right of my computer screen)

- ▶ Reinstall the Palm™ Desktop for CLIÉ software.

The mail software on my computer starts automatically when starting the HotSync® operation

- ▶ Mail software that you do not use regularly or mail software that is not installed, is selected as your **Mail System**.
Click the HotSync  icon at the bottom right of your computer screen and select **Custom**. Select **CLIE Mail** from the Conduit list, and click **Change**. Then select the **Mail System** that you use regularly, and click **OK**.
- ▶ The settings of the mail software are not complete.
Set the mail software properly on your computer.

I cannot perform the HotSync® operation via a modem


Checking your CLIÉ handheld

- ▶ Check that you enter the correct phone number for the access point.
- ▶ If you are using call waiting on your service line, tap **Network** and **Phone** in the **Preferences** screen, select the **Disable call waiting** check box in the **Phone Setup** screen, and enter the correct phone number.






I cannot perform the HotSync® operation via a modem

- ▶ If a prefix is required, select the **Dial prefix** check box in the **Phone Setup** screen and enter the correct phone number.
- ▶ Check whether you can hear any noise coming from your service line. In some cases, a line may be interrupted by noise interference.
- ▶ When using a modem other than a CF modem card, check the battery power of the modem.

Checking your computer

- ▶ Check that your computer is turned on and the automatic shut-off setting in the power saving mode is disabled.
- ▶ Check that the modem is properly connected to the service line.
- ▶ Click the HotSync  icon at the bottom right of your computer screen, and check that the **Modem** check box is selected.
- ▶ Check that the modem connected to your computer is turned on. You cannot turn on a modem with your CLIE handheld if the Auto-Off feature is set.
- ▶ Check that the modem is properly connected to the serial port of your computer.
- ▶ Check the **Setup string** setting in the **Setup** window of the HotSync Manager.
 - ➔ For details, refer to the manual of your modem.
- ▶ If problems arise when the **Speed** in the **Setup/Modem** window is set to **As fast as possible** or some other specific speed, reduce the transmission speed setting.
- ▶ Check that the **Speed** setting in the **Setup/Modem** window is appropriate for your modem.
- ▶ Turn off the modem for a while and turn it on again. Then reconnect the modem.



I cannot perform the IR HotSync® operation

- ▶ Check that the IR port of your computer is enabled.
- ▶ The IR HotSync® operation is not available if your computer does not have an IR port.
- ▶ Check that the HotSync  icon is displayed in the task tray at the bottom right of your computer screen and the HotSync Manager is running. When the HotSync Manager is running, the shortcut menu should be displayed by clicking the HotSync  icon.
- ▶ If you are using Windows 2000 Professional/Windows XP, click the HotSync  icon at the bottom right of your computer screen and ensure **InfraRed** is selected.
- ▶ If you are using Windows 98 Second Edition/Windows Me, click the HotSync  icon at the bottom right of your computer screen and ensure **Local Serial** is selected.
- ▶ If you are using Windows 98 Second Edition/Windows Me, click the HotSync  icon at the bottom right of your computer screen and click the **Local** tab in the **Setup** dialog box. Then ensure the simulated port for IR communication is selected in **Serial Port**.
- ▶ Ensure **Local** and **IR to a PC/handheld** are selected in the **HotSync** screen on your CLIÉ handheld.
- ▶ Point the IR port of your CLIÉ handheld directly to the IR port of your computer. The distance between the IR ports of your CLIÉ handheld and your computer, should be 4 to 8 inches (approximately 10 to 20 centimeters). The optimum distance for beaming may vary depending on devices.
- ▶ You cannot perform an IR HotSync® operation if the remaining battery power is inadequate. After charging the battery of your CLIÉ handheld, try the IR HotSync® operation again.
- ▶ Reduce the transmission speed.
Tap **IR to a PC/Handheld** from **Connection** in the **Preferences** screen. Then tap **Edit, Details** and specify **Speed** in the **Details** screen.

If you still cannot perform the HotSync® operation

If you cannot solve your HotSync® operation problem by following the troubleshooting tips above, follow the procedure below.

Check if any “Unknown device” is listed in the Device Manager on your computer.

- 1** Right-click **My Computer** and select **Properties** from the menu.
The **System Properties** screen is displayed.
- 2** If you are using Windows 2000 Professional/Windows XP, click the **Hardware** tab.
- 3** Click the **Device Manager** tab.
- 4** Check if there is a device marked with  or .
A device with such mark is not operating normally. Contact the manufacturer of the device to get information on the latest device drivers.

You cannot perform the HotSync® operation before you install the Palm™ Desktop for CLIÉ software on your computer

If you perform the HotSync® operation before you install the CLIÉ handheld drivers on your computer, other drivers may be installed on your computer and a problem may occur in your computer system.

Make sure you install the Palm™ Desktop for CLIÉ software before performing the HotSync® operation.

Do not use a USB hub

If you connect the cradle to your computer via a USB hub, you may not be able to perform the HotSync® operation properly. Make sure you connect the cradle directly to a USB port of your computer.

Some computers have the hub function built into their internal circuitry.

Contact your computer manufacturer to check whether the USB port of your computer is connected to an internal USB hub.

Check that the USB port of your computer is enabled

If you are using a Windows 95 pre-installed computer or other older type of computer equipped with a USB port, the USB port may be disabled by default. Test the USB port with another device, such as a USB mouse. If that device does not work, check the BIOS setting of your computer.

In addition, check the setting in the Device Manager: Right-click **My Computer** and select **Properties** from the menu. (If you are using Windows 2000 Professional/Windows XP, click the **Hardware** tab.) Click the **Device Manager** tab and check that **USB controller** is displayed in the **Device Manager** screen.

If USB controller is not displayed

➔ For details, refer to the manual of your computer.

I cannot beam data


Verify the following first

- ▶ Tap **General** in the **Preferences** screen and check that **Beam Receive** is set to **On**.
- ▶ Make sure you point the IR port of your CLIÉ handheld directly to the IR port of the target device.
- ▶ Make sure the distance between your CLIÉ handheld and the target device is 4 to 8 inches (approximately 10 to 20 centimeters). The optimum distance for beaming may vary depending on devices.
- ▶ Sometimes file contents may be accidentally linked to the name of another file when you transfer many files at the same time using the IR port. Transfer files one by one when you use the IR port.

An error message is displayed indicating insufficient memory when I receive data via beaming

- ▶ To receive data using the IR port, the free space of your CLIÉ handheld's memory must be more than twice the size of data to be received. If there is insufficient memory space in your CLIÉ handheld, delete any unnecessary data (after backing up any of that data you might need in the future) and try receiving data again.
- ▶ Perform a soft reset by pressing the RESET button.
 - For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ handheld" in the "Read This First (Operating Instructions)."

I cannot exchange data using the Bluetooth™ function (for Bluetooth™ built-in models only)

- ▶ Set to **Enabled** from **Bluetooth** in the **Preferences** screen. Check the Bluetooth LED lights in blue.
- ▶ If you have renamed a target Bluetooth™ compatible device registered on your CLIÉ handheld, the device may be listed in the previous name when you detect target Bluetooth™ compatible devices.
In this case, follow the procedure below.
 - 1 Tap the Menu  icon on the **Bluetooth Preferences** screen.
 - 2 Tap **Disable device name cache** from the **Options** menu.
 - 3 Detect target Bluetooth™ compatible devices.
 - For details, refer to “Have a try: Using the Bluetooth™ function (for Bluetooth™ built-in models only)” in the “Read This First (Operating Instructions).”
- ▶ Sometimes file contents may be accidentally linked to the name of another file when you transfer many files at the same time using the Bluetooth™ function.
Transfer files one by one when you use the Bluetooth™ function.

I cannot make a backup

I cannot make a backup of some data on my computer with the HotSync® operation

- ▶ Some applications installed later or some data created with such applications, cannot be backed up using the HotSync® operation. In particular, you cannot back up applications or data installed through beaming, “Memory Stick” media or CF memory card, by synchronizing your computer with your CLIÉ handheld. Use **Memory Stick Backup** to make such backups.
 - For details, refer to “Backing up your CLIÉ™ handheld data and applications: Backing up data and applications to “Memory Stick” media using Memory Stick Backup” in the “Handbook.”

I cannot connect to the Internet

I cannot connect to the Internet

- ▶ Try connecting to the Internet again after a while.

I cannot connect to the Internet using a Wireless LAN card

- ▶ Check that the Wireless LAN card is recognized properly by your CLIÉ handheld.
- ▶ Check that the correct settings are made under **Network Preferences** on your CLIÉ handheld.
- ▶ Check that the correct network settings are made for the target device (access point).
 - ➔ For details, refer to the manual of each network card or target device.

The message “Modem cannot be found” is displayed


- ▶ Check the connection between your CLIÉ handheld and network card.

The message “Incorrect setting” or “Certification is invalid” is displayed

- ▶ Check the settings of **Network** in the **Preferences** screen.
 - ➔ For details, refer to “Customizing your CLIÉ™ handheld (Preferences): Changing the Network preferences” in the “Handbook.”

The contents of websites cannot be displayed (NetFront v3.0 for CLIE)

Images are not displayed

- ▶ Start **NetFront v3.0 for CLIE** and tap the Menu  icon. Tap **NetFront Settings** in the **Options** menu and check the settings for image display.
 - Images, Animations: Set the check box to on.
- ▶ The files may not be compatible with **NetFront v3.0 for CLIE**. The file formats compatible with **NetFront v3.0 for CLIE** are GIF (including animation GIF), JPEG, PNG, and MNG.
- ▶ The file may be too large.



All or some website contents are not displayed

- ▶ You cannot view website contents that are not compatible with **NetFront v3.0 for CLIE** such as Macromedia Flash resources.
- ▶ **NetFront v3.0 for CLIE** may not be able to display certain websites designed for your computer's browser software.
 - For details, refer to "NetFront v3.0 for CLIE" in the "CLIE Application Manual" installed on your computer.
- ▶ The website page may be too large. In addition, HTML tags or page construction may affect its availability.

It takes too long to download the contents of a website

- ▶ Connecting to the Internet using another Internet Service Provider or access point may improve the access time. Connecting during off-peak hours may also improve download time.

I cannot access a certain website

- ▶ Check that you enter the correct URL. Make sure you correctly differentiate “-” (hyphen) from “_” (underscore), and “0” (number) from “O” (alphabet).
- ▶ To enter “~” (tilde) in the URL:
 - Select “~” from the **Assistant** menu in the **Enter Address** screen.
 - Display the numeric keyboard and tap “~”. Note that the appearance of “~” (tilde) on screen may differ between the computer and your CLIÉ handheld.
 - When you use the hardware keyboard to enter, press L key while pressing the  (red) key.
- ▶ When you access a website using bookmarks, the URL saved as the bookmark may be out of date. Try to find the updated URL by entering the URL of the upper directory.
- ▶ While **NetFront v3.0 for CLIE** is running, tap the Menu  icon, select **NetFront Settings** from the **Options** menu, and check the proxy settings. Contact your Internet Service Provider for information about proxy, address, and port settings.
- ▶ The message “Memory is insufficient” is displayed.
Restart **NetFront v3.0 for CLIE**. If the problem is not solved by restarting, perform a soft reset.
- ▶ Downloaded files or saved pages cannot be deleted.
You cannot delete files using **NetFront v3.0 for CLIE**. Use **CLIE Files** to delete files.
- ▶ Playback of a movie file or sound file stops midway.
A **Prompt** screen is displayed when you tap a movie file or a sound file to open from a website. If you select **Open**, and the playback stops midway, tap **Save** to save the file on “Memory Stick” media. Then play the saved file with a compatible application.
 - For details on each application format, refer to “CLIÉ Application Manual” installed on your computer.

I cannot use e-mail (CLIE Mail)

I cannot send or receive e-mail messages

I cannot send or receive e-mail messages

- ▶ Check the e-mail address.
- ▶ Check the mail server settings.
 - For details, refer to “CLIE Mail” in the “CLIE Application Manual” installed on your computer.
- ▶ Wait for a while and retry.
- ▶ With some Internet Service Providers, you may have to first receive a mail before you can start sending mails. Perform the following.
 - 1** Tap **Accounts** from the **Options** menu in **CLIE Mail**.
 - 2** Tap and select the e-mail address you want to send or receive, and then tap **Edit**.
 - 3** Tap **More**.
 - 4** Tap ▼ in **Authentication** and select **POP Before SMTP**.
- ▶ The security systems of some Internet Service Providers may prevent you from sending mail.

The message “Account is invalid” or “Incorrect password” is displayed

- ▶ Check that you use the correct user name and password.
 - For details, refer to “CLIE Mail” in the “CLIE Application Manual” installed on your computer.

I cannot synchronize the data between **CLIE Mail** and e-mail software, such as Outlook Express, on my computer

▶ If both Microsoft® Outlook Express and Microsoft® Outlook are installed on a computer, and you cannot synchronize the data between Outlook Express and **CLIE Mail**, then reset MAPI of your computer by the following steps.

- 1** Click **Start**, select **Settings** (except for Windows XP), and click **Control Panel**.
- 2** Double-click the Internet Option icon.
- 3** Click the **Programs** tab in the **Internet Properties** dialog box.
- 4** Select **Hotmail** from the **E-mail** pull down menu and click the **OK** button.
- 5** Restart your computer.
- 6** Double-click the Internet Properties icon in the **Control Panel**.
- 7** From the **E-mail** pull-down menu in the **Programs** tab, select the E-mail software that you want to synchronize with **CLIE Mail** and click the **OK** button.

Other problems

I receive e-mail messages from Mailer Daemon

▶ Your mail has not been sent. Check the e-mail address you are mailing to. You may also receive mail from Mailer Daemon if the mail server of the receiver is not working or if the receiver has changed his/her e-mail address.

I cannot synchronize the mail data with the e-mail software on my computer

▶ Check that the setting to transfer e-mails is correct.

- ➔ For details, refer to “CLIE Mail: Transferring e-mail messages from your computer: Setting up your CLIE handheld for HotSync e-mail transfers” in the “CLIE Application Manual” installed on your computer.

In addition, you may be able to ascertain the cause if you check the log. Perform the HotSync® operation and tap **Log** on your CLIE handheld.

Problems with Image Upload Utility (For customers in Europe only)

This part explains possible solutions to problems uploading image files to “Sony Style Imaging”, using e-mail software on your computer via the HotSync® operation.

A reception error may occur with “Sony Style Imaging”, depending on the settings of e-mail software such as Microsoft Outlook.

Refer to the solutions describe below and check the settings of the e-mail software on your computer.

I cannot send e-mail messages transferred to the computer via the HotSync® operation

- ▶ Select MIME (Base64) format for attached files.
 - For details, refer to the operating instructions or help text of your e-mail software.
- ▶ If you are using Microsoft Outlook, double-click the e-mail message in the Outbox folder to open it and then send the message.
- ▶ If you are using Microsoft Outlook, change the message format from Rich Text (HTML) to Plain Text.

I received an e-mail message from Sony Style Imaging when I sent an e-mail transferred from my CLIÉ handheld to my computer via the HotSync® operation. The message said, “The attached file is in rich text format which is not supported. Please change e-mail application settings of your computer to send e-mail as unformatted text.”

- ▶ Your e-mail was sent in Rich Text format.
Change the message text format from Rich Text to Plain Text, and open the e-mail message once before sending.

I received an e-mail message from Sony Style Imaging when I sent the e-mail transferred from my CLIÉ handheld to my computer via the HotSync® operation. The message said, "The encoding of the attached file is not supported. Please set the e-mail application encoding of your computer to Base64."

- ▶ The file attached to your e-mail was not in MIME (Base64) format. Select MIME (Base64) file format on your e-mail software, for files attached to e-mails.

The registration confirmation mail from Sony Style Imaging has not arrived yet

- ▶ If you have already registered an upload e-mail address, it may have been entered incorrectly. Follow the steps described in "Image Upload Utility: Image Upload Utility setup: If you already have an upload address" in the "CLIÉ Application Manual" installed on your computer, and enter your e-mail address again.
If you still do not receive the registration confirmation mail, follow the steps described in "Image Upload Utility: Image Upload Utility setup: Acquiring an upload address" in the "CLIÉ Application Manual" installed on your computer, to get another upload address.

I cannot send an e-mail message; transmission has been interrupted by an error

- ▶ Check the **CLIE Mail** settings and then resend the e-mail message. You will find your e-mail message saved in **Outbox** of **CLIE Mail**, even though it was not sent.

Problems with image files/movies

A vertical band appears on the LCD display

- ▶ When you shoot a subject such as a light or a candle flame, a vertical band may appear. This called “smear” and is not a malfunction.

I cannot use some features with MPEG Movie format files

- ▶ The following features cannot be used with MPEG Movie format files.
 - Play list edit
 - Title change
 - Thumbnail display
 - Index registration/search
 - Resume replay

I cannot change the title in **Movie Player** format files

- ▶ You cannot change a title or delete a file in any of the following cases:
 - The write protect tab of the “Memory Stick” media is set to “LOCK.”
 - The Movie file (.MQV file) is read-only.
 - The additional information file (.MAI file) is read-only.

Moreover, you cannot register/delete the index, update the resume time and Thumbnail, in either of the following cases:

- The write protect tab of the “Memory Stick” media is set to “LOCK.”
- The additional information file (.MAI file) is read-only.

Moreover, the play list cannot be edited in either of the following cases:

- The write protect tab of the “Memory Stick” media is set to “LOCK.”
- The play list file (MQV_LIST.TXT) is read-only.

I cannot play music (Audio Player)

Playing music

There is no sound

- ▶ Increase the volume.
- ▶ Check that the volume is not set to the **Muting** mode.
 - For details, refer to “My CLIE handheld does not produce any sounds” on page 15.

The sound is too low

- ▶ Tap **AVLS** and switch to the normal display.

The sound is not clear

- ▶ If you are using other applications of your CLIE handheld and processing data when playing the music, there will be some interference noise.

I cannot play music while other applications are running

- ▶ Make sure that **Enable background play** is checked on the **Preferences** screen from the **Options** menu of **Audio Player**.
- ▶ You cannot play music while any of the following applications are running:
 - **Movie Player**
 - **Voice Recorder**
 - **CLIE Camera**
 - **Movie Recorder**
 - **CLIE Mail**
 - **Macromedia Flash Player 5**

The sound becomes distorted

- ▶ The bit rate at the time of recording is low. Record music at a higher bit rate that is within the specification range.
 - For details, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.

The sound only comes from one side

- ▶ Make sure you insert the headphone plug properly into the headphone jack.

The names of music files on the “Memory Stick” media are not displayed when I start **Audio Player**

- ▶ Depending on the music files that are recorded on the “Memory Stick” media, it may take time to read files completely. While reading, the operation of **Audio Player** is unavailable. This is not a malfunction.

I cannot play the music once I have reached the playback limit

- ▶ You cannot play ATRAC3plus format audio files that have date expired or reached the playback limit.

MP3 files cannot be read or played

- ▶ Check that the MP3 files are copied in the **Palm/Programs/MSAUDIO** folder on the “Memory Stick” media.
- ▶ Check that the file format is supported by your CLIÉ handheld.
 - ➔ For details on file formats supported by your CLIÉ handheld, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.
- ▶ Audio files encoded in VBR (Variable Bit Rate) cannot be played on your CLIÉ handheld.
 Check the information of the audio file in the **About Track** screen. If the bit rate of the audio file is 0 kbps, the file is encoded in VBR.
 - ➔ For details on file formats supported by your CLIÉ handheld, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.

The next track cannot be found

- ▶ If you enable shuffle mode and disable repeat mode when playing music, the next track cannot be found if the final track is being played.
 In this case, select **REP ALL** and then search for the next track.

The sound stops suddenly

- ▶ Check that the remaining battery power is sufficient.
- ▶ Wipe the terminal with a soft cloth, such as a cotton pad.

I cannot operate my CLIÉ handheld with the audio remote control

- ▶ Set the HOLD switch on the audio remote control to off.

Connecting to the computer

SonicStage does not recognize my CLIÉ handheld even when it is placed in the cradle

- ▶ Check that the cradle is properly connected to your computer.
- ▶ To check in/out audio files, a “MagicGate Memory Stick” media is required.
Make sure you are using a “MagicGate Memory Stick” media.
- ▶ OpenMG may take time to confirm data. Please wait for a while.
- ▶ Set to the music transfer mode.
 - For details, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.
- ▶ Disconnect your CLIÉ handheld from the cradle, and place it in the cradle again. If the problem still persists, restart the computer.

The connection suddenly gets disconnected

- ▶ Connect the AC power adapter to the cradle.
- ▶ Check that the cradle is properly connected to your computer.
- ▶ Check that your CLIÉ handheld is properly placed in the cradle.

The number of songs that can be sent is not enough

- ▶ Non-music data is stored on the “Memory Stick” media.
The number of songs that can be checked out is reduced as the free space of the “Memory Stick” media is reduced. Move non-music data from the “Memory Stick” media onto your computer to increase the free space of the “Memory Stick” media.

After I connect to the computer, the drive is recognized but the contents cannot be found

- ▶ Reconnect your CLIÉ handheld to your computer after inserting “Memory Stick” media.

Operation becomes unstable when connected to my computer

- ▶ If you connect the cradle to your computer via a USB hub or extension USB cable, you may not be able operate your CLIÉ handheld properly. Make sure you connect the cradle directly to a USB port of your computer.

The error message “Unsafe Removal of Device” is suddenly displayed on my computer screen

- ▶ Do not remove the CLIÉ handheld from the cradle or tap **Exit** during check in/check out (sending music).

Other problems

My CLIÉ handheld does not produce any sound

- ▶ If you connect the headphones to your CLIÉ handheld, the system sound of your CLIÉ handheld, the alarm sound and the game sound can be heard only through the headphones.
- ▶ Check that the volume is not set to the **Muting** mode.

“Memory Stick” media cannot be inserted

- ▶ Insert the “Memory Stick” media in the correct direction.
 - For details, refer to “CLIÉ™ handheld components: Using “Memory Stick” media” in the “Read This First (Operating Instructions).”

“Memory Stick” media used with other devices cannot be used with my CLIÉ handheld

- ▶ Copy the necessary data on “Memory Stick” media onto your computer. Then insert the “Memory Stick” into your CLIÉ handheld, and reformat it.
 - For details, refer to “Using storage media such as “Memory Stick™” media: Using storage media such as “Memory Stick™” media: Formatting storage media” in the “Handbook.”

I cannot operate my CLIÉ handheld for a while after “Memory Stick” media is inserted into the slot

- ▶ When you insert a “Memory Stick” media containing many audio files, it may take time to read files completely. This is not a malfunction. Wait until either the song name is displayed on the **Audio Player** screen or the “Memory Stick” LED turns off.

Problems with Sound Utility/Sound Converter 2

I cannot transfer audio data to my CLIÉ handheld

- ▶ You need to encode audio data using the supplied **Sound Converter 2** to play audio files with **Sound Utility**.
Your CLIÉ handheld is based on Palm OS® 5.
It is not compatible with other **Sound Converter** installed on a CLIÉ handheld based on Palm OS® 4.

I cannot transfer audio data to my CLIÉ handheld

- ▶ If you encode audio data with **Sound Converter** supplied with a CLIÉ handheld based on Palm OS[®] 4, and want to transfer the data to your CLIÉ handheld, follow the procedure below. This will delete the data and re-encode and transfer audio data using **Sound Converter 2**, supplied with your CLIÉ handheld.

1 Start **Sound Utility** on your CLIÉ handheld.

2 The **Invalid Data** dialog box is displayed.

3 Select **OK** to delete the data.

* If you select **Cancel**, the data deletion will be canceled but the data will not be listed in **Sound Utility**. When you start **Sound Utility**, the same dialog box will be displayed.

- ▶ If you encode audio data with the supplied **Sound Converter 2** and transfer the data to another CLIÉ handheld, follow the procedure below to delete the data. With another CLIÉ handheld based on Palm OS[®] 4, you cannot automatically delete audio data encoded by **Sound Converter 2**.

1 Start **Memory Stick Gate**.

2 Search for a database that has all the following specifications.

- type: PCMr
 - Creator ID: SdAd
 - DB name: "AlarmSound#####"
- (each "#" represents a single digit.)

3 Delete the database found.

I cannot use “Memory Stick” media or CF memory card

I cannot copy/move data between “Memory Stick” media or CF memory card, and my CLIÉ handheld

- ▶ Check that the write protect tab of the “Memory Stick” media is not set to “LOCK.”
- ▶ The free space of your CLIÉ handheld’s memory is insufficient.
To copy/move data from “Memory Stick” media or CF memory card to your CLIÉ handheld, the free space of your CLIÉ handheld’s memory must be at least equal to the size of the data. If there is not sufficient memory space of your CLIÉ handheld, delete any unnecessary data (after backing up any of that data you might need in the future) and try copying/moving data again.

I cannot start an application on “Memory Stick” media or CF memory card

- ▶ The free space of your CLIÉ handheld’s memory is insufficient.
To start an application on “Memory Stick” media or CF memory card from the Application Launcher screen, the free space of your CLIÉ handheld’s memory must be at least equal to the size of the application. If there is not sufficient memory space of your CLIÉ handheld, delete any unnecessary data (after backing up any of that data you might need in the future) and try starting the application again.
- ▶ Specify the location where the application is to be installed as “Memory Stick” media or CF memory card, and check the HotSync[®] operation performs properly.
When it is installed properly, copy or move the application from the “Memory Stick” media or CF memory card to your CLIÉ handheld using **CLIE Files**.

My CLIÉ handheld cannot read data on “Memory Stick” media or CF memory card

- ▶ When you use the installation tool in the Palm™ Desktop for CLIÉ software to save data on “Memory Stick” media or CF memory card, the data will be stored in the **/Palm/Launcher** folder. However, if you cannot locate the folder with some applications on your CLIÉ handheld, copy the data from the “Memory Stick” media or CF memory card to your CLIÉ handheld using **CLIE Files**.
 - For details about reference folders of each application on “Memory Stick” media, refer to “About files stored on “Memory Stick” media” in the “CLIÉ Application Manual” installed on your computer.

For any third party application, contact the developer of the software.

Use **Data Import/Data Export** to install data from your computer to “Memory Stick” media or CF memory card.

My CLIÉ handheld does not recognize “Memory Stick” media or CF memory card, or an error occurs

- ▶ Remove the “Memory Stick” media or CF memory card and try inserting it again.
- ▶ If the terminal part of the “Memory Stick” media is dirty, your CLIÉ handheld cannot read the data. Wipe the terminal with a soft cloth, such as a cotton pad.
- ▶ You cannot use “Memory Stick” media or CF memory card that is formatted in a device other than your CLIÉ handheld. Please format it on your CLIÉ handheld.
- ▶ When the battery power of your CLIÉ handheld is running low, data on “Memory Stick” media and CF memory card may not be displayed. Recharge the battery of your CLIÉ handheld.

I cannot transfer data

I cannot transfer image files or movie files from my computer to my CLIÉ handheld

- ▶ Use a computer application such as **Image Converter** or **PictureGear Studio** to transfer image files or movie files from your computer to your CLIÉ handheld.
 - For details, refer to the “CLIÉ Application Manual” installed on your computer or Help files of each application.

I cannot save a beamed or exchanged image file under a different file name

- ▶ You cannot change file names when you save beamed or exchanged image files using Bluetooth™ function. If the same named file already exists on your CLIÉ handheld, the beamed or exchanged image file will overwrite that file. However, new image file names are assigned automatically when you save the image files as JPEG format on “Memory Stick” media or CF memory card.

Problems with CLIE Launcher

I cannot drag and drop in CLIE Launcher

- ▶ Select **Preferences** from the **Options** menu, select the **Use Drag&Drop** check box and tap the **OK** button.
 - For details, refer to “CLIÉ™ handheld basic operations: Using CLIE Launcher” in the “Handbook.”

I cannot start CLIE Launcher

- ▶ When the Palm OS[®] standard screen is displayed, select **Go To CLIE Launcher View** from the **Options** menu.
 - ➔ For details, refer to “CLIE[™] handheld basic operations: Using the Palm OS[®] standard screen” in the “Handbook.”
- ▶ If there is insufficient memory space, **CLIE Launcher** cannot be started.
 - ➔ On the Palm OS[®] standard screen, tap **Info** from the Application menu to check the free space of the memory. Then, tap **Delete** from the Application menu to delete unnecessary applications.

The applications stored on “Memory Stick” media or CF memory card are not displayed

- ▶ You can display only the applications stored in the **/Palm/Launcher** folder.

Move the application to the **/Palm/Launcher** folder.

The applications will also not be displayed when the **Show Expansion Cards** check box is not selected in the **CLIE Launcher Preferences** screen from the **Options** menu of CLIE Launcher.

 - ➔ For details, refer to “CLIE[™] handheld basic operations: Using CLIE Launcher: Menu List” in the “Handbook.”
- ▶ When the battery power of your CLIE[™] handheld is running low, the data on “Memory Stick” media or CF memory card may not be displayed. Recharge the battery of your CLIE[™] handheld.

The CLIE Launcher groups and the categories of the Palm OS[®] standard screen are different

- ▶ The CLIE Launcher groups are classified into groups such as **Picture**, **Movie**, etc. relating to functions that can be performed on your CLIE[™] handheld.

How to operate basic applications (PIM)

My CLIÉ handheld does not display the correct date when I tap the **Today** button on the **Go To Date** screen of **Date Book**

- ▶ The date setting of your CLIÉ handheld is not correct.
Check the settings (time, time zone, daylight saving time) in the **Date & Time Preferences** screen.
 - ▶ For details, refer to “Customizing your CLIÉ™ handheld (Preferences): Setting up the Date & Time preferences” in the “Handbook.”

I cannot find the data I created when I want to open it in an application

- ▶ Check that you select **All** in the category list at the top right of the screen.
- ▶ Check that **Show Records** is selected in the **Security** screen.
- ▶ Tap **Show** in **To Do List** and check that you select the **Show Only Due Items** check box.

I cannot re-order memos in a list

- ▶ If you cannot manually arrange the order of memos in the Memo Pad list screen, select **Preferences** from the **Options** menu. Then check that **Manual** is selected for the **Sort by** field.
- ▶ The settings of the display order in the Palm™ Desktop for CLIÉ software cannot be synchronized.
Even if memos are arranged alphabetically in the Palm™ Desktop for CLIÉ software, the notepad on your CLIÉ handheld automatically re-orders the synchronized memos in accordance with the **Memo Preferences** setting.

An event created in **Date Book** cannot be listed in the week view

- ▶ In the Week view, you cannot select overlapping events that have the same start time. If you have two or more events with the same start time, select the **Day view** to view overlapping events.

I cannot transfer vCard data created with **Address Book** on my CLIÉ handheld

- ▶ The vCard data created with **Address Book** on your CLIÉ handheld cannot be read by the Palm™ Desktop for CLIÉ software because of its format (“ver3.X”). When you want to transfer Address Book data to the Palm™ Desktop for CLIÉ software on your computer, perform the HotSync® operation. (The vCard data created with the Palm™ Desktop for CLIÉ software can be read by **Address Book** on your CLIÉ handheld.) When you transfer vCard data to a device other than a CLIÉ handheld, the data may not be displayed properly on the device if the data version is not supported.

Customer Support and Customer Registration

- **For customer support information**

Refer to “Support Information for CLIÉ handheld and Applications.”

- **For online customer registration (only for customers in the U.S.A. and Canada)**

Refer to “Support Information for CLIÉ handheld and Applications.”

For the latest information on support
and accessories,
check our official Sony CLIE website

For customers in the U.S.A. and Canada

<http://www.sony.com/clie/>

For customers in Australia, Hong Kong, Malaysia,
Mexico, New Zealand, Singapore, Taiwan and
Thailand

<http://vaio-online.sony.com/clie/>

<http://www.sony.net/>