SONY

Troubleshooting

- My CLIÉ handheld does not work properly
- Error messages
- I cannot enter text properly
- I forgot my password
- The HotSync® problems
- I cannot beam data
- I cannot make a backup
- Peripheral devices are not recognized
- I cannot play music (AeroPlayer for CLIE) (for PEG-TJ35 only)
- I cannot use "Memory Stick" media
- I cannot transfer data
- Problems with the CLIE Launcher
- How to operate basic applications (PIM)

Customer Support and Customer Registration

Trouble-shooting Q&A

Personal Entertainment Organizer
PEG-TJ35
PEG-TJ25

CLIÉ™

If you encounter problems

. . . .

Restarting your CLIÉ handheld (soft reset)

If your CLIÉ handheld does not turn on or respond even after the battery is charged, performing a soft reset may solve the problem.

All records and add-on applications stored on your CLIÉ handheld are retained even after performing a soft reset.

➡ For details on soft reset, refer to "Basic operations of your CLIÉ handheld: Restarting your CLIÉ™ handheld" in the supplied "Read This First (Operating Instructions)".

. . . .

Other methods

If you cannot solve the problem after performing a soft reset, please follow the steps below.

It is recommended that you make note of any messages or alerts that are displayed.

1 **Refer to "Frequently Asked Questions" in the supplied "Read This First (Operating Instructions)" or this manual.**

2 **Refer to the Sony CLIÉ handheld Support website**
Double-click ▢ (CLIÉ Info) on the Windows desktop, and select [CLIÉ™ Handheld Support].

. . . .

If the problem persists

Refer to "Customer Support and Customer Registration" (page 36), or contact with your nearest Sony dealer.

Note

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

Making a backup of the data or applications on your CLIÉ handheld

Sony recommends 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 **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: Backing up data and applications to "Memory Stick" media using Memory Stick Backup" in "Handbook" (PDF format).

. . . .

Making a backup using the HotSync® operation

Data or applications 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 and applications stored on your CLIÉ handheld. However, the erased data and applications can be restored with the next HotSync® operation.

Note

Some add-on applications (not installed at the factory), and some application data and settings may not be backed up using the HotSync® operation. However, a complete backup of all data on your CLIÉ handheld can be made with **Memory Stick Backup**. Use **Memory Stick Backup** often to make complete backups.

➡ For details on the HotSync® operation, refer to "Exchanging and updating files/data using the HotSync® operation (Other HotSync® operations)" in "Handbook" (PDF format).

Contents of Troubleshooting

Contents of Troubleshooting (Continued)

Contents of Troubleshooting (Continued)

Troubleshooting

・・・

My CLIÉ handheld does not work properly

I cannot turn on my CLIÉ handheld

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

▶ Has the battery power of your CLIÉ handheld run out?
Connect your CLIÉ handheld to the AC power adapter with the plug adapter, then allow it to be charged for a few minutes before turning it on. If it turns on, continue charging for approximately four hours and then perform a soft reset.

▶ Is the connector between your CLIÉ handheld and the plug adapter dirty?
You cannot charge your CLIÉ handheld if the connector is dirty. Connect and disconnect your CLIÉ handheld and the plug adapter several times to clean the connector.

▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.
➡ For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld" in the supplied "Read This First (Operating Instructions)".

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

▶ Is the POWER/HOLD switch of your CLIÉ handheld in HOLD mode?
The screen is not displayed when the POWER/HOLD switch is in HOLD mode. Make sure you release HOLD mode.

▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.
➡ For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld" in the supplied "Read This First (Operating Instructions)".

My CLIÉ handheld does not respond

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

▶ Is your CLIÉ handheld 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 selecting [Off] next to [Beam Receive:] in [General] of the **Preferences** screen.

▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.
➡ For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld" in the supplied "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 selecting time for [Auto-off After:] in [General] of the **Preferences** screen.
➡ For details, refer to "Customizing your CLIÉ™ handheld (Preferences): Setting the automatic power-off time" in "Handbook" (PDF format).

▶ Did you set [After a preset delay] from [Auto Lock Handheld:] in the **Security** screen?
If you set [After a preset delay] from [Auto Lock Handheld:], 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 "Handbook" (PDF format).

My CLIÉ handheld does not produce any sounds

▶ Is [System Sound:] in [General] of the **Preferences** screen set to [Off]?
 ➡ For details, refer to "Customizing your CLIÉ™ handheld (Preferences): Setting sounds" in "Handbook" (PDF format).

▶ Adjust the volume settings in the **Adjust Volume** dialog box displayed by tapping ◀ in the **Status Info** dialog box.

Tip

If [Muting]* is selected in the **Adjust Volume** dialog box, all sounds, including audio, are muted.

* [Muting] is available for PEG-TJ35 only.

➡ For details, refer to "CLIÉ™ handheld components: Status Information" in the supplied "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. However, this is not a malfunction.

The LCD display cannot be viewed properly

▶ Depending on the angle of vision, the brightness may be uneven, however, this is not a malfunction. You can adjust the brightness level in the **Adjust Brightness** dialog box displayed by tapping ⚙ at the bottom left of the Graffiti 2 writing area. If the backlight is off, you can turn it on by sliding down the POWER/HOLD switch and hold it for more than two seconds.

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 such a case, perform a soft reset once again. If you still cannot solve your problem, try a hard reset.

➥ For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld" in the supplied "Read This First (Operating Instructions)".

Note on performing a reset

After performing a reset, do not press the RESET button at the back of your CLIÉ handheld again until the **Preferences** screen or the **Setup** 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 appears repeatedly

▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.

➥ For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld" in the supplied "Read This First (Operating Instructions)".

The message "Invalid process" appears when an application is started

▶ If there is insufficient memory space in your CLIÉ handheld or "Memory Stick" media, applications may not work properly. Delete any unnecessary data/files.

An error message indicating insufficient memory appears

▶ If there is insufficient memory space in your CLIÉ handheld or "Memory Stick" media, some applications may not work properly, and if you still use your CLIÉ handheld even after the warning message appears, you may not be able to start or delete applications. If the warning message appears, delete any unnecessary data/files after backing up any of that data you might need in the future.

▶ Delete unused data of **Date Book** and **To Do List**.
To delete data from **Date Book**, select [Purge...] from [Record], select the time period for [Delete events older than], and tap [OK].
To delete data from **To Do List**, select the check box next to the data you want to delete. Then select [Purge...] from [Record]. Tap [OK] and the selected items will be deleted.

▶ 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 "Handbook" (PDF format).

The HotSync® operation does not start and a message appears 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 selecting [Off] next to [Beam Receive:] in [General] of the **Preferences** screen.

The HotSync® operation does not start and a message appears on the screen (continued)

▶ 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 for Windows 2000 Professional/Windows XP).

3 Click [Sending image].

4 Deselect [Send the image from the digital camera to your computer using the wireless link] and click [OK].

5 Click (HotSync) in the task tray (Notification area) at the bottom right of your computer window and select [InfraRed] from the shortcut menu.

An error message indicating insufficient memory appears while receiving data/files using the IR port communication

▶ To receive data/files using the IR port communication, the free space of your CLIÉ handheld's memory must be more than twice the size of data/files to be received. If there is insufficient memory space in your CLIÉ handheld, delete any unnecessary data/files.

▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.

➡ For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld" in the supplied "Read This First (Operating Instructions)".

○○○
I cannot enter text properly

My CLIÉ handheld does not recognize handwritten characters (when using **Graffiti® 2**)

▶ To have your CLIÉ handheld recognize handwritten characters entered with the stylus, you must use **Graffiti® 2**.
  ➡ For details, refer to "Entering text on your CLIÉ™ handheld: Using Graffiti® 2 writing to enter text" in "Handbook" (PDF format).

▶ Make sure you enter the Graffiti® 2 strokes in the Graffiti® 2 writing area.

▶ Make sure you enter the Graffiti® 2 strokes for letters in the left side of the Graffiti® 2 writing area and numbers in the right side.

▶ Check that Graffiti® 2 is not shifted into Symbol mode.
  ➡ For details, refer to "Entering text on your CLIÉ™ handheld: Using Graffiti® 2 writing to enter text" in "Handbook" (PDF format).

▶ If the letter "L" is registered as a menu command for an application, the letters "K", "T", "I", and "X" will not work as menu command.

▶ How to enter Graffiti® 2 characters faster and more accurately.
  ➡ For details, refer to "Entering text on your CLIÉ™ handheld: Using Graffiti® 2 writing to enter text" in "Handbook" (PDF format).

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

▶ Refer to "Decuma Input" in "CLIÉ Application Manual" (HTML format) and try writing again using **Decuma Input**.

▶ 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.
  ➡ For details, refer to "Entering text on your CLIÉ™ handheld: Using Decuma Input to enter text" in "Handbook" (PDF format).

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

▶ The digitizer is not correctly calibrated.
Select [Digitizer] of the **Preferences** screen and adjust the digitizer.

➡ For details, refer to "Customizing your CLIÉ™ handheld (Preferences): Adjusting the Digitizer" in "Handbook" (PDF format).

▶ 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 🔲 (Menu)

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

・・・
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 supplied "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 the box below [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.

・・・
The HotSync® problems

I cannot perform the local HotSync® operation

Verifying your CLIÉ handheld

▶ Is the connector between your CLIÉ handheld and the plug adapter dirty? Connect and disconnect your CLIÉ handheld and the plug adapter several times to clean the connector.

► Are your CLIÉ handheld with the plug adapter and the USB cable properly connected?

► Is there sufficient memory space of your CLIÉ handheld?
Delete any unnecessary data/files and then perform the HotSync® operation again.

► Are you using the same user name that is used for another CLIÉ handheld?
Change the user name.

Verifying your computer

► Is **Palm™ Desktop for CLIÉ** installed?

► Is the operating system on your computer compatible?
The following operating systems are compatible 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 properly connected to your computer?

► Is 🔄 (HotSync) displayed in the task tray (Notification area) at the bottom right of your computer window?
If not, click [Start], select [Programs] ([All Programs] for Windows XP)-[Sony Handheld], and click [HotSync Manager] to start **HotSync Manager**.

► Is [Local USB] in the shortcut menu selected? (You can display this by clicking 🔄 (HotSync) in the task tray (Notification area) at the bottom right of your computer window.)
If not, select [Local USB].

I cannot perform the local HotSync® operation (continued)

▶ Is the USB port active?
Check whether the USB port works normally by connecting another USB device, such as a USB mouse.

▶ If you use an extended terminal device for laptop computers, such as a port replicator, you may not be able to use either the port replicator or the USB port of your computer.

▶ Quit all applications other than **Palm™ Desktop for CLIÉ**.

If you cannot perform the HotSync® operation even after following the above instructions, perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.

➡ For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld" in the supplied "Read This First (Operating Instructions)".

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

I cannot start the HotSync® operation by tapping ⑤ (HotSync) on the HotSync screen

▶ Ensure [Local] and [Cradle/Cable] are selected in the **HotSync** screen.

▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.
➡ For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld" in the supplied "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 over ten seconds after you start the USB HotSync® operation. Try again after a while.

▶ If you disconnect your CLIÉ handheld and computer during the HotSync® operation, the HotSync® operation may not perform correctly.
In such a case, perform a soft reset.
➡ For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld" in the supplied "Read This First (Operating Instructions)".

▶ 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 supplied "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

▶ Does the user name for **Palm™ Desktop for CLIÉ** match the one for your CLIÉ handheld?
In **Palm™ Desktop for CLIÉ**, select the user name corresponding to your CLIÉ handheld user name.

▶ Is the application set not to synchronize files?
Click ⊘ (HotSync) in the task tray (Notification area) at the bottom right of your computer window and select [Custom…] from the shortcut menu. Check that the application is set to synchronize files.

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

▶ Is third party backup or synchronization software installed on your computer or CLIÉ handheld?
In such a case, you may not synchronize some applications using **Palm™ Desktop for CLIÉ**.

▶ Is there sufficient memory space in your CLIÉ handheld?
Delete unnecessary data/files and then perform the HotSync® operation again.

▶ Is private data hidden in the **Security** screen?
Hidden data cannot be displayed in **Palm™ Desktop for CLIÉ**. When you want to display hidden data, select [Show Records] below [Current Privacy:] in the **Security** screen and enter the password.

▶ Make sure that **Intellisync Lite** is installed to synchronize **Date Book**, **Address Book**, **To Do List** and **Memo Pad** of your CLIÉ handheld with **Microsoft® Outlook** or **Lotus Organizer**.
➡ For details, refer to "Intellisync Lite" in "CLIÉ Application Manual" (HTML format).

I cannot back up some data using the HotSync® operation

▶ Some add-on applications (not installed at the factory), and some application data and settings may not be backed up using the HotSync® operation. However, a complete backup of all data on your CLIÉ handheld can be made with **Memory Stick Backup**.
Use **Memory Stick Backup** often to make complete 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 "Handbook" (PDF format).

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

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

HotSync Manager does not start. (HotSync) is not displayed in the task tray (Notification area) at the bottom right of my computer window

▶ Reinstall **Palm™ Desktop for CLIÉ**.

If you still cannot perform the HotSync® operation

If you cannot solve your HotSync® operation problem by following the troubleshooting tips in this manual, 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** window is displayed.

2 If you are using Windows 2000 Professional/Windows XP, click [Hardware].

3 Click [Device Manager].

4 Check if there is a device marked with ⬛ or ✖.
A device with such a 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 Palm™ Desktop for CLIÉ 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 **Palm™ Desktop for CLIÉ** before performing the HotSync® operation.

Do not use a USB hub

If you connect your CLIÉ handheld to your computer via a USB hub, you may not be able to perform the HotSync® operation properly. Make sure you connect the USB cable 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 [Hardware].) Click [Device Manager] and check that [USB controller] is displayed in the **Device Manager** window.

If USB controller is not displayed

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

I cannot perform the HotSync® operation via a modem

Verifying your CLIÉ handheld

► Check that you enter the correct phone number for the access point.

► If you use a call waiting feature on your service line, select [Disable call waiting:] to enter the correct number in the **Phone Setup** screen which is displayed by tapping the box next to [Phone:] in [Network] of the **Preferences** screen.

▶ If a prefix is required, select [Dial prefix:] to enter the correct number in the **Phone Setup** screen.

▶ When using a modem other than a mobile communicaton adapter, check the battery power of the modem.

Verifying 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 ⊘ (HotSync) in the task tray (Notification area) at the bottom right of your computer window, and check that [Modem] is selected.

▶ Check that the modem connected to your computer is turned on. You cannot turn on a modem that has an Auto-off feature with your CLIÉ handheld.

▶ Check that the modem is properly connected to the serial port of your computer.

▶ Check that the setting for [Setup string:] in [Modem] in the **Setup** window of **HotSync Manager** is correct.
   ➡ For details, refer to the manual of your modem.

▶ If problems arise when the setting for [Speed:] in [Modem] in the **Setup** window is set to [As Fast As Possible] or some other specific speed, reduce the transmission speed setting.

▶ Check that the setting for [Speed:] in [Modem] in the **Setup** 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 ⑤ (HotSync) is displayed in the task tray (Notification area) at the bottom right of your computer window and **HotSync Manager** is running. When **HotSync Manager** is running, the shortcut menu should be displayed by clicking ⑤ (HotSync).

▶ If you are using Windows 2000 Professional/Windows XP, click ⑤ (HotSync) in the task tray (Notification area) at the bottom right of your computer window and ensure [InfraRed] is selected.

▶ If you are using Windows 98 Second Edition/Windows Me, click ⑤ (HotSync) in the task tray (Notification area) at the bottom right of your computer window and ensure [Local Serial] is selected.

▶ If you are using Windows 98 Second Edition/Windows Me, click ⑤ (HotSync) in the task tray (Notification area) at the bottom right of your computer window and click [Local] in the **Setup** window. Then ensure [Serial Port] of the simulated port for IR communication is selected.

▶ 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 at the IR port of your computer. The distance between the IR ports of your CLIÉ handheld and 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 the 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] in [Connection] of the **Preferences** screen. Then tap [Edit...], [Details...] and specify [Speed:] in the **Details** screen.

25

・・・

I cannot beam data

Verify the following first

▶ Tap [General] of the **Preferences** screen and check that [Beam Receive:] is set to [On].

▶ Make sure you point the IR port of your CLIÉ handheld directly at 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 using the IR port.

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

▶ To receive data/files using the IR port, the free space of your CLIÉ handheld's memory must be more than twice the size of data/files to be received. If there is insufficient memory space in your CLIÉ handheld, delete any unnecessary data/files.

▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.

➥ For details, refer to "Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld" in the supplied "Read This First (Operating Instructions)".

・・・
I cannot make a backup

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

▶ Some add-on applications (not installed at the factory), and some application data and settings may not be backed up using the HotSync® operation. However, a complete backup of all data on your CLIÉ handheld can be made with **Memory Stick Backup**.
Use **Memory Stick Backup** often to make complete 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 "Handbook" (PDF format).

・・・
Peripheral devices are not recognized

▶ 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 URLs on the last page of this manual and select the appropriate model.

・・・
I cannot play music (AeroPlayer for CLIE) (for PEG-TJ35 only)

Playing music

There is no sound

▶ Increase the volume.

▶ Check that the volume is not set to Muting mode.
➡ For details, refer to "My CLIÉ handheld does not produce any sounds" on page 11.

・・・・・・・・・・・・・・・・・・・・・

The sound is disrupted when background music is played back

▶ When background music is played back, avoid operating heavy load of data performance, such as finding and listing data/files, or network communications, otherwise the sound may be disrupted.

The sound is not clear

▶ If you are using other applications on your CLIÉ handheld and processing data when playing the music, there will be some interference.

I cannot play music while other applications are running

▶ Select [Background playback] in the **Settings** screen, which can be displayed by selecting [Settings…] from [Options] in the menu of **AeroPlayer for CLIE**.

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.

The sound only comes from one side of the headphones

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

The names of audio files on the "Memory Stick" media are not displayed when I start **AeroPlayer for CLIE**

▶ Depending on the audio files that are recorded on the "Memory Stick" media, it may take time to read files completely. While reading, the operation of **AeroPlayer for CLIE** is unavailable. This is not a malfunction.

MP3 files cannot be read or played

▶ Check that the MP3 files are located in [PALM/Programs/MSAUDIO] directory on the "Memory Stick" media.

To play the MP3 files located in other directories, select [File] in the **Settings** screen, which can be displayed by selecting [Settings…] from [Options] in the menu of **AeroPlayer for CLIE**, and select [Search entire card].

[Search one folder] is set by default.

➡ For details on file formats supported by your CLIÉ handheld, refer to "AeroPlayer for CLIE" in "CLIÉ Application Manual" (HTML format).

The next music cannot be searched

▶ When you are playing audio files in Shuffle mode, but not in Repeat mode, and if you are playing the last song of the audio files, you cannot search the next song. In such a case, switch to Repeat mode and search the next song.

The sound stops suddenly

▶ Check that the remaining battery power of your CLIÉ handheld is sufficient.

▶ Take out the "Memory Stick" media and insert it into your CLIÉ handheld. Repeat this several times.

I cannot use "Memory Stick" media

My CLIÉ handheld does not recognize "Memory Stick" media, or an error occurs

▶ Remove the "Memory Stick" media and try inserting it again.

▶ If the terminal part of the "Memory Stick" media is dirty, your CLIÉ handheld cannot read the data/files. Wipe the terminal with a soft cloth, such as a cotton pad.

▶ You cannot use "Memory Stick" media that is formatted in a device other than your CLIÉ handheld. Format it on your CLIÉ handheld.

▶ When the battery power of your CLIÉ handheld is running low, data/files on "Memory Stick" media may not be displayed. Charge the battery of your CLIÉ handheld.

I cannot copy or move data/files between "Memory Stick" media and my CLIÉ handheld

▶ Only files with extension .prc or .pdb can be copied/moved.

▶ Is the free space of your CLIÉ handheld's memory sufficient?
To copy or move data/files from "Memory Stick" media to your CLIÉ handheld, the free space of your CLIÉ handheld's memory must be at least equal to the size of the data/files. If there is not sufficient memory space of your CLIÉ handheld, delete any unnecessary data/files.

I cannot start an application stored on "Memory Stick" media

▶ Is the free space of your CLIÉ handheld's memory sufficient?
To start an application on "Memory Stick" media from the CLIE Launcher, 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/files.

▶ Specify "Memory Stick" media as the destination where the application is to be installed, and check if the HotSync® operation is performed properly. If the application is properly installed on "Memory Stick" media, use **CLIE Files** to copy or move the application to your CLIÉ handheld.

▶ Do not start applications supplied with your CLIÉ handheld from "Memory Stick" media.

My CLIÉ handheld cannot read data/files on "Memory Stick" media

▶ When you use the installation tool in **Palm™ Desktop for CLIÉ** to save data/files on "Memory Stick" media, the data/files will be stored in [PALM/Launcher] directory. However, if you cannot locate the directory with some applications on your CLIÉ handheld, copy the data/files from "Memory Stick" media to your CLIÉ handheld using **CLIE Files**.
   ➡ For details on reference directory of each application on "Memory Stick" media, refer to "About files stored on "Memory Stick" media" in "CLIÉ Application Manual" (HTML format).
   For any third party application, contact the developer of the software.
   Use **Data Import/Data Export** to install data/files from your computer to "Memory Stick" media.

▶ When attribution of files or directories on "Memory Stick" media is selected as [Hidden], they cannot be displayed in **CLIE Files**.

○○

I cannot transfer data

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

▶ Use **Image Converter** to transfer image files from your computer to your CLIÉ handheld.

➡ For details, refer to "CLIÉ Application Manual" (HTML format) or [Help] of **Image Converter**.

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. If a file with the same name 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.

○ ○

Problems with the CLIE Launcher

I cannot start the CLIE Launcher

▶ When the Palm OS® Standard screen is displayed, select [Go To CLIE Launcher View] from [Options].
 ➡ For details, refer to "CLIÉ™ handheld basic operations: Using the Palm OS® Standard screen" in "Handbook" (PDF format).

▶ If there is insufficient memory space, the CLIE Launcher or applications may not be started.
 On the Palm OS® Standard screen, tap [Info...] from [App] to check the free space of the memory.
 Then, tap [Delete...] from [App] to delete unnecessary applications.

Applications stored on "Memory Stick" media are not displayed

▶ You can display only the applications stored in [PALM/Launcher] directory.
 Move applications into [PALM/Launcher] directory.
 The applications will also not be displayed when [Show Expansion Cards] is not selected in the **Preferences** dialog box, which can be displayed by tapping [Preferences…] from [Options] on the CLIE Launcher.
 ➡ For details, refer to "CLIÉ™ handheld basic operations: Using CLIE Launcher: Menu List" in "Handbook" (PDF format).

▶ When the battery power of your CLIÉ handheld is running low, the applications on "Memory Stick" media may not be displayed.
 Charge the battery of your CLIÉ 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 [Organizer], [Data Control], etc. relating to functions that can be performed on your CLIÉ handheld.

33

How to operate basic applications (PIM)

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

▶ The date setting on your CLIÉ handheld is not correct.
Check the settings (time, time zone, daylight saving time) from [Date & Time] in the **Preferences** screen.

➡ For details, refer to "Customizing your CLIÉ™ handheld (Preferences): Setting up the Date & Time preferences" in "Handbook" (PDF format).

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

▶ Check that [All] is selected from the 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 [Show Only Due Items] is selected.

I cannot re-order memos in a list

▶ If you cannot manually arrange the order of memos in **Memo Pad**, select [Preferences...] from [Options]. Then check that [Manual] is selected next to [Sort by:].

▶ The settings of the display order in **Palm™ Desktop for CLIÉ** cannot be synchronized.
Even if memos are arranged alphabetically in **Palm™ Desktop for CLIÉ**, **Memo Pad** on your CLIÉ handheld automatically
re-orders the synchronized memos according to the setting in the **Memo Preferences** dialog box.

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, view overlapping events in the day view.

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 **Palm™ Desktop for CLIÉ** because of its format ("ver3.X"). When you want to transfer Address Book data to **Palm™ Desktop for CLIÉ** on your computer, perform the HotSync® operation. (The vCard data created with **Palm™ Desktop for CLIÉ** 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**

Double-click ![icon](CLIÉ Info) on the Windows desktop, and select [CLIÉ™ Handheld Support].

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

Double-click ![icon](CLIÉ Info) on the Windows desktop, and select [Sony CLIÉ™ Registration].

For the latest information on support
and accessories,
check our official Sony CLIÉ 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,
Thailand, and U.A.E.
http://www.sony.net/clie-online/

http://www.sony.net/