

Trouble- shooting Q&A

Personal Entertainment Organizer
PEG-TJ37
PEG-TJ27

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 make a backup
- I cannot connect to the Internet (for PEG-TJ37 only)
- The contents of websites cannot be displayed (NetFront v3.1 for CLiÉ) (for PEG-TJ37 only)
- I cannot use e-mail (CLiÉ Mail)
- Problems with the CLiÉ Update Wizard
- Problems on taking pictures
- Peripheral devices are not recognized
- I cannot play music (AeroPlayer for CLiÉ) (for PEG-TJ37 only)
- I cannot use "Memory Stick" media
- I cannot transfer data
- Problems with the CLiÉ Launcher
- How to operate basic applications (PIM)
- Problems with the Mobile Manager (for PEG-TJ37 only, for supported areas only)
- Problems with the Mobile Connection Wizard (for PEG-TJ37 only, for supported areas only)

Customer Support and
Customer Registration

If you encounter problems

Restarting your CLIÉ handheld (soft reset)

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


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

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

Other 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].

If problems persists

Refer to “Customer Support and Customer Registration” (page 50), 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.

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).

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.




Note

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

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

Table of Contents

Symptoms	Page
My CLIÉ handheld does not work properly	
I cannot turn on my CLIÉ handheld	Page 10
The screen is not displayed even though the POWER LED is on	Page 10
My CLIÉ handheld does not respond	Page 11
My CLIÉ handheld keeps turning itself off	Page 11
My CLIÉ handheld does not produce any sounds	Page 12
The backlight does not turn on when I adjust the brightness level	Page 12
The LCD display cannot be viewed properly	Page 12
Applications do not operate properly after a soft reset is performed	Page 13
I cannot use the Jog Dial™ navigator	Page 13
Error messages	
An error message appears repeatedly	Page 13
The message “Invalid process” appears when an application is started	Page 13
An error message indicating insufficient memory appears	Page 14
The HotSync® operation does not start and a message appears on the screen	Page 14
An error message indicating insufficient memory appears while receiving data/files using the IR port communication	Page 15
I cannot enter text properly	
My CLIÉ handheld does not recognize handwritten characters (when using Graffiti® 2)	Page 16
My CLIÉ handheld does not recognize handwritten characters (when using Decuma Input (for PEG-TJ37 only))	Page 16

Symptoms	Page
My CLIÉ handheld does not activate the right feature when I tap a button or screen icon	Page 17
I cannot display the menu when I tap  (Menu)	Page 17
I forgot my password	
I forgot my password and my CLIÉ handheld is locked	Page 18
I forgot my password and my CLIÉ handheld is not locked	Page 18
HotSync® problems	
I cannot perform a local HotSync® operation	Page 18
I cannot start the HotSync® operation by tapping  (HotSync) on the HotSync screen	Page 20
I cannot cancel the HotSync® operation	Page 21
It takes a long time to complete the HotSync® operation	Page 21
Data cannot be synchronized with some applications	Page 21
I cannot back up some data using the HotSync® operation	Page 22
Palm™ Desktop for CLIÉ does not start or cannot be selected from the menu	Page 23
HotSync Manager does not start.  (HotSync) is not displayed in the task tray (Notification area) at the bottom right of my computer window	Page 23
If you still cannot perform the HotSync® operation	Page 23
I cannot perform a HotSync® operation via a modem	Page 24
I cannot perform a HotSync® operation via a wireless LAN (for PEG-TJ37 only)	Page 26
I cannot perform the IR HotSync® operation	Page 26
I cannot beam data	
Verify the following first	Page 27
An error message is displayed indicating insufficient memory when I receive data/files via beaming	Page 28

Continued on next page

Table of Contents (Continued)

Symptoms	Page
I cannot make a backup	
I cannot make a backup of some data on my computer with the HotSync® operation	Page 28
I cannot connect to the Internet (for PEG-TJ37 only)	
I cannot connect to the Internet via a wireless LAN (for PEG-TJ37 only)	Page 29
The message “Incorrect setting” or “Certification is invalid” appears	Page 31
The contents of websites cannot be displayed (NetFront v3.1 for CLIE) (for PEG-TJ37 only)	
Images are not displayed	Page 32
All or some website contents are not displayed	Page 32
It takes too much time to download the contents of a website	Page 32
I cannot access a certain website	Page 33
I cannot use e-mail (CLIE Mail)	
I cannot send or receive e-mail messages	
I cannot send or receive e-mail messages	Page 34
The message “Account is invalid” or “Incorrect password” is displayed	Page 34
I cannot synchronize the data between CLIE Mail and e-mail software, such as Outlook Express, on my computer	Page 35
Other problems	
I cannot synchronize the mail data with the e-mail software on my computer	Page 35
Problems with the CLIE Update Wizard	
Installation problems	
Modules are not installed on my CLIE™ handheld.	Page 36

Symptoms	Page
Product Update problems	
A message “No new product updates found” appears.	Page 36
I cannot register items to the HotSync® Manager.	Page 36
Product update starts automatically.	Page 36
It takes a long time to download items.	Page 37
HotSync® registration problems	
Product update modules you want to perform the HotSync® operation for are not displayed on the Install Manager window.	Page 37
Hard reset of your CLIE™ handheld	
After a hard reset, all updated data and applications on my CLIE™ handheld are erased.	Page 37
Problems on taking pictures	
A vertical band appears on the LCD display	Page 39
Peripheral devices are not recognized	
I cannot play music (AeroPlayer for CLIE) (for PEG-TJ37 only)	
Playing music	
There is no sound	Page 39
Sound is disrupted or not clear when background music is being played	Page 39
Sound is not clear	Page 39
I cannot play music while other applications are running	Page 40
Sound becomes distorted	Page 40

Table of Contents (Continued)

Symptoms	Page
Sound only comes from one side of the headphones/earphones	Page 40
The names of audio files on the “Memory Stick” media are not displayed when I start AeroPlayer for CLIE	Page 40
MP3 files cannot be read or played	Page 41
The next music cannot be searched	Page 41
Sound stops suddenly	Page 41
I cannot use “Memory Stick” media	
My CLIE handheld does not recognize “Memory Stick” media, or an error occurs	Page 42
I cannot copy or move data/files between “Memory Stick” media and my CLIE handheld	Page 42
I cannot start an application stored on “Memory Stick” media	Page 43
My CLIE handheld cannot read data/files on “Memory Stick” media	Page 43
I cannot transfer data	
I cannot transfer image files from my computer to my CLIE handheld	Page 44
I cannot save a beamed or exchanged image file under a different file name	Page 44
Problems with the CLIE Launcher	
I cannot start the CLIE Launcher	Page 45
Applications stored on “Memory Stick” media are not displayed	Page 45
The CLIE Launcher groups and categories of the Palm OS® Standard screen are categorized differently	Page 45

Symptoms	Page
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	Page 46
I cannot find the data I created when I want to open it in an application	Page 46
I cannot change the order of memos in a list	Page 46
An event created in Date Book cannot be listed in the week view	Page 47
I cannot transfer vCard data created with Address Book on my CLIÉ handheld	Page 47
Problems with the Mobile Manager (for PEG-TJ37 only, for supported areas only)	
Installation problems	
I cannot install (or reinstall) the Mobile Manager.	Page 48
The connection profile edited using the Mobile Connection Wizard is not reflected on the Mobile Manager.	Page 48
Modules and connection profiles are not installed on my CLIÉ handheld.	Page 48
Network Connection problems	
I cannot make a connection to the network.	Page 49
Problems with the Mobile Connection Wizard (for PEG-TJ37 only, for supported areas only)	
I cannot click [Next].	Page 49

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

When HOLD mode is active, if you try to turn on your CLIÉ handheld using the Applications or CAPTURE buttons, or the Lens Cover Lever, the POWER LED blinks 3 times, but the power is not turned on.

- ▶ Has the battery power of your CLIÉ handheld run out?
Connect your CLIÉ handheld to the AC power adapter with the plug adapter, then allow it to be charged for a few minutes before turning it on. If it turns on, continue charging for approximately four hours and then perform a soft reset.
- ▶ Is the connector between your CLIÉ handheld and the plug adapter dirty?
You cannot charge your CLIÉ handheld if the connector is dirty. Connect and disconnect your CLIÉ handheld and the plug adapter several times to clean the connector.
- ▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.
 - For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld” in the supplied “Read This First (Operating Instructions)”.

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

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

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

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

My CLIÉ handheld does not respond

- ▶ Is the POWER/HOLD switch of your CLIÉ handheld in HOLD mode? Your CLIÉ handheld does not operate when the POWER/HOLD switch is in HOLD mode. Make sure you release HOLD mode.
- ▶ Is your CLIÉ handheld placed near the IR port of your computer? Move your CLIÉ handheld away from the IR port of your computer except when performing the IR HotSync® operation, as a malfunction may occur. You can also disable the IR feature by selecting [Off] next to [Beam Receive:] in the **Preferences** screen for [General].
- ▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.
 - ➔ For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld” in the supplied “Read This First (Operating Instructions)”.

My CLIÉ handheld keeps turning itself off

- ▶ Your CLIÉ handheld is designed to turn itself off after a period of inactivity (Automatic power-off). You can set the automatic power-off time by selecting a time for [Auto-off After:] in the **Preferences** screen for [General].
 - ➔ For details, refer to “Customizing your CLIÉ™ handheld (Preferences): Setting the automatic power-off time” in the “Handbook” (PDF format).

Note

The maximum idle time is 3 minutes.


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 Info** dialog box.

Tip

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


* [Muting] is available for PEG-TJ37 only.

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

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

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

The LCD display cannot be viewed properly

- ▶ Depending on the angle of vision, the brightness may 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. If the backlight is off, you can turn it on by sliding down the POWER/HOLD switch and hold it for more than two seconds.

Applications do not operate properly after a soft reset is performed

- ▶ If you encounter application problems 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)”.

Note on performing a reset

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

I cannot use the Jog Dial™ navigator

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

Error messages


An error message appears repeatedly

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

The message “Invalid process” appears when an application is started

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

Tip

You can check the memory space in your CLIÉ handheld or “Memory Stick” media by tapping  at the top right of the CLIE Launcher and select [(All)].


An error message indicating insufficient memory appears

- ▶ If there is insufficient memory space in your CLIÉ handheld or “Memory Stick” media, some applications may not work properly, and if you still use your CLIÉ handheld even after the warning message appears, you may not be able to start or delete applications. If the warning message appears, delete any unnecessary data/files after backing up any of that data you might need in the future.
- ▶ Delete unused data in **Date Book** and **To Do List**.
To delete data from **Date Book**, select [Purge...] from [Record], select the time period for [Delete events older than], and tap [OK].
To delete data from **To Do List**, select the check box next to the data you want to delete. Then select [Purge...] from [Record]. Tap [OK] and the selected items will be deleted.
- ▶ If add-on applications are installed on your CLIÉ handheld, delete those applications.
 - For details, refer to “Enhancing features with add-on applications: Installing: Deleting installed add-on applications” in the “Handbook” (PDF format).

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

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

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

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

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

- ▶ To receive data/files using the IR port communication, the free space of your CLIÉ handheld's memory must be more than twice the size of data/files to be received. If there is insufficient memory space in your CLIÉ handheld, delete any unnecessary data/files.
- ▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.
 - For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld” in the supplied “Read This First (Operating Instructions)”.

I cannot enter text properly

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

- ▶ To have your CLIÉ handheld recognize handwritten characters entered with the stylus, you must use **Graffiti® 2**.
 - For details, refer to “Entering text on your CLIÉ™ handheld: Using Graffiti® 2 writing to enter text” in 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.

My CLIÉ handheld does not recognize handwritten characters (when using **Decuma Input**) (for PEG-TJ37 only)


- ▶ Refer to “Decuma Input” in the “CLIÉ Application Manual” (HTML format) and try writing again using **Decuma Input**.
- ▶ If your handwriting cannot be recognized correctly as numbers or special characters in General characters mode, switch the Decuma Input area from General characters mode to Numbers and special characters mode.
 - For details, refer to “Entering text on your CLIÉ™ handheld: Using Decuma Input to enter text” in the “Handbook” (PDF format).

My CLIÉ handheld does not recognize handwritten characters (when using **Decuma Input) (for PEG-TJ37 only) (continued)**

- ▶ **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 to the screen.

I cannot display the menu when I tap  (Menu)

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

I forgot my password

I forgot my password and my CLIÉ handheld is locked

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

I forgot my password and my CLIÉ handheld is not locked

- ▶ You can use the Security function to delete the password, but all private records will be deleted. To back up all the data including private records, perform the HotSync® operation before you delete the password. Then restore your private records saved on your computer by following the procedure below.
 - 1 Tap the box below [Password:] in the **Security** screen.
The **Password** dialog box is displayed. In the dialog box, tap [Lost Password] to delete the password.
The password and all private records are deleted.
 - 2 Perform the HotSync® operation to restore your private records.

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

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

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

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I cannot perform a local HotSync® operation (continued)

- ▶ Is the USB port active?
Check whether the USB port works normally by connecting another USB device, such as a USB mouse.
- ▶ If you use an extended terminal device for laptop computers, such as a port replicator, you may not be able to use the port replicator or the USB port of your computer.
- ▶ Quit all applications other than **Palm™ Desktop for CLIÉ**.

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

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

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

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

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


I cannot cancel the HotSync® operation

- ▶ You may not be able to stop the HotSync® operation by tapping [Cancel] for over ten seconds after you start the USB HotSync® operation. Try again after a while.
- ▶ If you disconnect your CLIÉ handheld and computer during the HotSync® operation, the HotSync® operation may not perform correctly.
In such a case, perform a soft reset.
 - ➔ For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld” in the supplied “Read This First (Operating Instructions)”.
- ▶ If you cannot stop the HotSync® operation even by tapping [Cancel], perform a soft reset.
 - ➔ For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld” in the supplied “Read This First (Operating Instructions)”.

It takes a long time to complete the HotSync® operation

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

Data cannot be synchronized with some applications

- ▶ Does the user name for **Palm™ Desktop for CLIÉ** match the one for your CLIÉ handheld?
In **Palm™ Desktop for CLIÉ**, select the user name corresponding to your CLIÉ handheld user name.
- ▶ Is the application set not to synchronize files?
Click  (HotSync) in the task tray (Notification area) at the bottom right of your computer window and select [Custom...] from the shortcut menu.
Check that the application is set to synchronize files.

Data cannot be synchronized with some applications (continued)

- ▶ Is third party backup or synchronization software installed on your computer or CLIÉ handheld?
In such a case, you may not synchronize some applications using **Palm™ Desktop for CLIÉ**.
- ▶ Is there sufficient memory space in your CLIÉ handheld?
Delete unnecessary data/files and then perform the HotSync® operation again.
- ▶ Is private data hidden in the **Security** screen?
Hidden data cannot be displayed in **Palm™ Desktop for CLIÉ**. When you want to display hidden data, select [Show Records] below [Current Privacy:] in the **Security** screen and enter the password.
- ▶ Make sure that **Intellisync Lite** is installed to synchronize **Date Book, Address Book, To Do List** and **Memo Pad** of your CLIÉ handheld with **Microsoft® Outlook** or **Lotus Organizer**.
 - For details, refer to “Intellisync Lite” in the “CLIÉ Application Manual” (HTML format).

I cannot back up some data using the HotSync® operation

- ▶ Some add-on applications (not installed at the factory), and some application data and settings may not be backed up using the HotSync® operation. However, a complete backup of all data on your CLIÉ handheld can be made with **Memory Stick Backup**.
Use **Memory Stick Backup** often to make complete backups.
 - For details, refer to “Backing up your CLIÉ™ handheld data and applications: Backing up data and applications to “Memory Stick” media using Memory Stick Backup” in 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 the software of your computer may not be compatible with **Palm™ Desktop for CLIÉ**. Uninstall **Palm™ Desktop for CLIÉ** and reinstall it.

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

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



If you still cannot perform the HotSync® operation

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


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

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.

Continued on next page

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

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

If you perform the HotSync® operation before you install the CLIE 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 CLIE** before performing the HotSync® operation.

Do not use a USB hub

If you connect your CLIE 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 CLIE handheld

- ▶ Check that you enter the correct phone number.
- ▶ 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].

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

- ▶ 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 HotSync® operation via a wireless LAN (for PEG-TJ37 only)





- ▶ 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.


Tip

- 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 (for PEG-TJ37 only)” on page 29.

I cannot perform a 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 (Notification area) at the bottom right of your computer window and **HotSync Manager** is running. When **HotSync Manager** is running, the shortcut menu should be displayed by clicking  (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.

I cannot perform a IR HotSync® operation (continued)

- ▶ 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® 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 the **Preferences** screen for [Connection]. Then tap [Edit...], [Details...] and specify [Speed:] in the **Details** screen.

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 of your CLIÉ handheld's memory must be more than twice the size of data/files to be received. If there is insufficient memory space in your CLIÉ handheld, delete any unnecessary data/files.
- ▶ Perform a soft reset by pressing the RESET button at the back of your CLIÉ handheld.
 - For details, refer to “Basic operations of your CLIÉ™ handheld: Restarting your CLIÉ™ handheld” in the supplied “Read This First (Operating Instructions)”.



I cannot make a backup

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

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

I cannot connect to the Internet (for PEG-TJ37 only)


I cannot connect to the Internet via a wireless LAN (for PEG-TJ37 only)

- ▶ 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.
- ▶ 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.

I cannot connect to the Internet via a wireless LAN (for PEG-TJ37 only) (continued)

- ▶ 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.
- ▶ 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.
- ▶ The network settings may not be correct.
Ask the System Administrator of your wireless LAN network for the settings.
- ▶ 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
- ▶ 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.

I cannot connect to the Internet via a wireless LAN (for PEG-TJ37 only) (continued)

- ▶ 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 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.

Note


If a MAC address is not displayed, tap [Connect] after step 2 and continue to step 3.

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

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

The contents of websites cannot be displayed (NetFront v3.1 for CLIE) (for PEG-TJ37 only)

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" 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 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.
- ▶ 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” 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 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” installed on your computer.
- ▶ 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].
 - 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” 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 problems

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 the CLIE Update Wizard

Installation problems

Modules are not installed on my CLIE™ handheld.

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

When you perform a hard reset on your CLIE handheld, modules installed by using the CLIE Update Wizard are erased from your CLIE handheld.

To restore these modules, select the HotSync® operation check box for the modules with a blue dot on the 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 problems

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 a “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 “Read This First (Operating Instructions)”.

Continued on next page

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

Some add-on applications may need to be installed.

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

After reinstalling all desired applications onto your CLIÉ handheld, you must reinstall any product updates managed by **CLIE Update Wizard** to your CLIÉ 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.
- 3** Make sure that the HotSync® 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® operation.
- 6** Perform the HotSync® operation.
- 7** Verify that no errors occurred during the HotSync® operation.

Your CLIÉ handheld is restored with the latest applications and data. However, some items may have been lost if it was not backed up properly prior to the restore.

Problems on taking pictures

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.

Peripheral devices are not recognized

- ▶ After turning off your CLIÉ handheld, remove the peripheral device and reconnect it.
- ▶ For the latest information on peripheral devices supported by your CLIÉ handheld, refer to the URLs on the last page of this manual and select the appropriate model.

I cannot play music (AeroPlayer for CLIÉ) (for PEG-TJ37 only)

Playing music

There is no sound

- ▶ Increase the volume.
- ▶ Check that the volume is not set to Muting mode.
 - ➔ For details, refer to “My CLIÉ handheld does not produce any sounds” on page 12.

Sound is disrupted or not clear when background music is being played

- ▶ When background music is being played, other tasks that impose a heavy load on the system may interfere with smooth sound playback.

Sound is not clear

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

I cannot play music while other applications are running

- ▶ Select [Background playback] in the **Settings** screen, which can be displayed by selecting [Settings...] from [Options] in the menu of **AeroPlayer for CLIE**.
- ▶ You cannot play music while any of the following applications are running:
 - **CLIE Camera**
 - **CLIE Mail** (when sending and receiving e-mail messages)
 - **NetFront v3.1 for CLIE**
 - **Kinoma Player 2** (only supported areas)

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.

Sound only comes from one side of the headphones/earphones

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

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

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

MP3 files cannot be read or played

- ▶ Check that the MP3 files are located in [PALM/Programs/MSAUDIO] directory on the “Memory Stick” media.
To play the MP3 files located in other directories, select [File] in the **Settings** screen, which can be displayed by selecting [Settings...] from [Options] in the menu of **AeroPlayer for CLIE**, and select [Search entire card].
[Search one folder] is set by default.
- ➔ For details on file formats supported by your CLIE handheld, refer to “AeroPlayer for CLIE” in the “CLIE Application Manual” (HTML format).

The next music cannot be searched

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

Sound stops suddenly

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

I cannot use “Memory Stick” media

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

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

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

- ▶ Only files with extension .prc or .pdb can be copied/moved.
- ▶ Is the free space of your CLIÉ handheld’s memory sufficient?
To copy or move data/files from “Memory Stick” media to your CLIÉ handheld, the free space of your CLIÉ handheld’s memory must be at least equal to the size of the data/files. If there is not sufficient memory space of your CLIÉ handheld, delete any unnecessary data/files.

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

- ▶ Is the free space of your CLIÉ handheld’s memory sufficient?
To start an application on “Memory Stick” media from the CLIE Launcher, the free space of your CLIÉ handheld’s memory must be at least equal to the size of the application.
If there is not sufficient memory space of your CLIÉ handheld, delete any unnecessary data/files.
- ▶ Specify “Memory Stick” media as the destination where the application is to be installed, and check if the HotSync® operation is performed properly. If the application is properly installed on “Memory Stick” media, use **CLIE Files** to copy or move the application to your CLIÉ handheld.
- ▶ Do not start applications supplied with your CLIÉ handheld from “Memory Stick” media.

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

- ▶ When you use the installation tool in **Palm™ Desktop for CLIÉ** to save data/files on “Memory Stick” media, the data/files will be stored in [PALM/Launcher] directory. However, if you cannot locate the directory with some applications on your CLIÉ handheld, copy the data/files from “Memory Stick” media to your CLIÉ handheld using **CLIE Files**.
 - ➔ For details, 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**.

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.

Problems with the CLIE Launcher

I cannot start the CLIE Launcher

- ▶ When the Palm OS[®] Standard screen is displayed, select [Go To CLIE Launcher View] from [Options].
 - ➔ For details, refer to “CLIE[™] handheld basic operations: Using the Palm OS[®] 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[®] Standard screen, tap [Info...] from [App] to check the free space of the memory.

Then, tap [Delete...] from [App] to delete unnecessary applications.

Applications stored on “Memory Stick” media are not displayed

- ▶ You can display only the applications stored in [Palm/Launcher] directory. Move applications into [Palm/Launcher] directory.

The applications will also not be displayed when [Show Expansion Cards] is not selected in the **CLIE Launcher Preferences** dialog box, which can be displayed by tapping [Preferences...] from [Options] on the CLIE Launcher.

 - ➔ For details, refer to “CLIE[™] handheld basic operations: Using CLIE Launcher: Menu List” in the “Handbook” (PDF format).
- ▶ When the battery power of your CLIE[™] handheld is running low, the applications on “Memory Stick” media may not be displayed. Charge the battery of your CLIE[™] handheld.

The CLIE Launcher groups and categories of 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)

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

- ▶ The date setting on your CLIÉ handheld is not correct. Check the settings (time, time zone, daylight saving time) from the **Preferences** screen for [Date & Time].
 - For details, refer to “Customizing your CLIÉ™ 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 **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 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 **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.

Problems with the Mobile Manager (for PEG-TJ37 only, for supported areas only)

Installation problems

I cannot install (or reinstall) the **Mobile Manager**.

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

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

- ▶ You must perform a HotSync[®] operation after registering a profile or module to the HotSync[®] Manager on the **Mobile Connection Wizard**.
- ▶ Make sure the link account and the CLIÉ model selected on the **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 the **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 the **Mobile Connection Wizard**.

Network Connection problems

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 the **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).


Problems with the Mobile Connection Wizard (for PEG-TJ37 only, 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  (CLIE Info) on the Windows desktop, and select [CLIE™ Handheld Support].

■ For online customer registration

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

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

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>
