

Trouble- shooting Q&A

Personal Entertainment Organizer

CLiÉ™

Your CLiÉ handheld does not operate properly

You cannot perform the HotSync® operation

Error message

You cannot enter data properly

How to operate basic applications (PIM)

You cannot beam data

You forgot your password

You cannot use "Memory Stick®" media

You cannot back up data

You cannot transfer data

The peripheral devices are not recognized

You cannot play music (Audio Player)

About Sound Utility/Sound Converter

You cannot start applications automatically (Memory Stick Autorun)

You cannot connect to the Internet

You cannot use e-mails (CLiE Mail)

Frequently-Asked Questions

Note

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 Sony CLIÉ™ handheld: Restarting your Sony CLIÉ™ handheld” in “Read This First (Operating Instructions).”

You cannot turn on your CLIÉ handheld

- Has the battery power of your CLIÉ handheld run out?
Connect your CLIÉ handheld to the AC power adapter with the plug adapter (cradle) and turn on your CLIÉ handheld after some minutes. When your CLIÉ handheld turns on, charge it for about four hours and then perform a soft reset.

Your CLIÉ handheld does not react to operations

- Is the POWER/HOLD switch set to the HOLD mode?
Your CLIÉ handheld will not operate when the HOLD mode is on. Make sure that the HOLD mode is off. (Only models equipped with a HOLD switch.)

You cannot perform the HotSync® operation

Verify the following:

- Are your CLIÉ handheld and the plug adapter (cradle) correctly connected?
- Is the USB cable of the plug adapter (cradle) directly connected to the USB port of your computer? Do not use a USB hub.
- Is the Palm™ Desktop for CLIÉ software installed in your computer?
- Is the operating system of your computer compliant?

The operating system must be Windows 98 Second Edition/Me/2000 Professional/XP*.

* From this point onwards, where Windows XP Home Edition and Windows XP Professional are common, they will both be referred to as Windows XP.

You cannot perform the HotSync® operation

- Is the HotSync  icon displayed in the Windows task tray on the desktop screen of your computer?
If the icon is not displayed, click **Start**, then select **Programs (All Programs in Windows XP)**, **Sony Handheld** and **HotSync Manager** to start **HotSync Manager**.
- Is **Local USB** from the **HotSync Manager shortcut** menu selected in the Windows task tray?
- Is the USB port active?

“Memory Stick” media is not recognized

- Eject “Memory Stick” media and try inserting it again.
- Wipe the terminals of “Memory Stick” media with a soft cloth, such as a cotton swab.
- You cannot use “Memory Stick” media that is formatted in a device other than your CLIÉ handheld. Format it in your CLIÉ handheld.
- If the battery power of your CLIÉ handheld is insufficient, data on “Memory Stick” media may not be displayed. In such a case, charge the battery of your CLIÉ handheld.

The peripheral devices are not recognized

- After turning off your CLIÉ handheld, remove the peripheral devices and try connecting again.
- For the latest support information on the peripheral devices, refer to <http://www.sony.com/peg/support/> and select the appropriate model.

Playing music: The MP3 files cannot be read or played (Only models supplied with **Audio Player**)

- Make sure that the MP3 files are copied in the **/PALM/PROGRAMS/MSAUDIO** folder on “Memory Stick” media.
- Check whether the format can be played on your CLIÉ handheld.
 - For details on formats that can be played on your CLIÉ handheld, refer to **Audio Player** in the “CLIÉ Application Manual” installed in your computer.

**Playing music: Your CLIÉ handheld is connected to the plug adapter (cradle), but SonicStage 1.5 does not recognize your CLIÉ handheld
(Only models supplied with **Audio Player**)**

- Set to the music transfer mode.
 - ➔ For details, refer to **Audio Player** in the “CLIÉ Application Manual” installed in your computer.
- Other applications are running on your computer.
After a while, connect your CLIÉ handheld to the plug adapter (cradle) again. If this does not solve your problem yet, restart your computer.

You cannot connect to the Internet

- Follow the instructions mentioned in “Customizing your Sony CLIÉ™ handheld: Changing the Network preferences” in “Handbook” and verify the settings of **Network Preferences**.

You cannot send or receive e-mail messages (CLIE Mail)

- Follow the instructions mentioned in **CLIE Mail** in the “CLIÉ Application Manual” installed in your computer. Verify the settings of **CLIE Mail**, such as your user name or password.
- If you cannot send an e-mail message, verify the e-mail address where you are sending to.

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

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

If you cannot solve your problem

If you cannot solve your problem even with the solutions provided in this manual, follow the procedure below.

Sony recommends that you make a note for displayed messages for future reference.

Step 1 Refer to the operating instructions or the manual of each application

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



Step 2 Refer to the Sony CLIÉ handheld Support website

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

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.

Before encountering problems

Making a backup is recommended

We recommend that you back up your data in case of any unexpected trouble. Backing up your data will ensure that it can be restored on your CLIÉ handheld even if you have to perform a hard reset.

Making a backup using Memory Stick Backup

You can back up data to “Memory Stick” media using **Memory Stick Backup**. This is the most useful way to make a backup.

➔ **“Memory Stick” media (sold separately) is required.**

For details, refer to “Backing up your Sony CLIÉ™ handheld data: Backing up data to “Memory Stick” media using Memory Stick Backup” in “Handbook.”

Making a backup using the HotSync® operation

Data on your CLIÉ handheld is backed up to your computer every time you perform the HotSync® operation. You can restore the data to your CLIÉ handheld by performing the HotSync® operation again, even if you lose your data after performing a hard reset.

However you cannot make a backup for the following applications or data when the HotSync® operation is performed.

- Applications or data installed from “Memory Stick” media or beamed.
- Some applications and driver files added later, or some data on applications.

For details on applications that cannot be backed up, refer to manuals of each application.

- ➔ For details about the HotSync operation, refer to “Exchanging and updating data using the HotSync® operation” in “Handbook.”

Troubleshooting

Your CLIÉ handheld does not operate properly

You cannot turn on your CLIÉ handheld

- ▶ The battery power of your CLIÉ handheld has run out.
Connect your CLIÉ handheld to the AC power adapter with the plug adapter (cradle) and turn on your CLIÉ handheld after a few minutes. If your CLIÉ handheld turns on, keep charging it. When the battery charge is done, perform a soft reset. (The battery charge takes approximately four hours normally.)
- ▶ The connector of your CLIÉ handheld and the plug adapter (cradle) is dirty.
You cannot charge your CLIÉ handheld if the connector is dirty. Try connecting your CLIÉ handheld several times to the plug adapter (cradle) to clean the connector.

The screen is not displayed although the LED indicator is on

- ▶ The POWER/HOLD switch is set to the HOLD mode.
The screen will not be displayed when the HOLD mode is on. Set the HOLD mode off. (Only models equipped with a HOLD switch.)
- ▶ Perform a soft reset by pressing the RESET button.
 - ➔ For details, refer to “Basic operations of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ™ handheld” in “Read This First (Operating Instructions).”

You cannot operate your CLIÉ handheld

- ▶ The POWER/HOLD switch is set to the HOLD mode.
Your CLIÉ handheld will not operate when the HOLD mode is on. Make sure that the HOLD mode is off. (Only models equipped with a HOLD switch.)
- ▶ Your CLIÉ handheld is placed near the IR port of your computer.
Do not place your CLIÉ handheld near the IR port of your computer except when you perform the IR HotSync[®] operation, as a malfunction may occur. Or, set **Beam Receive** to **Off** in the **General Preferences** screen from **Preferences**.
- ▶ Perform a soft reset by pressing the RESET button.
 - For details, refer to “Basic operations of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ™ handheld” in “Read This First (Operating Instructions).”

Your CLIÉ handheld turns itself off

- ▶ Your CLIÉ handheld is designed to turn itself off after a period of inactivity (the automatic power-off function). You can set **Auto-off After** to your own automatic power-off time in the **General Preferences** screen from **Preferences**.
 - For details, refer to “Customizing your Sony CLIÉ™ handheld (Preferences): Setting the automatic power-off time” in “Handbook.”
- ▶ Your CLIÉ handheld is set to **After a preset delay** in **Security**.
If you set **After a preset delay** in **Security** to earlier than what you set for the automatic power-off time mentioned above, your CLIÉ handheld will turn itself off.
 - For details, refer to “Protecting your data with a password: Locking your Sony CLIÉ™ handheld with a password (Data protection)” in “Handbook.”

Your CLIÉ handheld does not make any sound

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

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

- ▶ When you adjust the brightness level, the LCD backlight turns on. You may be not able to see the display properly if the brightness level is set to the lowest. However, this is not a malfunction.

You cannot see the LCD properly

- ▶ The brightness may be uneven depending on the angle of your vision, however this is not a malfunction. Adjust the brightness level by tapping the Brightness Adjustment icon on the bottom left corner of the screen. If the backlight is off, turn it on.
 - ➔ For details on how to turn the backlight on, refer to “Basic operations of your Sony CLIÉ™ handheld: Functions of parts” in “Read This First (Operating Instructions).”

You cannot operate software or applications properly after performing a reset

- ▶ If you encounter software or application problems after performing a soft or hard reset, such as improper operations, unusual displays, or freezing during a soft reset, the reset may not be completed properly. Perform a reset again. Perform a hard reset if you cannot solve your problems after performing a soft reset.
 - ➔ For details, refer to “Basic operations of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ™ handheld” in “Read This First (Operating Instructions).”

Note on performing a reset

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

You cannot use the Jog Dial™ navigator

- ▶ The JogAssist function is not set.

You cannot use the Jog Dial™ navigator for applications that do not support the Jog Dial™ navigator operations when the JogAssist function is not set. Tap to select the **Use JogAssist** check box in the **Jog Preferences** screen from **Preferences**.

➤ For details, refer to “Customizing your Sony CLIÉ™ handheld (Preferences): Setting the JogAssist function” in “Handbook.”

- ▶ The JogAssist function is not available for some applications.

You cannot perform the HotSync® operation

Verify the following first

Verifying your CLIÉ handheld

- ▶ Is the connector of your CLIÉ handheld and the plug adapter (cradle) dirty?
If the connector is dirty, try connecting your CLIÉ handheld several times to the plug adapter (cradle) to clean the connector.
- ▶ Are your CLIÉ handheld and the plug adapter (cradle) correctly connected?
Check whether the Battery Remain  icon is displayed on the screen of your CLIÉ handheld. If the  icon is displayed, connect your CLIÉ handheld to the AC power adapter.
- ▶ Is the memory space in your CLIÉ handheld sufficient?
Delete any unnecessary data and 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 the Palm™ Desktop for CLIÉ software installed?

Verify the following first

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

Note

Upgraded operating systems are not supported.

- ▶ Is the USB cable connected to the plug adapter and your computer?
- ▶ Is the HotSync  icon displayed in the Windows task tray on the desktop screen of your computer?
If the icon is not displayed, click **Start**, then select **Programs (All Programs in Windows XP)**, **Sony Handheld** and **HotSync Manager** to start **HotSync Manager**.
- ▶ Is **Local USB** from the **HotSync Manager shortcut** menu selected in the Windows task tray?
Select **Local USB** if it is not selected.
- ▶ Is the USB port active?
Verify that the USB port operates normally by attempting to use other USB devices, such as a USB mouse.
- ▶ When you use terminal extension products for laptops, such as a port replicator, you may not be able to use either the port replicator or the USB port of your computer.
- ▶ Quit other applications running on your computer.

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

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

For particular problems about the HotSync® operation, refer to the following.

You cannot cancel the HotSync® operation midway

- ▶ You may not be able to cancel the HotSync® operation even by tapping **Cancel** during the first few seconds of the HotSync® operation via the USB connection. Try again after a while.
- ▶ If you cannot cancel even by tapping **Cancel**, perform a soft reset of your CLIÉ handheld.
 - For details, refer to “Basic Operations of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ™ handheld” in “Read This First (Operating Instructions).”

You cannot synchronize data of some applications when performing the HotSync® operation

- ▶ The user name for the Palm™ Desktop for CLIÉ software does not match the one for your CLIÉ handheld.
In the Palm™ Desktop for CLIÉ software, select the same user name as your CLIÉ handheld user name.
- ▶ The applications are not set to synchronize files.
Click the **HotSync Manager shortcut** menu in the Windows task tray on the desktop screen of your computer and select **Custom**. Make sure that all the applications are set to synchronize files.
- ▶ The software of a third party that performs backup or synchronization is installed in your computer or your CLIÉ handheld.
You may not be able to synchronize all applications in the Palm™ Desktop for CLIÉ software side.
- ▶ The memory space in your CLIÉ handheld is insufficient.
Delete the unnecessary data and perform the HotSync® operation again.

You cannot synchronize data of some applications when performing the HotSync® operation

- ▶ **Hide Records** is set for the private data in **Security**.

The private data that is set to **Hide Records** cannot be displayed even on the screen of the Palm™ Desktop for CLIÉ software. When you want the private data to be displayed, select **Show Records** under **Current Privacy** in **Security** and enter your password.

Tip

If you install **Intellisync Lite** in your computer, you can synchronize the data on **Date Book**, **Address Book**, **To Do List** and **Memo Pad** of your CLIÉ handheld with **Microsoft® Outlook**. (Only models supplied with **Intellisync Lite**.)

- ▶ For details, refer to **Intellisync Lite** in the “CLIÉ Application Manual” installed in your computer.

You cannot back up some data to your computer via the HotSync® operation

- ▶ You cannot make a backup for the following applications or data using the HotSync® operation.
 - Applications or data installed from “Memory Stick” media or beamed.
 - Some applications and driver files added later, or some data on applications.For details on applications that cannot be backed up, refer to the manual(s) of each application.
- ▶ For details, refer to “Backing up your Sony CLIÉ™ handheld data: Backing up data to “Memory Stick” media using Memory Stick Backup” in “Handbook.”

You cannot start the Palm™ Desktop for CLIÉ software or select it from the menu

- ▶ The Palm™ Desktop for CLIÉ software is not installed properly. The hardware or the software of your computer may not be compatible with the Palm™ Desktop for CLIÉ software. Uninstall the Palm™ Desktop for CLIÉ software and re-install it.

HotSync Manager does not start (The HotSync  icon is not displayed in the Windows task tray on the desktop screen of your computer)

- ▶ Re-install the Palm™ Desktop for CLIÉ software.

When you perform the HotSync® operation, the e-mail software of your computer starts

- ▶ The e-mail software that you do not usually use or the e-mail software that is not installed in your computer is selected in **Mail Setup**.
Click the HotSync  icon in the Windows task tray on the desktop screen of your computer, then select **Custom, Mail** from the conduit list and **Change**. Select the e-mail software that you usually use in the **Mail Setup** window.
- ▶ The settings of the e-mail software are not complete.
Make sure that you set up the e-mail software of your computer.

You cannot perform the HotSync® operation via a modem

Verifying your CLIÉ handheld

- ▶ Verify that the phone number you are connecting to is correct.
- ▶ If you have the call waiting service on your telephone line, tap the **Phone** box in the **Network Preferences** screen from **Preferences**. Then select the **Disable call waiting** check box in the **Phone Setup** screen and enter the correct number.
- ▶ When you need to call an outside line, select the **Dial prefix** check box in the **Phone Setup** screen and enter the correct number.
- ▶ Check whether you hear any noise coming from your service line. The line may get cut, due to such noise.

You cannot perform the HotSync® operation via a modem

Verifying your computer

- ▶ Verify that the computer is turned on and the automatic shut off setting in the power saving mode is off.
- ▶ Verify that the modem and the service line are properly connected.
- ▶ Click the HotSync  icon in the Windows task tray on the desktop screen of your computer and make sure that **Modem** is selected.
- ▶ Verify that the modem connected to your computer is turned on. You cannot start the modem that has an auto-off feature from your CLIE handheld.
- ▶ Verify that the modem is correctly connected to the serial port of your computer.
- ▶ Verify that **Setup string** in the **Setup** window is correct. For details, refer to the manual of the modem.
- ▶ If you have any problem with **Speed** that you have selected in the **Setup** window, such as **As Fast As Possible**, reduce it to the slower speed setting.
- ▶ Verify that **Speed** is selected appropriately for the modem in the **Setup** window.
- ▶ Turn off the modem once before reconnecting the modem and turn it on again after a while.

You cannot perform the IR HotSync® operation

- ▶ The IR HotSync® operation cannot be performed for a computer without an IR port.
- ▶ Verify that the HotSync  icon is displayed in the Windows task tray on the desktop screen of your computer and that **HotSync Manager** is operating. **HotSync Manager** is operating properly if the menu is displayed after clicking the HotSync  icon.
- ▶ If you use Windows 2000 Professional/Windows XP, click the HotSync  icon in the Windows task tray on the desktop screen of your computer and make sure **Beaming** is selected.
- ▶ If you use Windows 98 Second Edition/Windows Me, click the HotSync  icon in the Windows task tray on the desktop screen of your computer and make sure **Local Serial** is selected.
- ▶ If you use Windows 98 Second Edition/Windows Me, click the HotSync  icon in the Windows task tray on the desktop screen of your computer, then select **Setup** and the **Local** tab. Make sure that the simulated port for infrared communication is set in **Serial Port**.
- ▶ Verify that **Local** is selected in the **HotSync** screen on your CLIÉ handheld and **IR to a PC/Handheld** is selected.
- ▶ Point the IR port of your CLIÉ handheld directly at the IR port of your computer between 4 to 8 inches (approximately 10 to 20 centimeters) apart. Best results of beaming distance may vary depending on compatibility between the devices.
- ▶ You cannot perform the IR HotSync® operation if the battery power of your CLIÉ handheld is insufficient. After charging the battery of your CLIÉ handheld, try the IR HotSync® operation again.
- ▶ Reduce the speed setting.
If you have the call waiting service on your telephone line, tap **IR to a PC/Handheld** in the **Connection Preferences** screen from **Preferences**. Then tap **Edit**, **Details** and select **Speed** in the **Details** screen.
- ▶ Verify that the IR port of your computer is enabled.

If you still cannot perform the HotSync® operation

If you still have the HotSync® operation problems even after following the instructions in this manual, refer to the following.

Check whether there is an “Unknown device” in the device manager of your computer

- 1** Right-click **My Computer** and click **Properties** from the displayed menu.
The **System Properties** screen is displayed.
- 2** For Windows 2000 Professional/Windows XP, click the **Hardware** tab.
- 3** Click the **Device Manager** tab.
- 4** Check whether there are devices that are marked with  and .
Devices with the marks are not operating normally. Update the device driver by contacting the manufacturer of the device.

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

If you perform the HotSync® operation before you install the CLIÉ drivers, other drivers may be installed.

Make sure that the Palm™ Desktop for CLIÉ software is installed first and then perform the HotSync® operation. If you perform the HotSync® operation before installing it, a malfunction may occur in your computer system.

Do not use a USB hub

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

Some computers have the USB 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.

Verify that the USB port of your computer is enabled

If you use a Windows 95 pre-installed computer or other old type of computers equipped with a USB port, the USB port may be disabled by default. If other devices such as a USB mouse cannot be used, verify the settings of your computer such as the BIOS.

Or, right-click **My Computer** and click **Properties** (Click the **Hardware** tab and then **Device Manager** in Windows 2000 Professional/XP.) Click the **Device Manager** tab and check that **Universal Serial Bus controllers** is listed in the **Device Manager** window.

Error message

The same error message is displayed repeatedly

- ▶ Follow the instructions of the error message.

The fatal error message is displayed and you cannot operate your CLIÉ handheld even by tapping **RESET** on the screen

- ▶ Perform a soft reset by pressing the RESET button.
If you cannot solve your problem even by performing a soft reset, perform a hard reset.
 - ➔ For details, refer to “Basic operation of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ™ handheld” in “Read This First (Operating Instructions).”

Note on performing a reset

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

When an application starts, “Insufficient free memory” message is displayed

- ▶ If the memory space in your CLIÉ handheld or “Memory Stick” media is insufficient, some applications may not operate properly. Delete any unnecessary data.

The error message for insufficient memory space is displayed

- ▶ If the memory space in your CLIÉ handheld or “Memory Stick” media is insufficient, some applications may not operate properly. Delete the unnecessary data after making a backup.

The error message for insufficient memory space is displayed

- ▶ Delete the old data of **Date Book** and **To Do List**.
In the case of **Date Book**, select **Purge** from the **Record** menu and set purge to **Delete events older than** and in the case of **To Do List**, select **Purge** from the **Record** menu and set purge to **Delete all To Do items marked completed**.
- ▶ Delete the unnecessary memos and data.
 - For details, refer to the explanation of each application in the “CLIÉ Application Manual” installed in your computer.
- ▶ If add-on applications are installed in your CLIÉ handheld, delete those applications.
 - For details, refer to “Enhancing features with add-on applications: Installing add-on applications: Deleting the installed add-on applications” in “Handbook.”

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

- ▶ Do not place your CLIÉ handheld near the IR port of your computer except when you perform the IR HotSync® operation, as a malfunction may occur. Or, set **Beam Receive** to **Off** in the **General Preferences** screen from **Preferences**.

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

- ▶ The IR port of your computer may be set to search automatically for the IR port of other infrared devices. Follow the steps below to turn off this setting:
 - 1** Click **Start** on the Windows desktop screen, then select **Settings** and **Control Panel** (click **Start** and then **Control Panel** in Windows XP).
 - 2** Double-click the Infrared icon (the Wireless icon in Windows 2000 Professional/XP).
 - 3** Click the **Sending image** tab.
 - 4** Click the **Send the image from the digital camera to your computer using the wireless link** check box to clear the selection, and click **OK**.
 - 5** Click the HotSync  icon in the Windows task tray on the desktop screen of your computer and select **Beaming** from the displayed menu.

The error message for insufficient memory space is displayed when you receive data via beaming

- ▶ To receive data via beaming, you need free memory space in your CLIÉ handheld that is at least twice the size of the data you receive. If the memory space is insufficient, delete any unnecessary data.
- ▶ Perform a soft reset by pressing the RESET button.
 - For details, refer to “Basic Operations of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ™ handheld” in “Read This First (Operating Instructions).”

You cannot enter data properly

When you tap a button or screen icon, your CLIÉ handheld activates the wrong features

- ▶ The digitizer is not correctly calibrated.
Set the calibration properly in the **Digitizer Preferences** screen from **Preferences**.
 - For details, refer to “Customizing your Sony CLIÉ™ handheld (Preferences): Adjusting the Digitizer” in “Handbook.”
- ▶ Your CLIÉ handheld may not be able to recognize your tapping properly if a liquid crystal protection sheet is attached on the screen.

You cannot display the menu when you tap the menu icon

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

Your CLIÉ handheld does not recognize your handwriting characters

- ▶ You need to use Graffiti® writing for your CLIÉ handheld to recognize your handwriting characters.
 - For details, refer to “Entering data on your Sony CLIÉ™ handheld: Using Graffiti® writing to enter data” in “Handbook.”
- ▶ Make sure to enter the Graffiti strokes in the Graffiti writing area.
- ▶ Make sure to enter the Graffiti strokes for characters on the left side of the Graffiti writing area and for numbers on the right side of the same area.
- ▶ Make sure that Graffiti® writing has not shifted into the symbol or punctuation mode.
 - For details, refer to “Entering data on your Sony CLIÉ™ handheld: Using Graffiti® writing to enter data” in “Handbook.”

Your CLIÉ handheld does not recognize your handwriting characters

- ▶ If you want to learn about Graffiti® writing to write faster and accurately.
 - ➔ For details, refer to “Entering data on your Sony CLIÉ™ handheld: Using Graffiti® writing to enter data” in “Handbook.”

How to operate basic applications (PIM)

Your CLIÉ handheld does not show the correct date when you tap **Today**

- ▶ The date setting of your CLIÉ handheld is not set correctly.
Make sure that the **Set Date** box in the **Date & Time Preferences** screen from **Preferences** displays the correct date.
 - ➔ For details, refer to “Customizing your Sony CLIÉ™ handheld (Preferences): Setting the Date & Time preferences” in “Handbook.”
- ▶ The time zone setting of your CLIÉ handheld is not set correctly.
Make sure that the **Set Time Zone** box and **Daylight Saving** in the **Date & Time Preferences** screen from **Preferences** displays the correct setting.

You cannot find the data you entered when opening it in the application

- ▶ Check whether **All** is selected on the category list in the upper right corner of the screen.
- ▶ Check whether **Show Records** is selected in **Security**.
- ▶ In **To Do List**, tap **Show** and check whether the **Show Completed Items** check box is selected.

You cannot re-order memos in the list

- ▶ If you cannot manually arrange the order of the memos in the Memo Pad list screen, tap **Preferences** from the **Options** menu. Make sure that **Sort by** is set to **Manual**.
- ▶ The settings of the display order in the Palm™ Desktop for CLIÉ software cannot be synchronized.
Even if you rearrange the memos in alphabetical order in the Palm™ Desktop for CLIÉ software and perform the HotSync® operation, **Memo Pad** of your CLIÉ handheld will display the memos in order according to the setting of 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 more than two events with the same start time, select the Day view to see overlapping events.

The vCard data imported from **Address Book** of your CLIÉ handheld via beaming cannot be read by the Palm™ Desktop for CLIÉ software

- ▶ The vCard data created in **Address Book** of your CLIÉ handheld cannot be read in the Palm™ Desktop for CLIÉ software. When you want to transfer Address Book data, perform the HotSync® operation.
(The vCard data created in the Palm™ Desktop for CLIÉ software can be read in **Address Book** of your CLIÉ handheld.)

You cannot beam data

Verify the following first

- ▶ Verify that **Beam Receive** is set to **On** in the **General Preferences** screen from **Preferences**.
- ▶ The IR port of both your CLIÉ handheld and the device must be facing each other.
Always point the IR port of your CLIÉ handheld at the IR port of the Palm OS® PDA device.
- ▶ The distance between the two devices is not correct.
Verify that your CLIÉ handheld and the other Palm OS® PDA devices are between 4 to 8 inches (approximately 10 to 20 centimeters) apart, and that the path between your CLIÉ handheld and the device must be unobstructed. The beaming distance to other Palm OS® PDA devices or to your computer varies depending on the compatibility between the devices. Change the distance and then try again.

The error message for insufficient memory space is displayed when you receive data via beaming

- ▶ To receive data via beaming, you need free memory space in your CLIÉ handheld that is at least twice the size of the data you receive.
If the memory space is insufficient, delete any unnecessary data.
- ▶ Perform a soft reset by pressing the RESET button.
 - For details, refer to “Basic Operations of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ™ handheld” in “Read This First (Operating Instructions).”

You forgot your password

You forgot the password and your CLIÉ handheld is locked

- ▶ You must perform a hard reset of your CLIÉ handheld. If you perform a hard reset, your CLIÉ handheld will be restored to its initial state and the data or installed applications will be deleted.
 - For details, refer to “Basic Operations of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ™ handheld” in “Read This First (Operating Instructions).”

You forgot the password and your CLIÉ handheld is not locked

- ▶ You can use **Security** to delete the password, however all private data will be deleted. If you perform the HotSync® operation before deleting the password, you can back up all the data including the private data. To restore the private data backed up to your computer, perform the HotSync® operation first to back up all the data to your computer and follow the steps below.
 - 1** Tap **Password** in the **Security** screen and then tap **Lost Password** in the **Password** dialog box.
All the private data and password will be deleted.
 - 2** Perform the HotSync® operation and restore your private data.

You cannot use “Memory Stick®” media

You cannot copy/move data on “Memory Stick” media to your CLIÉ handheld

- ▶ Make sure that the write protect tab of “Memory Stick” media is not set to the LOCK position.
- ▶ The memory space in your CLIÉ handheld is insufficient.
To copy or move data on “Memory Stick” media to your CLIÉ handheld, you need free memory space in your CLIÉ handheld that is at least the same size as the data you copy or move.
Delete any unnecessary data.

“Insert a Memory Stick media” message is displayed when “Memory Stick” media is inserted into the “Memory Stick” slot

- ▶ “Memory Stick” media is not recognized properly.
Eject “Memory Stick” media and try inserting it again.

You cannot start applications installed in “Memory Stick” media

- ▶ The memory space in your CLIÉ handheld is insufficient.
When you start an application installed in “Memory Stick” media on the Application Launcher screen, you need free memory space in your CLIÉ handheld that is at least the same size as the application you start.
Delete any unnecessary data.
- ▶ Select the location to “Memory Stick” media where the application is installed and verify that the HotSync® operation is performed properly.
If the application is installed properly, copy or move the application in “Memory Stick” media to your CLIÉ handheld using **Memory Stick Gate**.

You forgot your password/
You cannot use “Memory Stick®” media

You cannot display data on “Memory Stick” media

- ▶ The data installed with **Install tool** in the Palm™ Desktop for CLIÉ software will be saved in the **/PALM/Launcher** folder on “Memory Stick” media. If the application in your CLIÉ handheld cannot access this folder although the installation was successful, the data will not be displayed. Copy the data on “Memory Stick” media to your CLIÉ handheld using **Memory Stick Gate**.
 - For details on folder names on “Memory Stick” media that can be referred to by each application, refer to “On files stored in “Memory Stick” media” in the “CLIÉ Application Manual” installed in your computer.
Moreover, for any third-party applications, contact the manufacturer of that software.
- Use **Memory Stick Import/Memory Stick Export** to install data from your computer to “Memory Stick” media.

“Memory Stick” media is not recognized or some errors occur

- ▶ Eject “Memory Stick” media and try inserting it again.
- ▶ If the terminals of “Memory Stick” media are dirty, the data on “Memory Stick” media cannot be read or written. Wipe the terminals with a soft cloth, such as a cotton swab.
- ▶ You cannot use “Memory Stick” media previously formatted on a device other than your CLIÉ handheld. Format “Memory Stick” media on your CLIÉ handheld.
- ▶ If the battery power of your CLIÉ handheld is insufficient, data on “Memory Stick” media may not be displayed. In such a case, charge the battery of your CLIÉ handheld.

You cannot back up data

You cannot back up some data to your computer via the HotSync® operation

- ▶ You cannot make a backup for the following applications or data using the HotSync® operation.
 - Applications or data installed from “Memory Stick” media or beamed.
 - Some applications and driver files added later, or some data on applications.For details on applications that cannot be backed up, refer to the manual(s) of each application.
 - ➔ For details, refer to “Backing up your Sony CLIÉ™ handheld data: Backing up data to “Memory Stick” media using Memory Stick Backup” in “Handbook.”

You cannot transfer data

You cannot transfer image files or movie files from your computer to your CLIÉ handheld

- ▶ Use a computer application, such as **Kinoma Producer** or **PictureGear 4.6 Lite**, to transfer image files or movie files from your computer to your CLIÉ handheld.
 - ➔ For details, refer to the **Help** menu of each application or the “CLIÉ Application Manual” installed in your computer.

The peripheral devices are not recognized

- ▶ After turning off your CLIÉ handheld, remove the peripheral device and try connecting again.
- ▶ For the latest support information on the peripheral devices, refer to <http://www.sony.com/peg/support/> and select the appropriate model.

You cannot use “Memory Stick®” media/You cannot back up data/You cannot transfer data/The peripheral devices are not recognized

You cannot play music (Audio Player)

(Only models supplied with **Audio Player**)

Playing music

There is no sound

- ▶ Increase the volume level.
- ▶ Make sure that the volume is not set to the Muting mode.

You cannot turn up the volume level

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

The sound is disrupted for a moment

- ▶ When you tap **REVERSE** or **SHUFFLE**, the sound is disrupted for a moment, however this is not a malfunction.

The sound is disrupted when you tap on the screen

- ▶ If you set **System Sound** to **On** in the **General Preferences** screen from **Preferences**, your CLIÉ handheld makes the system sound when you tap on the screen.
In such a case, the playback sound of **Audio Player** may be disrupted for a moment. If you do not want the playback sound disrupted, set **System Sound** to **Off** in the **General Preferences** screen from **Preferences**.

The sound is disrupted or there is noise

- ▶ If you are using other applications in your CLIÉ handheld or processing data when you are playing the music, there will be some noise.

You cannot play music while other applications are running

- ▶ Select the **Enable background play** check box in the **Preferences** screen from **Audio Player**.
- ▶ You cannot play music while **Kinoma Player** is running.

The sound is distorted

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

The sound is coming from only one side

- ▶ Insert the headphone plug properly in the headphone jack.

The names of the music files on “Memory Stick” media are not displayed even if you start **Audio Player**

- ▶ Reading the music files may take some time depending on the number of the music files recorded on “Memory Stick” media. **Audio Player** does not respond to any other operations while it is reading the files, however this is not a malfunction.

You cannot play restricted music files

- ▶ You cannot play music files, such as files with expiration date exceeded, files with playback limitation and ATRAC3plus format files.

MP3 files cannot be read or played

- ▶ Verify that the MP3 files are copied in the **/PALM/PROGRAMS/MSAUDIO** folder on “Memory Stick” media.

MP3 files cannot be read or played

- ▶ Check whether the format can be played on your CLIÉ handheld.
 - For details on formats that can be played on your CLIÉ handheld, refer to **Audio Player** in the “CLIÉ Application Manual” installed in your computer.
- ▶ You cannot play files encoded in VBR (Variable Bit Rate).

Files that show the bit rate of 0 kbps in the **About Track** screen are files encoded in VBR.

 - For details on the formats that can be played on your CLIÉ handheld, refer to **Audio Player** in the “CLIÉ Application Manual” installed in your computer.

The next music cannot be searched

- ▶ When you are playing with the Shuffle mode, but not with the Repeat mode, and if you are playing the last song of the music, you cannot search the next song. In such a case, set to the All Repeat mode and search the next song.

The sound stops suddenly

- ▶ Verify that the remaining battery power is sufficient.
- ▶ The terminals of “Memory Stick” media are dirty.

Remove and insert “Memory Stick” media several times.

Connecting to your computer

Your CLIÉ handheld is connected to the plug adapter (cradle), but SonicStage 1.5 does not recognize your CLIÉ handheld

- ▶ Set to the music transfer mode.
 - For details, refer to **Audio Player** in the “CLIÉ Application Manual” installed in your computer.
- ▶ OpenMG may take some time to confirm data. Wait for a while.

Your CLIÉ handheld is connected to the plug adapter (cradle), but SonicStage 1.5 does not recognize your CLIÉ handheld

- ▶ You need “MagicGate Memory Stick” media. Check whether “Memory Stick” media you use is “MagicGate Memory Stick” media.
- ▶ Other applications are running on your computer.
After a while, connect your CLIÉ handheld to the plug adapter (cradle) again. If this does not solve your problem yet, restart your computer.
- ▶ Verify that the plug adapter (cradle) is properly connected to your computer.

The connection suddenly gets disconnected

- ▶ Connect the AC power adapter to the plug adapter (cradle).
- ▶ Verify that the USB cable is properly connected to your computer.
- ▶ Connect your CLIÉ handheld tightly to the plug adapter (cradle).

The number of songs that can be sent is not enough or the time to record is too short

- ▶ There is data besides music files on “Memory Stick” media.
The data of non-music files reduces the number of songs that you can send.
Copy the non-music files to your computer to increase the free memory space in “Memory Stick” media.

After you connect to your computer, the drive is displayed but the contents cannot be displayed

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

The operation is unstable when your CLIÉ handheld is connected to your computer

- ▶ If you connect the plug adapter (cradle) to your computer using a USB hub or USB extension cable, the operations may not work properly. Connect the USB cable directly to the USB port of your computer.

“Unsafe Removal of Device” message is suddenly displayed on the screen of your computer

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

Other problems

Your CLIÉ handheld does not make any sound while operating

- ▶ If you use the headphone connected to your CLIÉ handheld, the system sound of your CLIÉ handheld, the alarm sound and the game sound can be heard from the headphone only.
- ▶ Make sure that the volume is not set to the Muting mode.

You cannot insert “Memory Stick” media into your CLIÉ handheld

- ▶ You may be inserting “Memory Stick” media in the wrong direction. Insert “Memory Stick” media in the correct direction.

You cannot use “Memory Stick” media previously used in other devices

- ▶ Copy the necessary data on “Memory Stick” media formatted in other devices to your computer, and then reformat “Memory Stick” media in your CLIÉ handheld.
 - ▶ For details, refer to “Using “Memory Stick®” media: Formatting “Memory Stick” media” in “Handbook.”

You cannot operate your CLIÉ handheld for a while after inserting “Memory Stick” media

- ▶ When you insert “Memory Stick” media containing many music files, the operations may take some time. However, 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.

About Sound Utility/Sound Converter

(Only models supplied with **Sound Utility/Sound Converter**)

You cannot transfer audio data to your CLIÉ handheld

- ▶ You need to convert audio data using supplied **Sound Converter** into the format of audio files to play with **Sound Utility**.
Your CLIÉ handheld does not support any other **Sound Converter 2** supplied with another CLIÉ handheld of Palm OS® 5.
- ▶ If you converted audio data using **Sound Converter 2** supplied with another CLIÉ handheld of Palm OS® 5 and transferred the data to your CLIÉ handheld, follow the steps on the next page to delete the data.

You cannot transfer audio data to your CLIÉ handheld

- 1 Start **Memory Stick Gate** on your CLIÉ handheld.
- 2 Search the database that meets all the following terms.
 - type: PCMr
 - Creator ID: SdAd
 - DB name: “AlarmSound?????????????????” (? stands for a single digit.)
- 3 Delete the database you have searched.

► If you converted audio data using **Sound Converter** supplied with your CLIÉ handheld and transferred the data to another CLIÉ handheld of Palm OS[®] 5, follow the steps below to delete the data.

- 1 Start **Sound Utility** on your CLIÉ handheld.
- 2 The **Invalid Data** dialog box is displayed.
- 3 Tap **OK** to delete the data.

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

You cannot start applications automatically (Memory Stick Autorun)

You cannot start applications of the autorun setting when you insert “Memory Stick” media

► **Memory Stick Gate** or **Memory Stick Autorun** are running on your CLIÉ handheld.

The applications do not start automatically when **Memory Stick Gate** or **Memory Stick Autorun** are running. If the two applications are not running, find the cause by tapping **Display log** from the **Options** menu in **Memory Stick Autorun**.

You cannot start applications of the autorun setting when you insert “Memory Stick” media

- ▶ The memory space in “Memory Stick” media is insufficient.
 When the memory space in “Memory Stick” media is extremely small (less than 6 kbite), the **Autorun Log** screen will not be displayed to avoid the shutdown of the system. Tap **Info** from the **App** menu in the Application Launcher screen and check the size of free memory space.
- ▶ The files of the autorun setting are not set correctly.
 The files of the autorun setting may have been created in another version of **Memory Stick Autorun**, or have been modified for some reasons. Set the files of the autorun setting again in **Memory Stick Autorun** supplied with your CLIÉ handheld.
- ▶ The applications or data that need(s) to have installed are not on “Memory Stick” media.
 Copy the required applications and data to “Memory Stick” media.
- ▶ The memory space in your CLIÉ handheld is insufficient.
 You need free memory space in your CLIÉ handheld that is at least 2.5 times the size of the application to have installed for starting it automatically.
- ▶ “Memory Stick” media may be damaged.
 “Memory Stick” media may be damaged for some reason and cannot be used. Use another “Memory Stick” media.
- ▶ You are using some applications that automatically switch the display, such as games or display viewers.
 Switch back to the Application Launcher screen and insert “Memory Stick” media. If you are operating on key operations, tapping or the Jog Dial™ navigator, quit the operations and insert “Memory Stick” media.
- ▶ The application is set to **Select install DBs**.
 When the application is set to **Select install DBs**, it will be installed but will not start automatically. If you want the application to start automatically, always set to **Select launch app**.

You cannot delete the applications or data after taking out “Memory Stick” media

- ▶ If you are operating on key operations or tapping frequently, or using some applications that automatically switch the display, such as games or display viewers, your CLIÉ handheld does not recognize “Memory Stick” media inserted or taken out.

In such a case, you cannot delete the data even if you take out “Memory Stick” media. Tap **Recover** in **Tools** from the **Options** menu and delete the data.

You want to turn off the sound when you insert “Memory Stick” media

- ▶ You can adjust the sound when you insert or take out “Memory Stick” media by setting **System Sound** in the **General Preferences** screen from **Preferences**. If you want to turn off the sound, set **System Sound** to **Off**.

When you take out “Memory Stick” media, only the applications are deleted, but not the data

- ▶ If data is modified after you start the application, you may not be able to delete the data when you take out “Memory Stick” media and the data may be left on your CLIÉ handheld.

In such a case, display the Application Launcher screen and take out “Memory Stick” media you used for the autorun setting.

Your CLIÉ handheld sometimes does not make the sound when you take out “Memory Stick” media

► **Memory Stick Autorun** will make the sound and delete the data when you take out “Memory Stick” media only in case that the installation of the data and starting applications automatically are successful. **Memory Stick Autorun** will not delete the data and make the sound in the following cases.

- Just after you set the autorun setting for the first time.
- **Memory Stick Autorun** or **Memory Stick Gate** is running when you insert “Memory Stick” media and the applications do not start automatically.

When you format “Memory Stick” media with files of the autorun setting in **Memory Stick Gate**, the screen switches back to the Application Launcher screen

► When you take out “Memory Stick” media, **Memory Stick Autorun** will delete the data installed at the time “Memory Stick” media were inserted. This only occurs when you perform the following steps below.

- 1** Insert “Memory Stick” media and the application starts automatically.
- 2** Start **Memory Stick Gate** without taking out “Memory Stick” media.
- 3** Format “Memory Stick” media.

At this point, the data installed at the time “Memory Stick” media were inserted will be deleted, as “Memory Stick” media are considered to be taken out and the Application Launcher screen will be displayed after the formatting is complete.

The buttons in the **Tools** dialog box are not displayed when you tap **Tools** from the **Options** menu

- ▶ **Recover** and **Delete autorun setting** are displayed in the **Tools** dialog box only when the operations are enabled and they are not displayed when the operations are disabled.
 - **Recover** will be displayed when you start the application automatically and start **Memory Stick Autorun** without taking out “Memory Stick” media.
 - **Delete autorun setting** will be displayed when applications of the autorun setting are saved on “Memory Stick” media.

“Not enough memory on your palm. Please check free space.” message is displayed

- ▶ You need the free memory space of more than 6 kbite to start **Memory Stick Autorun**. Also, you need free memory space that is at least 2.5 times the size of the application to have installed for the autorun setting. Make sure that there is enough free memory space.

You cannot connect to the Internet

You cannot connect to the Internet

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

“Incomplete setup. Please check your network settings.” message is displayed

- ▶ Verify the settings in the **Network Preferences** screen from **Preferences**.
 - For details, refer to “Customizing your Sony CLIE™ handheld (Preferences): Changing the Network preferences” in “Handbook.”

You cannot connect to the Internet just after restoring data using **Memory Stick Backup**

- ▶ Select **Service** again in the **Network Preferences** screen from **Preferences**. (You do not need to change the Network settings.) After selecting the same service, tap **Connect** to connect to the Internet.

You cannot use e-mails (CLIE Mail)

You cannot send or receive e-mail messages

You cannot send e-mails

- ▶ Verify the e-mail address of the person to whom you are sending.
- ▶ Verify the settings following the instructions of **CLIE Mail** in the “CLIE Application Manual” installed in your computer.
- ▶ Try sending the e-mail again after a while.
- ▶ With some providers, you may have to first receive an e-mail before you can start sending e-mails. Send an e-mail within three minutes after you receive e-mails. (The time period that you have to send your e-mails varies depending on the provider.)

You cannot receive e-mails

- ▶ Verify the settings following the instructions of **CLIE Mail** in the “CLIE Application Manual” installed in your computer.
- ▶ Try receiving e-mails again after a while.

You cannot start applications automatically (Memory Stick Autornn)/
You cannot connect to the Internet/You cannot use e-mails (CLIE Mail)

The message for incorrect ID or password is displayed

- ▶ Verify the settings, such as your user name or password, following the instructions of **CLIE Mail** in the “CLIE Application Manual” installed in your computer.

You cannot synchronize the data of **CLIE Mail** with that of the e-mail software of your computer, such as **Outlook Express**

- ▶ When **Microsoft® Outlook Express** and **Microsoft® Outlook** are installed in one computer, you may not be able to synchronize the data of **Outlook Express** with that of **CLIE Mail**. Configure the MAPI settings of your computer again following the steps below.
 - 1** Click **Start** on the Windows desktop screen, then select **Settings** and **Control Panel** (click **Start** and then **Control Panel** in Windows XP).
 - 2** Double-click the Internet option icon.
The **Internet Properties** dialog box is displayed.
 - 3** Click the **Programs** tab in the **Internet Properties** dialog box.
 - 4** Click **Hotmail** from the **E-mail** menu and click **OK**.
 - 5** Restart your computer.
 - 6** Double-click the Internet Properties icon again in **Control Panel**.
 - 7** From the **E-mail** menu in the **Programs** tab, select the e-mail software that you want to synchronize with **CLIE Mail** and then click **OK**.

Other problems

You have received e-mails from Mailer Daemon

- ▶ Your e-mail has not been received. Verify the e-mail address of the person to whom you are sending.

If you still receive e-mails from Mailer Daemon although the e-mail address is correct, the mail server of the receiver may have some system trouble or the receiver may no longer be using that e-mail address.

You cannot synchronize e-mails with the e-mail software of your computer

- ▶ Verify the settings of forwarding e-mails.

Verify the settings following the instructions in “CLIE Mail: Transferring e-mails from your computer: Setting up your CLIE handheld for HotSync e-mail transfers” in the “CLIE Application Manual” installed in your computer.

Moreover, the cause may become clear when you check the log displayed by tapping **Log** in your CLIE handheld after performing the HotSync[®] operation.

Customer Support and Customer Registration

- **For customer support information**

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

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

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

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

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

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

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