

Trouble- shooting Q&A

Personal Entertainment Organizer
PEG-UX50
PEG-UX40

CLiÉ™

Frequently Asked Questions

Troubleshooting

- My CLiÉ handheld does not work properly
- Error messages
- I cannot enter text properly
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- I cannot transfer data
- Problems with the CLiE 3D Launcher
- How to operate basic applications (PIM)

Customer Support and Customer Registration

Frequently Asked Questions

Tips

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

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?
Place your CLIÉ handheld on the charger cradle connected to the AC power 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.

My CLIÉ handheld does not respond



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.

I cannot perform the HotSync® operation

Check the following:

- Your CLIÉ handheld and computer are connected properly.
- The USB cable is directly connected to your computer’s USB port.
Do not use a USB hub.
- **Palm™ Desktop for CLIÉ** is installed on your computer.
- If you are using Windows 2000 Professional or Windows XP*, log in as an “Administrator.”
 - * In this manual, Windows XP Home Edition and Windows XP Professional are referred to as Windows XP.

I cannot perform the HotSync® operation

- Is  (HotSync) displayed in the task tray 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] from the shortcut menu selected? (You can display this by clicking  (HotSync).)
- Is the USB port active?

“Memory Stick” media is not recognized

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

Playing music: The 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 playable on your CLIÉ handheld.
 - For details on file formats playable on your CLIÉ handheld, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.

Playing music: **SonicStage** does not recognize my CLIÉ handheld even when it is connected to my computer via the USB cable

- Set to music transfer mode.
 - For details, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.
- Disconnect your CLIÉ handheld from your computer, and connect them again via the USB cable. If the problem persists, restart your computer.

I cannot connect to the Internet using the wireless LAN function (for PEG-UX50 only)

- Check that the correct settings are made in [Network] of **Preferences** on your CLIÉ handheld.
- Check that the correct network settings are made for the wireless LAN access point.
- Turn off the wireless LAN access point once and turn it on, and then try connecting to the wireless LAN access point again.
 - ➔ For details, refer to the manual of the wireless LAN access point.

I cannot connect to the Internet


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

I cannot send or receive e-mail messages



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

If your problem persists, then go to the next page.

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

If you cannot solve the problem


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

Make note of any messages or alerts that are displayed.

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

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

Step 2 Refer to the Sony CLIÉ handheld Support website

Double-click  (CLIÉ Info) on your computer window, and select [CLIÉ™ Handheld Support].

Note

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

Avoiding problems

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

(All user data or applications stored on Internal Media will be retained.)

Note

Some add-on applications (and data thereof) installed on your CLIÉ handheld may not be backed up. Especially, add-on applications installed via infra-red beaming or via “Memory Stick” media cannot be backed up using the HotSync® operation.

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

Troubleshooting

My CLIÉ handheld does not work properly

I cannot turn on my CLIÉ handheld

- ▶ The POWER/HOLD switch of your CLIÉ handheld is in HOLD mode. Your CLIÉ handheld does not work when the POWER/HOLD switch is in HOLD mode. Make sure you release HOLD mode.
- ▶ The battery power of your CLIÉ handheld has run out. Place your CLIÉ handheld on the charger cradle connected to the AC power 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.
- ▶ The connector between your CLIÉ handheld and the charger cradle is dirty. You cannot charge your CLIÉ handheld if the connector is dirty. Wipe the connector with a soft cloth, such as a cotton pad.
- ▶ It takes a while until the screen is displayed when turning on your CLIÉ handheld from Power Saving Mode. However, it is not a malfunction.

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

- ▶ It takes a while until the screen is displayed when turning on your CLIÉ handheld from Power Saving Mode. The screen is displayed after the POWER LED is turned on.
- ▶ The POWER/HOLD switch of your CLIÉ handheld is 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.
 - For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld” in the supplied “Read This First (Operating Instructions)”.

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My CLIÉ handheld does not respond

- ▶ The POWER/HOLD switch of your CLIÉ handheld is in HOLD mode. Your CLIÉ handheld does not operate when the POWER/HOLD switch is in HOLD mode. Make sure you release HOLD mode.
- ▶ The CLIÉ handheld is placed near the IR port of your computer. Move your CLIÉ handheld away from the IR port of your computer except when performing the IR HotSync[®] operation, as a malfunction may occur. You can also disable the IR feature by selecting [Off] next to [Beam Receive:] in [General] of **Preferences**.
- ▶ Perform a soft reset by pressing the RESET button.
 - For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld” in the 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 [Auto-off After:] in [General] of **Preferences**.
 - For details, refer to “Customizing your CLIÉ™ handheld (Preferences): Setting the automatic power-off time” in the supplied “Handbook”.
- ▶ Did you set [After a preset delay] from [Auto Lock Handheld:] in **Security**?
It 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 supplied “Handbook”.

My CLIÉ handheld does not produce any sounds

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

My CLIÉ handheld does not produce any sounds

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

Tip


If [Muting] is selected in the **Adjust Volume** screen, 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 upon 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 top right 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.

Tip

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

Applications do not operate properly after a soft reset is performed

- ▶ If you encounter application problems (such as improper operations, unusual display, or freezing during a soft reset) after you performed a reset, the reset may not be completed properly. In 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 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.
 - 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 storage media, such as “Memory Stick” media, applications may not start properly. Delete any unnecessary data (after backing up any of that data you might need in the future) and try starting the application again.


An error message indicating insufficient memory appears

- ▶ If there is insufficient memory space in your CLIÉ handheld or storage media, such as “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 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**, check the box to the left of the data you want to delete. Then select [Purge...] from [Record]. Tap [OK] and the checked items will be deleted.
- ▶ Delete e-mail messages in **CLIE Mail**, and then empty the Trash.
- ▶ Select [Delete Cache] from [Options] in **NetFront v3.0 for CLIE**.
- ▶ If add-on applications are installed on your CLIÉ handheld, delete those applications.
 - For details, refer to “Enhancing features with add-on applications: Installing: Deleting installed add-on applications” in the supplied “Handbook”.

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 **Preferences**.

The HotSync[®] operation does not start and a message appears on the screen

- ▶ If you set the IR port to search automatically for the target IR devices on your computer, follow the procedure below to reset the IR port setting.
 - 1 Click [Start], select [Settings] (except for Windows XP), and click [Control Panel].
 - 2 Double-click the Infrared icon (the Wireless Link icon in Windows 2000 Professional/Windows XP).
 - 3 Click [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 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 using the IR port or the Bluetooth[®] communication

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

I cannot enter text properly

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

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

I cannot display the menu when I tap  (Menu)

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


I need help using the hardware keyboard

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

Tip

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

Only symbols are entered when pressing the alphabet keys on the hardware keyboard

- ▶ Unlock the blue key function by pressing  (Blue).

Tip

When the blue key function is locked,  is displayed in the status bar.

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 to enter text” in the supplied “Handbook”.
- ▶ 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 lower side of the Graffiti® 2 writing area and numbers in the upper side.
- ▶ Check that Graffiti® 2 is not shifted into punctuation mode.
 - For details, refer to “Entering text on your CLIÉ™ handheld: Using Graffiti® 2 to enter text” in the supplied “Handbook”.
- ▶ 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 to enter text” in the supplied “Handbook”.

My CLIÉ handheld does not recognize handwritten characters (when 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 the supplied “Handbook”.
- ▶ Refer to “Decuma Input” in the “CLIÉ Application Manual” installed on your computer.

I forgot my password

I forgot my password and my CLIÉ handheld is locked

- ▶ You must perform a hard reset on your CLIÉ handheld. If you perform a hard reset, your CLIÉ handheld will be restored to the default settings and data or installed add-on applications will be lost. (All user data or applications stored on Internal Media will be retained.)
 - 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.

I cannot perform the HotSync[®] operation

Verify the following first

Verifying your CLIÉ handheld



- ▶ Is the USB cable properly connected to your CLIÉ handheld?
- ▶ Is there sufficient memory space of your CLIÉ handheld?
Delete any unnecessary 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 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).)
If not, select [Local USB].


Verify the following first

- ▶ 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 devices 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.

- 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 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.
 - 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)”.

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I cannot cancel the HotSync® operation midway

- ▶ 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

- ▶ The user name for **Palm™ Desktop for CLIÉ** does not match the one for your CLIÉ handheld.
In **Palm™ Desktop for CLIÉ**, select the user name corresponding to your CLIÉ handheld user name.
- ▶ The application is not set to synchronize files.
Click  (HotSync) in the task tray at the bottom right of your computer window and select [Custom] from the shortcut menu. Check that all the applications are set to synchronize files.
- ▶ Third party backup or synchronization software is installed on your computer or CLIÉ handheld.
In such a case, you may not synchronize some applications using **Palm™ Desktop for CLIÉ**.
- ▶ There is insufficient memory space in your CLIÉ handheld.
Delete unnecessary files and then perform the HotSync® operation again.
- ▶ Private data is hidden in the **Security** screen.
Hidden data cannot be displayed on **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.

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


- ▶ 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 the “CLIÉ Application Manual” installed on your computer.

I cannot back up some data using the HotSync[®] operation

- ▶ Some add-on applications (and data thereof) installed on your CLIÉ handheld may not be backed up. Especially, add-on applications installed via infra-red beaming or via “Memory stick” media cannot be backed up using the HotSync[®] operation.


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.

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

- ▶ Reinstall **Palm[™] Desktop for CLIÉ**.

The mail software on my computer starts automatically when I start the HotSync[®] operation

- ▶ Mail software which you do not use regularly, or mail software that is not installed, is selected as your [Mail System].
Click  (HotSync) in the task tray at the bottom right of your computer window and select [Custom]. Select [CLIE Mail] from the Conduit list, and click [Change]. Then select [Mail System] that you use regularly, and click [OK].
- ▶ The settings of the mail software are not complete.
Set the mail software properly on your computer.



I cannot perform the HotSync[®] operation via a wireless LAN (for PEG-UX50 only)

- ▶ If the 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.




Tip

If you enter "!!" for [Primary PC Name:], you do not need to delete the name every time you perform the wireless LAN HotSync[®] operation.

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  (HotSync) is displayed in the task tray 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 .



I cannot perform the IR HotSync[®] operation

- ▶ If you are using Windows 2000 Professional/Windows XP, click  (HotSync) in the task tray at the bottom right of your computer window and ensure [InfraRed] is selected.
- ▶ If you are using Windows 98 Second Edition/Windows Me, click  (HotSync) in the task tray 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  (HotSync) in the task tray 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 to the IR port of your computer. The distance between the IR ports of your CLIÉ handheld and your computer, should be 4 to 8 inches (approximately 10 to 20 centimeters). The optimum distance for beaming may vary depending on devices.
- ▶ You cannot perform 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 **Preferences**. Then tap [Edit...], [Details...] and specify [Speed:] in the **Details** screen.

If you still cannot perform the HotSync® operation

If you cannot solve your HotSync® operation problem by following the troubleshooting tips 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 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 beam data


Verify the following first

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

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

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

I cannot exchange data using the Bluetooth® function

- ▶ Select [Enabled] from [Bluetooth] in the **Preferences** screen. 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) from [Bluetooth] in the **Preferences** screen.
 - 2 Tap [Disable device name cache] from [Options].
 - 3 Detect target Bluetooth® compatible devices.
 - ▶ For details, refer to “Have a try: Using the Bluetooth® function” in the supplied “Read This First (Operating Instructions)”.
- ▶ Sometimes file contents may be accidentally linked to the name of another file when you transfer many files at the same time using the Bluetooth® function. Transfer files one by one when 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 (and data thereof) installed on your CLIÉ handheld may not be backed up. Especially, add-on applications installed via infra-red beaming or via “Memory stick” media cannot be backed up using the HotSync® operation.

I cannot connect to the Internet

I cannot connect to the Internet via a wireless LAN (for PEG-UX50 only)

- ▶ Check that [SSID:] is correctly selected in the **Wireless LAN Setup** screen, which can be displayed by tapping [Network]-[▼ Service]-[Wireless LAN]-[Details...] in **Preferences**.

I cannot connect to the Internet via a wireless LAN (for PEG-UX50 only)

- ▶ Check that the settings for [SSID:] or [WEP Key:] are correct in the **SSID Setup** screen, which can be displayed by tapping [Edit...] from [SSID] in the menu of the **Wireless LAN Setup** screen.
- ▶ 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 SSID for the target wireless LAN access point instead of selecting [-Auto Connect-] from [SSID:] in order to explicitly connect to the target one.
- ▶ The channel setting must be channels 1-11 for the wireless LAN access point.
Change the channel setting for 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 away.
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 do not select [Power Save:] in the **SSID Setup** screen.
(Note that if you do not select [Power Save:], the battery power is consumed more quickly.)
- ▶ SSID may be set to be hidden from the wireless LAN access point side.
In such a 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.

I cannot connect to the Internet via a wireless LAN (for PEG-UX50 only)

- ▶ The network settings may not be correct.
Ask the System Administrator of your wireless LAN network for the settings.
- ▶ 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.
- ▶ Turn off the wireless LAN access point once and turn it on, and then try connecting to the wireless LAN access point 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 a MAC address, check [MAC Addr:] in the **Link Status** 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 [Status...].
The **Link Status** screen is displayed.


The message "Incorrect setting" or "Certification is invalid" appears

- ▶ Check the settings from [Network] in the **Preferences** screen.
 - For details, refer to "Customizing your CLIÉ™ handheld (Preferences): Changing the Network preferences" in the supplied "Handbook".

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

Images are not displayed

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

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

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

I cannot access a certain website

- ▶ Check that you enter the correct URL. Make sure you correctly differentiate “-” (hyphen) from “_” (underscore), and “0” (number) from “O” (alphabet).
- ▶ To enter “~” (tilde) in the URL:
 - Select [~] from [▼ Assistant] in the third page of the **NetFront Settings** screen.
 - Display the numeric keyboard and tap [~]. Note that the appearance of “~” (tilde) on screen may differ between the computer and your CLIÉ handheld.
 - When you use the hardware keyboard to enter, press L key while pressing Ⓞ (Blue).
- ▶ 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 v3.0 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.
- ▶ The message “Memory is insufficient” is displayed. Restart **NetFront v3.0 for CLIE**. If the problem is not solved by restarting, perform a soft reset.
- ▶ When you want to delete downloaded files or saved pages. You cannot delete files using **NetFront v3.0 for CLIE**. Use **CLIE Files** to delete files.
- ▶ Playback of a movie file or sound file stops midway. A prompt screen is displayed when you tap a movie file or a sound file to open from a website. If you select [Open], 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 “CLIÉ Application Manual” installed on your computer.

I cannot use e-mail (CLIE Mail)

I cannot send or receive e-mail messages

I cannot send or receive e-mail messages

- ▶ Check the e-mail address.
- ▶ Check the mail server settings.
 - For details, refer to “CLIE Mail” in the “CLIE Application Manual” installed on your computer.
- ▶ Wait for a while and retry.
- ▶ With some Internet Service Providers, you may 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].
 - 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 [Connection] of **Preferences**.

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

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

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

- ▶ If both **Microsoft® Outlook Express** and **Microsoft® Outlook** are installed on 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 problem

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” installed on your computer.

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

Problems with image files/movies

A vertical band appears on the LCD display

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

I cannot use some features with MPEG Movie format files

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

I cannot change the title in Movie Player format files

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

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

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

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

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

I cannot play music (Audio Player)

Playing music

There is no sound

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

The sound is too low

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

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

- ▶ 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**
 - **Movie Recorder**
 - **CLIE Mail (when sending and receive e-mail messages)**
 - **Macromedia Flash Player 5**

The sound becomes distorted

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

The sound only comes from one side of the headphone

- ▶ 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 **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 limited number of playback.

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” installed on your computer.
- ▶ Audio files encoded in VBR (Variable Bit Rate) cannot be played on your CLIÉ handheld.
 Check the information of the audio file in the **About Track** screen. If the bit rate of the audio file is 0 kbps, the file is encoded in VBR.
 - For details on file formats supported by your CLIÉ handheld, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.

The 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.
- ▶ Set to music transfer mode.
 - ➔ For details, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.
- ▶ Connect your CLIÉ handheld to your computer again. If the problem persists, restart your computer.

The connection suddenly gets disconnected

- ▶ Connect your CLIÉ handheld to the charger cradle connected to the AC power 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 of the “Memory Stick” media is reduced. Move non-audio data from the “Memory Stick” media onto your computer to increase the free space of 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 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 to your CLIÉ handheld, the system sound of your CLIÉ handheld, the alarm sound and the game sound can be heard only through the headphones.
- ▶ Check that the volume is not set to 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 storage media, such as “Memory Stick” media

I cannot copy/move data between storage media, such as “Memory Stick” media, and my CLIÉ handheld

- ▶ Only files with extension .prc or .pdb can be copied/moved.
- ▶ The free space of your CLIÉ handheld’s memory is insufficient. To copy/move data from storage media, such as “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. If there is not sufficient memory space of your CLIÉ handheld, delete any unnecessary data (after backing up any of that data you might need in the future) and try copying/moving data again.

I cannot start an application stored on storage media, such as “Memory Stick” media

- ▶ The free space of your CLIÉ handheld’s memory is insufficient.
To start an application on storage media, such as “Memory Stick” media from the CLIE 3D 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 storage media, such as “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 in storage media, such as “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 Internal Media or “Memory Stick” media.

My CLIÉ handheld cannot read data on storage media, such as “Memory Stick” media

- ▶ When you use the installation tool in **Palm™ Desktop for CLIÉ** to save data on storage media, such as “Memory Stick” media, the data will be stored in [Palm/Launcher] directory. However, if you cannot locate the directory with some applications on your CLIÉ handheld, copy the data from storage media, such as “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 the “CLIÉ Application Manual” installed on your computer.
For any third party application, contact the developer of the software.
 Use **Data Import/Data Export** to install data from your computer to storage media, such as “Memory Stick” media.
- ▶ When attribution of files or directories on storage media, such as “Memory Stick” media, is selected as [Hidden], they cannot be displayed in **CLIE Files**.

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. 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 on storage media, such as “Memory Stick” media may not be displayed. Charge the battery of your CLIÉ handheld.

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I cannot transfer data

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

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

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

- ▶ You cannot change file names when you save beamed or exchanged image files using the Bluetooth® function. 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 3D Launcher

I cannot start the CLIE 3D Launcher

- ▶ When the Palm OS® Standard screen is displayed, select [Go To CLIE 3D Launcher View] from [Options].
 - For details, refer to “CLIE™ handheld basic operations: Using the Palm OS® Standard screen” in the supplied “Handbook”.
- ▶ If there is insufficient memory space, the CLIE 3D Launcher or applications cannot 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 storage media, such as “Memory Stick” media, are not displayed

- ▶ You can display only the applications stored in [Palm/Launcher] directory.
Move the application 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 3D Launcher.
 - For details, refer to “CLIE™ handheld basic operations: Using CLIE 3D Launcher: Menu List” in the supplied “Handbook”.
- ▶ When the battery power of your CLIE handheld is running low, the data on storage media, such as “Memory Stick” media, may not be displayed.
Charge the battery of your CLIE handheld.

The CLIE 3D Launcher groups and the categories of the Palm OS® Standard screen are different

- ▶ The CLIE 3D Launcher groups are classified into groups, such as [Picture], [Movie], etc. relating to functions that can be performed on your CLIE handheld.

How to operate basic applications (PIM)

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

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

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  (CLIÉ Info) on your computer window, and select [CLIÉ™ Handheld Support].

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

Double-click  (CLIÉ Info) on your computer window, and select [Sony CLIÉ™ Registration].



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

For customers in the U.S.A. and Canada
<http://www.sony.com/clie/>

For customers in Australia, Hong Kong, Malaysia,
Mexico, New Zealand, Singapore, Taiwan and
Thailand
<http://vaio-online.sony.com/clie/>



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