

# Trouble- shooting Q&A

**Personal Entertainment Organizer  
PEG-TH55**

**CLiÉ™**

## Troubleshooting

- My CLiÉ handheld does not work properly
- Error messages
- I cannot enter text properly
- I forgot my password
- HotSync® problems
- I cannot beam data
- I cannot exchange data using the Bluetooth® function (for models containing the Bluetooth® wireless technology only)
- I cannot make a backup
- Peripheral devices are not recognized
- I cannot connect to the Internet
- The contents of websites cannot be displayed (NetFront v3.1 for CLiE)
- I cannot use e-mail (CLiE Mail)
- Problems with CLiE Update Wizard
- Problems with image files/movies
- I cannot play music (Audio Player)
- I cannot use "Memory Stick" media
- I cannot transfer data
- How to operate CLiE Organizer
- Problems with the CLiE Launcher
- How to operate basic applications (PIM)
- Problems with Mobile Manager (for supported areas only)
- Problems with Mobile Connection Wizard (for supported areas only)

Customer Support and  
Customer Registration

# If you encounter problems

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## 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)”.


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## Other Troubleshooting Steps

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].

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## If problems persist

Refer to “Customer Support and Customer Registration” (page 59), or contact 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 backups of data and 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.

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## 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 the “Handbook” (PDF format).

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## Making a backup using the HotSync® operation

Data and installed applications on your CLIÉ handheld are 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.

### Notes




- 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 backup of data on your CLIÉ handheld can be made with **Memory Stick Backup**. To make proper backups, using **Memory Stick Backup** periodically is recommended.
- When you need to restore data, and so on, make sure that you perform the HotSync® operation immediately after you perform a hard reset. Otherwise, if you create new data on your CLIÉ handheld between the hard reset and performing the HotSync® operation, the data may be lost.
- For details on the HotSync® operation, refer to “Exchanging and updating files/data using the HotSync® operation (Other HotSync® operations)” in the “Handbook” (PDF format).

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# 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.

#### Note

If you press the application buttons, Data Assistant button, or CAPTURE button, or slide down the VOICE REC switch, or open the camera lens cover during HOLD mode, the POWER LED blinks 3 times. However, your CLIÉ handheld does not operate.

- ▶ 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 five hours and then perform a soft reset by pressing the RESET button 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)”.
- ▶ 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 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.

## The screen is not displayed even though the POWER LED is on (continued)

- ▶ Perform a soft reset by pressing the RESET button 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 the **Preferences** screen for [General].
- ▶ Perform a soft reset by pressing the RESET button 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 a time for [Auto-off After:] in the **Preferences** screen for [General].

### Note

The maximum idle time is 3 minutes.

- ➔ For details, refer to “Customizing your CLIÉ™ handheld (Preferences): Setting the automatic power-off time” in the “Handbook” (PDF format).


## My CLIÉ handheld keeps turning itself off (continued)

- ▶ 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 the “Handbook” (PDF format).

## My CLIÉ handheld does not produce any sounds

- ▶ Is [System Sound:] in the **Preferences** screen for [General] set to [Off]?
  - ▶ For details, refer to “Customizing your CLIÉ™ handheld (Preferences): Setting sounds” in the “Handbook” (PDF format).
- ▶ Adjust the volume settings in the **Adjust Volume** dialog box displayed by tapping  in the status bar.

### Tip


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

- ▶ For details, refer to “CLIÉ™ handheld components: Status bar” 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 appear 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.

### The LCD display cannot be viewed properly (continued)

- ▶ 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.
  - ➔ For details, refer to “CLIÉ™ handheld components: POWER/HOLD switch” in the supplied “Read This First (Operating Instructions)”.

### Applications do not operate properly after a soft reset is performed

- ▶ If you encounter application problems after a reset (such as miss-operations, an unusual display, or freezing during a soft reset), perform the soft reset again. If you still cannot solve the 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)”.

#### Notes on performing a reset

- After performing a reset, do not press the RESET button of your CLIÉ handheld again until the **Preferences** screen or the **Setup** screen is displayed.
- If you perform a hard reset, all records and add-on applications stored on your CLIÉ handheld will be deleted.

### I cannot use the Jog Dial™ navigator

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

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## Error messages


### An error message appears repeatedly

- ▶ Perform a soft reset by pressing the RESET button 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.

### Tip

You can check the memory space in your CLIÉ handheld or “Memory Stick” media by tapping  (MS) in the status bar and selecting [▼ Handheld] or [▼ MS] next to [Device:] in the displayed **Media Info** dialog box.

## 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.

### To delete unnecessary data/files

For **Date Book**: Tap [Pruge...] from [Record] in the menu, select the time period for [Delete events older than], and tap [OK].

For **To Do List**: Tap [Purge...] from [Record] in the menu, and tap [OK].


For **CLIE Mail**: Delete unnecessary e-mail messages.

Tap [Empty Trash] from [Mail] in the menu, and tap [OK].

- ▶ 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” (PDF format).



## The HotSync<sup>®</sup> 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<sup>®</sup> operation, as a malfunction may occur. You can also disable the IR feature by selecting [Off] next to [Beam Receive:] in the **Preferences** screen for [General].
- ▶ 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 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 in 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 of your CLIÉ handheld.
  - ➔ For details, refer to "Basic operations of your CLIÉ<sup>™</sup> handheld: Restarting your CLIÉ<sup>™</sup> handheld" in the supplied "Read This First (Operating Instructions)".

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## 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 the “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 the “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 the “Handbook” (PDF format).
- ▶ Adjust the stylus periodically to reduce problems associated with stylus writing and reading, in Graffiti® 2 for example.
  - For details, refer to “Customizing your CLIÉ™ handheld (Preferences): Adjusting the Digitizer” in the “Handbook” (PDF format).

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

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

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

- ▶ 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 the “Handbook” (PDF format) or “Decuma Input” in the “CLIÉ Application Manual” (HTML format).
- ▶ **Decuma Input**, **Graffiti®**, and **Graffiti® 2** are different input systems, and **Decuma Input** does not recognize the strokes of either **Graffiti®**, or **Graffiti® 2**.

### My CLIÉ handheld does not activate the right 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” (PDF format).
- ▶ Your CLIÉ handheld may not recognize tapping properly if you apply a protection sheet or privacy filter 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.

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## 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, and tap [Lost Password].  
The **Delete Password** dialog box is displayed.
  - 2 Tap [Yes].  
The password and all private records are deleted.
  - 3 Perform the HotSync® operation to restore your private records.

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## HotSync® problems

### I cannot perform a 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.

## I cannot perform a local HotSync® operation (continued)

- ▶ Is your CLIÉ handheld properly connected with the plug adapter and the USB cable?
- ▶ Is there sufficient memory space in 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

- ▶ Are **Palm™ Desktop for CLIÉ** and **CLIE Organizer for PC** installed on your computer?


#### Note

**CLIE Organizer for PC** cannot be installed before installing **Palm™ Desktop for CLIÉ** on your computer.

- ▶ 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 2000 Professional
  - Microsoft Windows Me
  - Microsoft Windows XP Home Edition
  - Microsoft Windows XP Professional


#### Note

Upgraded versions of the operating systems listed above are also 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**.

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## I cannot perform a local HotSync® operation (continued)

- ▶ Is [Local USB] in the 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].
- ▶ 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 the port replicator or the USB port of your computer.
- ▶ Quit all applications other than **CLIE Organizer for PC** (or **Palm™ Desktop for CLIE**).

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

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


## I cannot cancel the HotSync® operation

- ▶ 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 will not perform correctly.  
In this 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 using the HotSync® operation

- ▶ Do the user names for **CLIE Organizer for PC** and **Palm™ Desktop for CLIÉ** match the one for your CLIÉ handheld?  
In **CLIE Organizer for PC** and **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 menu. Check that the application is set to synchronize files.

Data cannot be synchronized with some applications using the HotSync® operation (continued)

- ▶ Is third party backup or synchronization software installed on your computer or CLIÉ handheld?  
In this case, you may not synchronize some data/files using **CLIE Organizer for PC** (or **Palm™ Desktop for CLIÉ**).
- ▶ You can synchronize **Date Book, Address Book, To Do List**, and **Memo Pad** of your CLIÉ handheld with **Microsoft® Outlook** or **Lotus Organizer** after installing **Intellisync Lite** on your computer.  
However, if Date Book data is assigned to synchronize with **Microsoft® Outlook** or **Lotus Organizer** in **Intellisync Lite**, Date Book data cannot be synchronized with **CLIE Organizer for PC** and **Palm™ Desktop for CLIÉ**.  
Do not assign Date Book data to synchronize with **Microsoft® Outlook** or **Lotus Organizer** in **Intellisync Lite**.
  - For details, refer to “Intellisync Lite” in the “CLIÉ Application Manual” (HTML format).
- ▶ 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 **CLIE Organizer for PC** (or **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.



## I cannot back up some data using the HotSync<sup>®</sup> operation

- ▶ Some add-on applications (not installed at the factory), and some application data and settings may not be backed up using the HotSync<sup>®</sup> operation. However, a backup of data on your CLIÉ handheld can be made with **Memory Stick Backup**.

To make proper backups, using **Memory Stick Backup** periodically is recommended.

- ▶ 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” (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 software of your computer may not be compatible with

**Palm™ Desktop for CLIÉ**. Uninstall **Palm™ Desktop for CLIÉ** and reinstall it.

## CLIE Organizer for PC does not start or cannot be selected from the menu


- ▶ Is **CLIE Organizer for PC** properly installed on your computer?

The hardware or software of your computer may not be compatible with

**CLIE Organizer for PC**. Uninstall **CLIE Organizer for PC** and reinstall it.

- ▶ Is **Palm™ Desktop for CLIÉ** installed on your computer?

**CLIE Organizer for PC** cannot be installed before installing **Palm™ Desktop for CLIÉ** on your computer.

**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**.

I cannot perform a HotSync® operation via a wireless LAN

- ▶ If a HotSync® operation is performed once, your computer's name is displayed in [Primary PC Name:] in the **Primary PC Setup** screen, which can be displayed by tapping [Primary PC Setup...] from [Options] in the menu of the **HotSync** screen.

You need to delete this name the next time you perform the wireless LAN HotSync® operation.

#### Tips

- If you enter “!” as [Primary PC Name:], you do not need to delete the name every time you perform the wireless LAN HotSync® operation.
- To perform a HotSync® operation using the wireless LAN function, you need to set up the connection via a wireless LAN properly. Check the connection according to “I cannot connect to the Internet via a wireless LAN” on page 32.

## 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.**

#### Note

This “Unknown device” may appear in the Device Manager only while your CLIÉ handheld tries to connect to your computer. After your CLIÉ handheld has timed out and displayed an error message on a window, it disconnects from your computer and this “Unknown device”, if it was present, will disappear and you will not see it.

- 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**

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 a HotSync® operation via a modem**


**Verifying your CLIÉ handheld**

- ▶ Check that you enter the correct phone number.






## I cannot perform a HotSync® operation via a modem (continued)

- ▶ 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 the **Preferences** screen for [Network].
- ▶ 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 communication 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 using 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 a IR HotSync<sup>®</sup> operation

- ▶ Check that the IR port of your computer is enabled.
- ▶ The IR HotSync<sup>®</sup> operation is not available if your computer does not have an IR port.
- ▶ Check that  (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 menu should be displayed by clicking  (HotSync).
- ▶ If you are using Windows 2000 Professional/Windows XP, click  (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 Me, click  (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 Me, click  (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<sup>®</sup> operation if the remaining battery power is inadequate. After charging the battery of your CLIÉ handheld, try the IR HotSync<sup>®</sup> operation again.
- ▶ Reduce the transmission speed.  
Tap [IR to a PC/Handheld] in the **Preferences** screen for [Connection]. Then tap [Edit...], [Details...] and specify [Speed:] in the **Details** screen.

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## I cannot beam data


### Verify the following first

- ▶ Select [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 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 in 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 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 exchange data using the Bluetooth® function (for models containing the Bluetooth® wireless technology only)

- ▶ Tap [Enabled] in the **Preferences** screen for [Bluetooth]. Check that the Bluetooth LED lights in blue.
- ▶ If you rename a target Bluetooth® compatible device after your CLIÉ handheld has already detected it, the device may be listed under the previous name the next time it is detected.
  - 1 Tap  (Menu) in the **Preferences** screen for [Bluetooth].
  - 2 Tap [Disable device name cache] from [Options].
  - 3 Detect target Bluetooth® compatible device.
    - ➔ For details, refer to “Setting the Bluetooth® function (for models containing the Bluetooth® wireless technology only)” in the “Handbook” (PDF format).
- ▶ 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 using the Bluetooth® function.

## 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 backup of data on your CLIÉ handheld can be made with **Memory Stick Backup**.  
To make proper backups, using **Memory Stick Backup** periodically is recommended.
  - ➔ 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” (PDF format).

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## 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.

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## I cannot connect to the Internet

### I cannot connect to the Internet via a wireless LAN

- ▶ Check that [Profile Name:] is correctly selected in the **Wireless LAN Setup** screen, which can be displayed by tapping [Network]-[▼ Service:]-[Wireless LAN]-[Details...] in the **Preferences** screen.
- ▶ Check that the settings for [Profile Name:], [WEP:] or [KEY:] are correct in the **Wireless LAN Setup** screen, which can be displayed by following the procedure below.
  - 1 Select [Network] in the **Preferences** screen.
  - 2 Tap [▼ Service:] to select [Wireless LAN].
  - 3 Tap [Details...].  
The **Wireless LAN Setup** screen is displayed.
  - 4 Select one from the profile names in the list of [Profile Name:].
  - 5 Tap [Edit].
- ▶ Your CLIÉ handheld may be connected to a wireless LAN access point other than the target one when [-Auto Connect-] is selected.  
In the **Wireless LAN Setup** screen, check that the target wireless LAN access point is listed just below [-Auto Connect-] and [-Auto Connect-] is selected.  
(The list can be reordered by tapping  or .)  
You can also select the profile name for the target wireless LAN access point instead of selecting [-Auto Connect-] from [Profile Name:] in order to explicitly connect to the target one.



I cannot connect to the Internet via a wireless LAN (continued)

- ▶ The channel setting must be from channels 1-11 for the wireless LAN access point.  
Change the channel setting to an appropriate channel.  
➔ For details on setup, refer to the manual of the wireless LAN access point.
- ▶ Your CLIÉ handheld and the wireless LAN access point may be too far apart.  
You need to be closer to the wireless LAN access point when trying to connect to it.
- ▶ Some obstacles, such as metal plate or concrete, are in the way between your CLIÉ handheld and the wireless LAN access point.  
Move your CLIÉ handheld or the wireless LAN access point to find the best reception, or deselect [PowerSaveMode:] in the **Wireless LAN Setup** screen. (Note that if you deselect [PowerSaveMode:], the battery power is consumed more quickly.)  
You can deselect [PowerSaveMode:] by following the steps below.
  - 1 Select [Network] in the **Preferences** screen.
  - 2 Tap [▼ Service:] to select [Wireless LAN].
  - 3 Tap [Details...].  
The **Wireless LAN Setup** screen is displayed.
  - 4 Select one from the profile names in the list of [Profile Name:].
  - 5 Tap [Edit], then tap [Advanced Setup].
  - 6 Deselect [PowerSaveMode:] by tapping  to change to
- ▶ SSID may be set to be hidden from the wireless LAN access point side.  
In this case, your CLIÉ handheld cannot detect it via the scan operation.
- ▶ The wireless LAN access point may not be connected to the Internet.  
Connect the wireless LAN access point to the Internet.  
➔ For connection details, refer to the manual of the wireless LAN access point.
- ▶ The network settings may not be correct.  
Ask the System Administrator of your wireless LAN network for the settings.

## I cannot connect to the Internet via a wireless LAN (continued)

- ▶ Your CLIÉ handheld may be accessing the target wireless LAN access point at the channel which is also used by more than the target one.

Change to another wireless LAN access point channel.

- For details on changing channels, refer to the manual of the wireless LAN access point.

- ▶ The wireless LAN access point may be busy.

Wait for a short period of time and then try again.

- ▶ You may be using your CLIÉ handheld near devices that use the 2.4GHz frequency band, such as a microwave oven or a Bluetooth® compatible device.

Use your CLIÉ handheld away from such devices, or turn off the devices.


- ▶ If you need to know the MAC address of your CLIÉ handheld, check [MAC Address:] in the **Connect Setting** screen by following the steps below.

**1** Select [Network] in the **Preferences** screen.

**2** Tap [▼ Service:] to select [Wireless LAN].

**3** Tap [Details...].

The **Wireless LAN Setup** screen is displayed.

**4** Tap  (Menu), then tap [ConnectionStatus...] from [Information].

The **Connect Setting** screen is displayed.

### Tip

If the MAC address is not displayed, tap [Connect] after selecting [Wireless LAN] in step 2 (it is OK to disconnect soon) and tap [Details...].

## I cannot connect to a Hot spot (public wireless LAN access point)

- ▶ Depending on the service provider of a Hot spot (public wireless LAN access point), verification may be required on the browser (**NetFront v3.1 for CLIE** for your CLIE handheld) when connecting. If the verification process is denied, you may not be able to reconnect to the Hot spot. In this case, select [Delete Cache] or [Delete Cookie] from [Options] in the menu of **NetFront v3.1 for CLIE**.
  - For details, refer to “NetFront v3.1 for CLIE” in the “CLIE Application Manual” (HTML format) or ask the service provider of the Hot spot.

### Note

If a cache or cookie is deleted, user information recorded on the browser, such as a user name or password, will be deleted.


## The message “Incorrect setting” or “Certification is invalid” appears

- ▶ Check the settings in the **Preferences** screen for [Network].
  - For details, refer to “Customizing your CLIE™ handheld (Preferences): Changing the Network preferences” in the “Handbook” (PDF format).

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## The contents of websites cannot be displayed (NetFront v3.1 for CLIE)

### Images are not displayed

- ▶ Start **NetFront v3.1 for CLIE** and tap  (Menu). Tap [NetFront Settings] from [Options] and check the settings for image display. Select [Images] and [Animations] if they are not selected.
- ▶ The image files may not be compatible with **NetFront v3.1 for CLIE**. The file formats compatible with **NetFront v3.1 for CLIE** are GIF (including animation GIF), JPEG, PNG, and MNG formats.
- ▶ The image file may be too large.


## All or some website contents are not displayed

- ▶ You cannot view website contents that are not compatible with **NetFront v3.1 for CLIE**, such as Macromedia Flash contents.
- ▶ **NetFront v3.1 for CLIE** may not be able to display certain websites designed for your computer's browser software.
  - For details, refer to "**NetFront v3.1 for CLIE**" in the "CLIE Application Manual" (HTML format).
- ▶ The website page may be too large. In addition, HTML tags or page construction may affect its availability.

## It takes too much time to download the contents of a website

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

## I cannot access a certain website

- ▶ Check that you entered the correct URL. Make sure you correctly differentiate "-" (hyphen) from "\_" (underscore), and "0" (zero) from "O" (the letter).
- ▶ To enter "~" (tilde) in the URL:
  - Select [~] from [▼ Assistant] in the third page of the **NetFront Settings** screen, or **Enter address** screen, or the **Edit Bookmark** screen.
  - Display the numeric keyboard and tap [~]. Note that the appearance of "~" (tilde) on screen may differ between the computer and your CLIE handheld.
- ▶ 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.
- ▶ Start **NetFront v3.1 for CLIE** and tap  (Menu), select [NetFront Settings] from [Options], and check the proxy settings. Contact your Internet Service Provider for information about proxy, address, and port settings.

## I cannot access a certain website (continued)

- ▶ The message “Memory is insufficient” is displayed.  
Restart **NetFront v3.1 for CLIE**. If the problem is not solved by restarting, perform a soft reset.
- ▶ When you want to delete downloaded files or saved pages.  
You cannot delete files using **NetFront v3.1 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], the playback stops midway. Select [Save] to save the file on a “Memory Stick” media. Then play the saved file with a compatible application.
  - For details on each application format, refer to the “CLIE Application Manual” (HTML format).

## 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 in **CLIE Mail**, Verify that user name, password, incoming server, and outgoing server are all spelled correctly.
  - For details, refer to “CLIE Mail” in the “CLIE Application Manual” (HTML format).
- ▶ Wait a few minutes and then try again.
- ▶ With some Internet Service Providers, you may need to first receive a mail before you can start sending mails. Perform the following.
  - 1 Tap [Accounts] from [Options] in **CLIE Mail**.
  - 2 Tap and select the e-mail address you want to send or receive, and then tap [Edit].
  - 3 Tap [More].

*Continued on next page*

## I cannot send or receive e-mail messages (continued)

- 4 Tap ▼ below [Authentication:] and select [POP Before SMTP].
- ▶ The security systems of some Internet Service Providers may prevent you from sending mail. Try reducing the speed in the Preferences screen for [Connection].

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

- ▶ Check the mail server settings.
  - ▶ For details, refer to “CLIE Mail” in the “CLIE Application Manual” (HTML format).

## 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 your computer and you cannot synchronize the data between **Outlook Express** and **CLIE Mail**, then reset MAPI of your computer by following the steps below.
  - 1 Click [Start], select [Settings] (except for Windows XP), and click [Control Panel].
  - 2 Double-click the Internet Options icon.
  - 3 Click [Programs] in the **Internet Properties** window.
  - 4 Select [Hotmail] from [E-mail:] and click [OK].
  - 5 Restart your computer.
  - 6 Double-click the Internet Options icon in [Control Panel].
  - 7 From [E-mail:] in [Programs], select the E-mail software that you want to synchronize with **CLIE Mail** and click [OK].

## 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-mail messages is correct.
  - ➔ For details, refer to “CLIE Mail: Transferring e-mail messages from your computer: Setting up your computer for HotSync e-mail transfers” in the “CLIE Application Manual” (HTML format).

In addition, you may be able to ascertain the cause if you check the log. Perform the HotSync<sup>®</sup> operation and tap [Log] on your CLIE<sup>®</sup> handheld.

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## Problems with CLIE Update Wizard

### Installation problem

#### Modules are not installed on my CLIE<sup>®</sup> handheld

- ▶ Perform a HotSync<sup>®</sup> operation after registering a module to the HotSync<sup>®</sup> Manager on the **CLIE Update Wizard** window.

When you perform a hard reset on your CLIE<sup>®</sup> handheld, modules installed using **CLIE Update Wizard** are erased from your CLIE<sup>®</sup> handheld.

To restore these modules, select the HotSync<sup>®</sup> operation check box for the modules with a blue dot on **CLIE Update Wizard**.

## Product Update problems

### A message “No new product updates found” appears

- ▶ You cannot perform product updates when you have downloaded all the currently available items.  
To review any previously deleted items, click [Restore deleted updates] from [Edit]

### I cannot register items to the HotSync® Manager

- ▶ Make sure the HotSync® operation check boxes for the product updates you want to install on your CLIE handheld are selected in [Package Name] in [CLIE].

### Product update starts automatically

- ▶ The Automatic updates Notification feature is enabled.  
To disable this feature, click [Options], and [Automatic updates Notification]. Make sure that the check box next to [Use Automatic Updates Notification] is deselected.

### It takes a long time to download items

- ▶ It may take more time than indicated on the **Update Manager** window due to the network conditions. Try again later or change the settings of your current Internet Service Provider, or change to a different Internet Service Provider to improve the downloading speed.



## HotSync® registration problem

Product update modules you want to perform the HotSync® operation for are not displayed on the **Install Manager** window

- ▶ Make sure you have selected the HotSync® operation check boxes for the product update modules in [Package Name] in [CLIE] that you want to install on your CLIE handheld. In addition, click [Add changes to Install Tool] and check that these modules are displayed on the **Install Manager** window.

## Hard reset of your CLIE handheld

After a hard reset, all updated data and applications on my CLIE handheld are erased

- ▶ Performing a hard reset will erase all records and add-on applications stored on your CLIE handheld. Restore the data and applications from the backup files on your computer (via the HotSync® operation) or “Memory Stick” media (by using **Memory Stick Backup**). In addition, click [Add changes to Install Tool] and check that these modules are displayed on the **Install Manager** window.
  - ➔ For details on Memory Stick Backup or the HotSync® operation, refer to “Troubleshooting: Making a backup of the data or applications on your CLIE handheld” in the supplied “Read This First (Operating Instructions)”.

Some add-on applications may need to be installed.

- ➔ For details on installing applications, refer to “Setting up your CLIE™ handheld: Installing the supplied applications on your CLIE™ handheld” in the supplied “Read This First (Operating Instructions)”.

After reinstalling all desired applications onto your CLIE handheld, you must reinstall any product updates managed by **CLIE Update Wizard** to your CLIE handheld by following the steps below.

- 1** Start **CLIE Update Wizard** on the computer you perform the HotSync® operation with.
- 2** Select [CLIE], and check the list of product updates shown.

*Continued on next page* .....

After a hard reset, all updated data and applications on my CLIÉ handheld are erased. (continued)

- 3** Make sure that the HotSync<sup>®</sup> operation check boxes for all product updates are selected.
- 4** Click [Add changes to Install Tool].  
The product updates selected in step 3 are registered on the **Install Manager** window.
- 5** Click [Now] to register these product updates with the HotSync<sup>®</sup> operation.
- 6** Perform the HotSync<sup>®</sup> operation.
- 7** Verify that no errors occurred during the HotSync<sup>®</sup> operation.  
Your CLIÉ handheld is restored with the applications and data to the state before the last hard reset.

#### Note

When you restore backup data and applications to your CLIÉ handheld, the data currently saved on your CLIÉ handheld will be overwritten with the backup data. Any data created or edited after you saved the backup will be lost.

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## 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 is called “smear” and is not a malfunction.

### A flickered image is taken

- ▶ Adjust the Flicker control setting.
  - For details on the Flicker control setting, refer to “CLIE Camera” in the “CLIÉ Application Manual” (HTML format).

## I cannot use some features with MPEG-1 (MPEG Movie) files

- ▶ The following features cannot be used with MPEG-1 (MPEG Movie) files.
  - Play list edit
  - Title change
  - Thumbnail display
  - Index registration/search
  - Resume replay

## I cannot change the title in QuickTime file format\*

- ▶ 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].
  - QuickTime file format\* 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.

\* The playback is only capable for the files created for Mobile Movie products.

# I cannot play music (Audio Player)

## Playing music

### There is no sound

- ▶ Increase the volume.
- ▶ Check that the volume is not set to Muting mode.
  - ➔ For details, refer to “My CLIE handheld does not produce any sounds” on page 14.

## Sound is too low

- ▶ Tap [AVLS] and switch to the normal display.

## 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

- ▶ Make sure that [Enable background play] is selected on the **Preferences** screen from [Options] in **Audio Player**.
- ▶ You cannot play music while any of the following applications are running:
  - **Movie Player**
  - **Voice Recorder**
  - **CLIE Camera**
  - **CLIE Mail (when sending and receive e-mail messages)**
  - **Macromedia Flash Player 5**

## 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” (HTML format).

## Sound only comes from one side of the headphones/earphones

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

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

- ▶ 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 **Audio Player** is unavailable. This is not a malfunction.

### I cannot play audio files with playback restrictions

- ▶ You cannot play ATRAC3plus format audio files, audio files with expired date, or audio files with a limit to the number of times play is allowed.

### MP3 files cannot be read or played

- ▶ Check that the MP3 files are located in [Palm/Programs/MSAUDIO] directory on storage media, such as “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” (HTML format).
- ▶ 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” (HTML format).

### Sound stops suddenly

- ▶ Check that the remaining battery power is sufficient.
- ▶ Take out the “Memory Stick” media and insert it into your CLIÉ handheld. Repeat this several times.

## Connecting to the computer

### SonicStage does not recognize my CLIÉ handheld even when it is connected to my computer

- ▶ Check that your CLIÉ handheld 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.
- ▶ Select [Transfer...] from [Options] in **Audio Player** of your CLIÉ handheld.
  - ▶ For details, refer to “Audio Player” in the “CLIÉ Application Manual” (HTML format).
- ▶ Connect your CLIÉ handheld to your computer again. If the problem persists, restart your computer.

### The connection suddenly gets disconnected

- ▶ If the remaining battery power of your CLIÉ handheld is running low, the connection may not be made.  
Connect your CLIÉ handheld to the AC power adapter with the plug adapter.
- ▶ Check that your CLIÉ handheld is properly connected to your computer.

### Only small number of songs can be sent / Recording time is short

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

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

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

Operation becomes unstable when connected to my computer

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

The error message “Unsafe Removal of Device” suddenly appears on my computer window

- ▶ Do not disconnect your CLIÉ handheld from your computer 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/earphones 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/earphones.
- ▶ When **Audio Player** is running, the system sound cannot be produced.
- ▶ Check that the volume is not set to Muting mode.

I cannot insert a “Memory Stick” media into my CLIÉ handheld

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

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

- ▶ Copy the necessary data on the “Memory Stick” media onto your computer. Then insert the “Memory Stick” media 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 supplied “Handbook”.

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

- ▶ 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.

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

## I cannot start an application stored on “Memory Stick” media

- ▶ Is the free space in your CLIÉ handheld’s memory sufficient?  
To start an application on “Memory Stick” media from the CLIE Launcher, the free space in your CLIÉ handheld’s memory must be at least equal to the size of the application.  
If there is not sufficient memory space in 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<sup>®</sup> 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 **CLIE Organizer for PC** (or **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, refer to “About files stored on “Memory Stick” media” in the “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 files or directories on “Memory Stick” media are assigned the attribute of “Hidden”, they will not be displayed using **CLIE Files**.

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## I cannot transfer data

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

- ▶ Convert the format of the image files by using **Image Converter** and transfer image files from your computer to your CLIÉ handheld via a “Memory Stick” media.  
You need to save image files into a “Memory Stick” media from your computer.
  - 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 still 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.

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## How to operate CLIE Organizer

### Date Book

#### I cannot delete Date Book data

- ▶ When you delete image or movie files put on the **Date Book** screen, the actual Date Book data is not deleted.  
To delete the Date Book data, tap [Delete] in the **Event Details** screen.
- ▶ When you delete the actual Date Book data in the **Date Book** screen, writing or image files are not deleted.

#### Date Book data cannot be imported or exported

- ▶ Only vCalendar format files (.vcs) are designed for import and export. For other format files, import to your CLIÉ handheld may not be allowed, and even if it is a vCalendar format file, import/export may not be allowed depending on the target device such as a computer or mobile phone.

#### Date Book data cannot be exchanged with another Palm OS device

- ▶ The colors or icons attached to **Date Book** can only be exchanged with **CLIE Organizer** compatible devices.

*Continued on next page* .....

## Date Book data cannot be exchanged with another Palm OS device (continued)

- ▶ Writing, image files, stickers, etc. on the **Date Book** screen, and Free Notes memos selected from the **Event Details** screen cannot be exchanged with other devices (including **CLIE Organizer** compatible devices).

## Data cannot be entered in **Date Book**

- ▶ The data capacity may be full.  
Delete unnecessary data in **Date Book**.

## Date Book applications other than my CLIE handheld cannot be used

- ▶ Do not assign **CLIE Organizer** to the Home screen, otherwise some functions may not work in **CLIE Organizer**. Deselect [Assign to Home] in the **CLIE Organizer Prefs** screen.

## I cannot set holidays

- ▶ You can only set a holiday for an exact day and date.  
You cannot set a holiday by specifying, for example, “Every Wednesday in the second week of a month”.

### Note

If you set holidays by tapping [Reference] from [Holiday Data] in the **Holiday** screen, the holiday you set may not be a holiday depending on the year.

- ▶ To use the function of [Reference] from [Holiday Data] in the **Holiday** screen, that holiday data must have been set.
- ▶ Are you trying to set two holidays in one day?  
You can only set one holiday in one day.

## Address Book

### My vCard data cannot be imported to or received

- ▶ When importing vCard data to another device other than a CLIÉ handheld of Palm OS 5.x version, the vCard version must match the one of the target device.  
Verify the vCard version of the target device.  
Also, select the vCard version in **Address Book** of your CLIÉ handheld that matches the vCard version of the target device when exporting.
- ▶ When beaming vCard data to another device other than a CLIÉ handheld of Palm OS 5.x version, select the vCard version in **Address Book** of your CLIÉ handheld that matches the vCard version of the target device.

## Free Notes

### I cannot receive movie files attached to Free Notes

- ▶ To receive a Free Notes memo with an attached movie file, insert a “Memory Stick” media into your CLIÉ handheld. The attached movie file will be saved on the “Memory Stick” media.

## Memo Pad

### The imported memo is not completely displayed

- ▶ The maximum capacity size of a memo is 32 KB.  
If the imported memo exceeds the maximum capacity size, the memo will be divided when saved.

### I cannot send the Memo Pad data properly

- ▶ **Memo Pad** of Palm OS devices can only receive 4 KB of data at one time. When sending Memo Pad data of more than 4 KB, tap [Preferences...] from [Options], and select [split data] by tapping ▼ in the **Preferences** dialog box in your CLIÉ handheld.

## Problems with the CLIE Launcher

### I cannot start the CLIE Launcher

- ▶ When the Palm OS<sup>®</sup> Standard screen is displayed, select [Go To CLIE Launcher View] from [Options].
  - For details, refer to “CLIÉ™ handheld basic operations: Using the Palm OS<sup>®</sup> Standard screen” in the “Handbook” (PDF format).
- ▶ If there is insufficient memory space, the CLIE Launcher or applications may not be started.

On the Palm OS<sup>®</sup> Standard screen, tap [Info...] from [App] to check the free space in 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 **CLIE Launcher 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 the CLIE Launcher” in the “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, categories for the **Applications** screen of **CLIE Organizer**, and categories for the Palm OS® Standard screen are categorized differently

- ▶ The CLIE Launcher groups are classified into groups, such as [Organizer], [Data Control], etc. relating to functions that can be performed on your CLIE handheld.

## How to operate basic applications (PIM)

“PIM” stands for “Personal Information Manager” and it is an application that allows you to manage your personal information. Problems in this section associate with **Date Book**, **Address Book**, **To Do List**, and **Memo Pad** of a Palm OS device.

- ▶ For details on CLIE Organizer applications (PIM), refer to “How to operate CLIE Organizer” on page 51.

**My CLIE 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 CLIE handheld is not correct. Check the settings (time, time zone, daylight saving time) from the **Preferences** screen for [Date & Time].
  - ▶ For details, refer to “Customizing your CLIE™ handheld (Preferences): Setting up the Date & Time preferences” in the “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 Completed Items] is selected.

## I cannot change the order of 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 **CLIE Organizer for PC** (or **Palm™ Desktop for CLIÉ**) cannot be synchronized.  
Even if memos are arranged alphabetically in **CLIE Organizer for PC** (or **Palm™ Desktop for CLIÉ**), **Memo Pad** on your CLIÉ handheld automatically changes the order of 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 **CLIE Organizer for PC** (or **Palm™ Desktop for CLIÉ**) because of its format (“ver3.X”). When you want to transfer Address Book data to **CLIE Organizer for PC** (or **Palm™ Desktop for CLIÉ**) on your computer, perform the HotSync<sup>®</sup> operation. (The vCard data created with **CLIE Organizer for PC** (or **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.



## Problems with Mobile Manager (for supported areas only)

### Installation problems

#### I cannot install (or reinstall) **Mobile Manager**

- ▶ You must perform a HotSync® operation after registering a profile or module to the HotSync® Manager on **Mobile Connection Wizard**.
- ▶ Make sure the link account and the CLIÉ model selected on **Mobile Connection Wizard** matches the CLIÉ handheld you are using.
- ▶ You must transfer the application via a HotSync® operation again when you delete **Mobile Manager** from your CLIÉ handheld.

#### The connection profile edited using **Mobile Connection Wizard** is not reflected on **Mobile Manager**

- ▶ You must perform a HotSync® operation after registering a profile or module to the HotSync® Manager on **Mobile Connection Wizard**.
- ▶ Make sure the link account and the CLIÉ model selected on **Mobile Connection Wizard** matches the CLIÉ handheld you are using.
- ▶ Make sure the check box for the edited connection profile is marked in the My Connections list to add changes to the HotSync® Manager on **Mobile Connection Wizard**.

#### Modules and connection profiles are not installed on my CLIÉ handheld

- ▶ You must perform a HotSync® operation after registering a profile or module to the HotSync® Manager on **Mobile Connection Wizard**.

## Network Connection problem

### I cannot make a connection to the network

- ▶ Check to see if the phone number, user name, and password or SSID and WEP key for the access point are entered correctly for the activated connection profile.
- ▶ Check to see if the settings are correctly entered on **Mobile Connection Wizard** especially when you have characters such as “1” (one) and “l” (lower case L) or “0” (zero) and “O” (upper case O).

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## Problems with Mobile Connection Wizard (for supported areas only)

### I cannot click [Next]

- ▶ Make sure you have entered the required number of characters in the selected field. Also, make sure all the necessary settings are completed on that window.


# Customer Support and Customer Registration

## ■ For customer support information

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

## ■ For online customer registration

**(for customers in the U.S.A, Canada and Europe only)**

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

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For the latest information on support, CLIÉ products 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/>**

For customers in Europe

**<http://www.sony-europe.com/clie>**

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