

# Trouble- shooting Q&A

**Personal Entertainment Organizer  
PEG-TG50**

**CLiÉ™**

My CLiÉ handheld is not working properly

About CLIE Launcher

I cannot perform a HotSync® operation

Error messages

I cannot enter data properly

How to operate basic applications (PIM)

I cannot beam data

I cannot exchange data using the Bluetooth™ function

I forgot my password

I cannot use a "Memory Stick" media

I cannot make a backup

I cannot transfer data

Peripheral devices are not recognized

I cannot play music (Audio Player)

About Sound Utility/Sound Converter 2

About movies

I cannot connect to the Internet

I cannot use e-mail (CLIE Mail)

# Frequently Asked Questions

## Tips

- Many of the problems mentioned here can be solved by resetting your CLIÉ™ handheld.
  - ➔ For details on how to reset, refer to “Basic operations of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ handheld” in the “Read This First (Operating Instructions).”
- The “**CLIÉ Application Manual**” is installed on your computer when you install the Palm™ Desktop for CLIÉ software.

## Why can't I turn on my CLIÉ handheld?

- Is the POWER/HOLD switch of your CLIÉ handheld in the HOLD mode?  
Your CLIÉ handheld does not operate when the POWER/HOLD switch is in the HOLD mode. Make sure you release the HOLD mode.
- Has the battery of your CLIÉ handheld run out?  
Place your CLIÉ handheld in the cradle connected to the AC adapter and turn on your CLIÉ handheld after you charge it for a few minutes. If it turns on, continue charging it for approximately five hours and then perform a soft reset.

## Why isn't my CLIÉ handheld responding?

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



## Why can't I perform a HotSync® operation?

Check the following:

- Your CLIÉ handheld is placed in the cradle properly.
- The USB cable of the cradle is directly connected to a computer's USB port. Do not use a USB hub.
- The Palm™ Desktop for CLIÉ software is installed on your computer.
- If you are using Windows® 2000 Professional or Windows® XP\*, log in as an “Administrator.”

\* In this manual, Windows® XP Home Edition and Windows® XP Professional are referred to as Windows® XP.

### Why can't I perform a HotSync® operation?

- Is the HotSync  icon displayed in the task tray in the bottom right-hand corner of your computer screen?  
If not, select the **Start** menu, **Programs (All Programs in Windows® XP)**, **Sony handheld**, and **HotSync Manager** to start the HotSync Manager.
- Is the **Local USB** check box in the menu (displayed by clicking the HotSync  icon) selected?
- Is the USB port active?

### Why isn't the "Memory Stick" media recognized?

- Eject the "Memory Stick" media and try inserting it again.
- Wipe the terminal of the "Memory Stick" media with a soft cloth, such as a cotton pad.
- You cannot use a "Memory Stick" media that is formatted in a device other than your CLIÉ handheld. Please format it using your CLIÉ handheld.
- When the battery of your CLIÉ handheld is running low, data on "Memory Stick" media may not be displayed. Recharge the battery of your CLIÉ handheld.

### Why isn't the peripheral device recognized?

- Check that the remaining battery supply is sufficient.
- 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 website below and select your model.  
<http://www.clie-link.com>

### Playing music: Why can't I play MP3 files?

- Check that the MP3 files are copied in the folder "PALM/Programs/MSAUDIO" on the "Memory Stick" media.
- Check that the file format is supported by your CLIÉ handheld.
  - ➔ For details on file formats supported by your CLIÉ handheld, refer to "Audio Player" in the "CLIÉ Application Manual" installed on your computer.

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### Playing music: Why doesn't SonicStage recognize the CLIÉ handheld even when it is placed in the cradle?

- Set to the music transfer mode.
  - ➔ For details, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.
- Disconnect your CLIÉ handheld from the cradle, and place it in the cradle again. If the problem still persists, restart the computer.

### Why can't I connect to the Internet?

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

### Why can't I send or receive e-mails?

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




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

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**If you are unable to find out what is wrong or you cannot find the solution, proceed to the next page.**

# If you cannot solve the problem

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

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

## Step 1 Refer to the operating instructions or manuals of each application

- Please read the manuals “Read This First (Operating Instructions)” and “Handbook” carefully.

## Step 2 Refer to the Sony CLIÉ handheld Support website

On the Sony CLIÉ handheld Support website (<http://www.clie-link.com>), you can see the answers to frequently asked questions (FAQ), download the latest programs, and get information on how to connect peripheral devices etc.

### 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 the software.

# Avoiding problems

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## Make a backup

We recommend that you make a backup of your data in case of any unexpected trouble. Backing up your data will ensure that it will be saved on the CLIÉ handheld even when you have to perform a hard reset.

### **Making a backup using the “Memory Stick Backup” application**

You can make a backup on the “Memory Stick” media using the supplied Memory Stick Backup application. This is the most convenient way to make a backup.

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

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

### **Making a backup using the HotSync® operation**

The data of your CLIÉ handheld is backed up on your computer every time you perform a HotSync® operation. You may lose the data on your CLIÉ handheld when you perform a hard reset, but if you make a backup with the HotSync® operation, you can restore any data previously synchronized with your computer during the next HotSync® operation.

**Note**

You cannot make a backup for some applications installed later or some data created with application after installing. Specifically you cannot make backup of applications or data installed with beaming or “Memory Stick” media by synchronizing your computer to your CLIÉ handheld. Use “Memory Stick Backup” to make backup.

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

# Symptoms and Solutions

## My CLIÉ handheld is not working properly

### I cannot turn on my CLIÉ handheld

- ▶ The POWER/HOLD switch of your CLIÉ handheld is in the HOLD mode. Your CLIÉ handheld does not operate when the POWER/HOLD switch is in the HOLD mode. Make sure you release the HOLD mode.
- ▶ The battery of your CLIÉ handheld has run out. Place your CLIÉ handheld in the cradle connected to the AC adapter, then charge it for a few minutes before turning it on. If it turns on, continue charging it for approximately five hours and then perform a soft reset.
- ▶ The connector between your CLIÉ handheld and the cradle is dirty. You cannot recharge your CLIÉ handheld if the connector is dirty. Try re-installing your CLIÉ handheld several times in the cradle to clean the connector.

### I cannot see anything on the screen although the CHG LED is on

- ▶ The POWER/HOLD switch of your CLIÉ handheld is in the HOLD mode. The screen is not displayed when the POWER/HOLD switch is in the HOLD mode.
- ▶ 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 the “Read This First (Operating Instructions).”

### My CLIÉ handheld is not responding

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

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## My CLIÉ handheld is not responding

- ▶ The CLIÉ handheld is placed near the IR port of your computer. Move your CLIÉ handheld away from the IR port of your computer except when performing an IR HotSync® operation, as a malfunction may occur. You can also disable the IR feature by setting **Beam Receive** to **Off** from **General** in the **Preferences** screen.
- ▶ 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 the “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 tapping **General-Auto-off After** in the **Preferences** screen.
  - For details, refer to “Customizing your Sony CLIÉ™ handheld (Preferences): Setting the automatic power-off time” in the “Handbook.”
- ▶ Have you set **Auto Lock Handheld** to **After a preset delay** in the **Security** screen?  
When you set **Auto Lock Handheld** to **After a preset delay**, 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” in the “Handbook.”

## My CLIÉ handheld is not making any sound

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

### Tip


You can also adjust the volume settings in the Adjust Volume screen displayed by pressing the A key while pressing the Ctrl key on the hardware keyboard.

- For details, refer to “Basic operations of your Sony CLIÉ™ handheld: Sony CLIÉ™ handheld components: Hardware keyboard” in the “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, but this is not a malfunction.

### Tip

You can adjust the brightness level in the Adjust Brightness screen displayed by pressing the Q key while pressing the  (red) key on the hardware keyboard.

## I can't read the screen properly

- ▶ Depending upon the angle of vision, the brightness may be uneven, but this is not a malfunction. You can adjust the brightness level in the Adjust Brightness screen displayed by pressing the Q key while pressing the  (red) key on the hardware keyboard. If the backlight is set to off, you can turn it on by sliding down the POWER/HOLD switch for more than two seconds.

### Tip

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

## Applications do not operate properly after I perform a soft reset

- ▶ If you encounter application problems (such as improper operations, unusual display, or freezing during a soft reset), after you performed a reset, the reset may not be completed properly. In this case, perform a soft reset once again. If you cannot solve your problem by performing a soft reset, try a hard reset.
  - For details, refer to “Basic operations of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ handheld” in the “Read This First (Operating Instructions).”

### Note on performing a reset

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

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## I cannot use the Jog Dial™ navigator

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

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## About CLIE Launcher

### I cannot drag and drop in CLIE Launcher

- ▶ Select **Preferences** from the **Options** menu, and then select the **Use Drag&Drop** check box and tap the **OK** button.
  - ➔ For details, refer to “Sony CLIE™ handheld basic operations: Using “CLIE Launcher”” in the “Handbook.”

### I cannot start CLIE Launcher

- ▶ When the application screen of the Palm OS® standard is displayed, select **Go To CLIE Launcher View** from the **Options** menu.
  - ➔ For details, refer to “Sony CLIE™ handheld basic operations: Using the Palm OS® standard screen” in the “Handbook.”
- ▶ When the free space of the memory is insufficient, CLIE Launcher may not start.
  - ➔ On the Palm OS® standard screen, tap **Info** from the Application menu to check the free space of the memory.  
Then, tap **Delete** from the Application menu to delete unnecessary applications.



### The applications on a "Memory Stick" media are not displayed



- ▶ You can display only the applications that stored in the folder "/PALM/Launcher."  
Move the application to the folder "/PALM/Launcher."  
Also, the applications are not displayed if the **Show Expansion Cards** check box in the **CLIE Launcher Preferences** screen is not selected.
  - ➔ For details, refer to "Sony CLIÉ™ handheld basic operations: Using "CLIE Launcher": Menu List" in the "Handbook."
- ▶ When the battery of your CLIÉ handheld is running low, the data on a "Memory Stick" media may not be displayed.  
Recharge the battery of your CLIÉ handheld.

### The CLIE Launcher groups and the categories of the Palm OS® standard screen are different

- ▶ The CLIE Launcher groups are classified into groups such as **Picture**, **Movie**, etc., depending on what can be performed on your CLIÉ handheld.

## I cannot perform a HotSync® operation

### Performing initial checks

- #### Checking your CLIÉ handheld
- ▶ Is the Palm™ Desktop for CLIÉ software installed?
  - ▶ Is the connector between your CLIÉ handheld and cradle dirty?  
To clean the connector, try repeatedly placing your CLIÉ handheld in the cradle and taking it out again.
  - ▶ Are the CLIÉ handheld and cradle correctly connected?  
Check that the Battery Indicator on your CLIÉ handheld screen is . If  is displayed, place your CLIÉ handheld in the cradle properly.

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## Performing initial checks



- ▶ Is the memory space of your CLIÉ handheld sufficient?  
Delete any unnecessary data and perform the HotSync® operation once again.
- ▶ Are you using the same user name that is used for another CLIÉ handheld?  
Change the user name.

## Checking your computer

- ▶ Is the operating system on your computer compliant?  
The following is 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® Millennium Edition
  - Microsoft Windows® XP

### Note

Upgrade versions of operating systems are not supported.

- ▶ If you are using Windows® 2000 Professional or Windows® XP, log in as an “Administrator.”
- ▶ Is the USB cable of the cradle connected to your computer?
- ▶ Is the HotSync  icon displayed in the task tray in the bottom right-hand corner of your computer screen?  
If not, select the **Start** menu, **Programs (All Programs** in Windows® XP), **Sony handheld**, and **HotSync Manager** to start the HotSync Manager.
- ▶ Is the **Local USB** check box in the menu (displayed by clicking the HotSync  icon selected)?  
If not, select the **Local USB** check box.
- ▶ Is the USB port active?  
Check that the USB port works normally by connecting another USB device such as a USB mouse.
- ▶ When using 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.

## Performing initial checks

- ▶ Quit applications other than the Palm™ Desktop for CLIÉ software.

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

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

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

## I cannot start a HotSync® operation when pressing the HotSync button of the cradle

- ▶ Tap **HotSync** and check that **Local** and **Cradle/Cable** are selected.
- ▶ Perform a soft reset on your CLIÉ handheld.


## I cannot stop a HotSync® operation

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

## It takes a long time to complete a HotSync® operation

- ▶ Depending on the application you are using, it may take time to complete a HotSync® operation if the data/file is too large.

## Data cannot be synchronized with some applications during a 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 user name corresponding to your CLIÉ handheld user name.
- ▶ The application is not set to synchronize files.  
Click the HotSync  icon in the task tray in the bottom right-hand corner of your computer screen and select **Custom**. Check that all the applications are set to synchronize files.
- ▶ Third party software for backing up or synchronizing data is installed on your computer or CLIÉ handheld.  
Not all applications on the Palm™ Desktop for CLIÉ software can be synchronized.
- ▶ The memory space of your CLIÉ handheld is insufficient.  
Delete the unnecessary data and perform the HotSync® operation once again.
- ▶ Private data is hidden with the Security setting.  
The data that is hidden cannot be displayed on the Palm™ Desktop for CLIÉ software. When you want to display the data, select **Show Records** in the **Current Privacy** settings on the **Security** screen and enter the password.
- ▶ Make sure that “Intellisync Lite” is installed to synchronize the Date Book, Address, To Do List and Memo Pad of your CLIÉ handheld with Microsoft® Outlook.
  - For details, refer to “Intellisync Lite” in the “CLIÉ Application Manual” installed on your computer.

## I cannot back up certain types of data with a HotSync® operation

- ▶ You cannot make a backup for some applications installed later or some data created with application after installing. Specifically you cannot make backup of applications or data installed with beaming or “Memory Stick” media by synchronizing your computer to your CLIÉ handheld. Use “Memory Stick Backup” to make backup.
  - ▶ For details, refer to “Backing up your Sony CLIÉ™ handheld data: Backing up data to a “Memory Stick” media using the Memory Stick Backup application” in the “Handbook.”

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

- ▶ Is the Palm™ Desktop for CLIÉ software properly installed on your computer?


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 reinstall.

## The HotSync Manager does not start (the HotSync icon is not displayed in the bottom right-hand corner of my computer screen)

- ▶ Reinstall the Palm™ Desktop for CLIÉ software.

## Mail software on my computer starts automatically when starting a HotSync® operation

- ▶ A mail software that you do not use regularly or a mail software that is not installed is selected in **Mail setup**.

Click the HotSync  icon in the bottom right-hand corner of your computer screen and select **Custom**. Select **Mail** from conduit, click **Change**, start Mail setup and specify the mail software that you use regularly.

## Mail software on my computer starts automatically when starting a HotSync® operation


- ▶ The settings of the mail software are not complete.  
Set up the mail software properly on your computer.

## I cannot perform a HotSync® operation via a modem

### Checking your CLIÉ handheld

- ▶ Check that you enter the correct phone number for the access point.
- ▶ If you are using call waiting on your service line, tap **Network** and **Phone** in the **Preferences** screen, and select the **Disable call waiting** check box in the **Phone Setup** screen and enter the correct phone number.
- ▶ If a prefix is required, select the Dial prefix check box in the **Phone Setup** screen and enter the correct phone number.
- ▶ Check that the remaining battery supply is sufficient.






### Checking 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 the HotSync  icon in the bottom right-hand corner of your computer screen, and check that the **Modem** check box is selected.
- ▶ Check that the modem connected to your computer is turned on. You cannot turn on a modem with the Auto-Off feature by operating your CLIÉ handheld.
- ▶ Check that the modem is properly connected to the serial port of your computer.
- ▶ Check that the **Setup string** setting in the **Setup** window of the HotSync Manager is correct.
  - ➔ For details, refer to the manual of your modem.

## I cannot perform a HotSync® operation via a modem

- ▶ Should a problem occur when the **Speed** setting in the **Setup/Modem** window of HotSync Manager is **As fast as possible** or at a certain speed, try setting at a lower speed.
- ▶ Check that the **Speed** setting in the **Setup/Modem** window is appropriate for your modem.
- ▶ Turn off the modem for a while and turn it on before connecting it again.

## I cannot perform an IR HotSync® operation

- ▶ Check that the IR port of your computer is enabled.
- ▶ An IR HotSync® operation is not available if your computer does not have an IR port.
- ▶ Check that the HotSync  icon is displayed in the task tray in the bottom right-hand corner of your computer screen and the HotSync Manager is running. When the HotSync Manager is running, the shortcut menu should be displayed by clicking the HotSync  icon.
- ▶ If you are using Windows® 2000 Professional/Windows® XP, click the HotSync  icon in the bottom right-hand corner of your computer screen and check that the **Beaming** check box is selected.
- ▶ If you are using Windows® 98 Second Edition/Windows® Millennium Edition, click the HotSync  icon in the bottom right-hand corner of your computer screen and check that the **Local Serial** check box is selected.
- ▶ If you are using Windows® 98 Second Edition/Windows® Millennium Edition, click the HotSync  icon in the bottom right-hand corner of your computer screen and click the **Local** tab in the **Setup** window. Then check that the simulated port for IR communication is selected in **Serial Port**.
- ▶ Check that **Local** and **IR to a PC/handheld** are selected in the **HotSync** screen on your CLIE handheld.

Continued on next page

## I cannot perform an IR HotSync® operation



- ▶ 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 devices.
- ▶ You cannot perform an IR HotSync® operation if the battery remaining is insufficient. After charging the battery of your CLIÉ handheld, try the IR HotSync® operation again.
- ▶ Reduce the transmission speed.  
If you are using call waiting on your service line, tap **Connection** and **IR to a PC/handheld** in the **Preferences** screen. Then tap **Edit, Details** and specify **Speed** in the **Details** screen.



## If you still cannot perform a HotSync® operation

If you cannot solve your HotSync operation problem by following the troubleshooting items, follow the procedure below.

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

- 1** Right-click **My Computer** and select **Properties** from the menu.  
The **System Properties** screen is displayed.
- 2** If you are using Windows® 2000 Professional/Windows® XP, click the **Hardware** tab.
- 3** Click the **Device Manager** tab.
- 4** Check if there is a device marked with  or .  
A device with such mark is not operating normally. Contact the manufacturer of the device to get information on the latest device drivers.

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

If you perform a HotSync® operation before you install the CLIÉ 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 the Palm™ Desktop for CLIÉ software before performing a HotSync® operation.

### Do not use a USB hub

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

Some computers have the hub function built into their internal circuitry.

Contact your computer manufacturer to check whether the USB port of your computer is connected to an internal USB hub.

### **Check that the USB port of your computer is enabled**

If you are using a Windows® 95 pre-installed computer or other older type of computer equipped with a USB port, the USB port may be disabled by default. If you cannot use a different device, such as a USB mouse, 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 the **Hardware** tab.) Click the **Device Manager** tab and check that “USB controller” is displayed in the **Device Manager** screen.

### **If “USB controller” is not displayed**

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

## Error messages

### An error message is displayed repeatedly

- ▶ Perform a soft reset.


### The error message “Invalid process” is displayed when starting an application

- ▶ If the memory space of your CLIÉ handheld or “Memory Stick” is insufficient, applications may not start properly. Delete any unnecessary data after backing up data as needed.

### The error message for insufficient memory is displayed

- ▶ If the memory space of your CLIÉ handheld or “Memory Stick” is insufficient, applications may not start properly. Delete any unnecessary data after backing up data as needed.
- ▶ Delete unused data of the “Date Book” application and the “To Do” application.  
To delete data of the “Date Book” application, select **Purge** in the **Record** menu and set purge to **Delete events older than**.  
To delete data of the “To Do” application, select **Purge** in the **Record** menu and set purge to **Delete all To Do items marked completed**.
- ▶ Delete e-mail messages in “CLIE Mail,” and then empty the Trash.
- ▶ Select **Delete Cache** from **Options** menu in “NetFront v3.0 for CLIE.”
- ▶ If add-on applications are installed on your CLIÉ handheld, delete those applications.
  - For details, refer to “Enhancing features with add-on applications: Installing: Deleting the installed add-on applications” in the “Handbook.”

## The HotSync<sup>®</sup> operation does not start and a message is displayed on the screen

- ▶ Move your CLIÉ handheld away from the IR port of your computer except when performing an IR HotSync<sup>®</sup> operation, as a malfunction may occur. You can also disable the IR feature by setting **Beam Receive** to **Off** from **General** in the **Preferences** screen.
- ▶ If you set the IR port to search automatically for the target IR devices on your computer, follow the procedure below to disable the function.
  - 1** Select the **Start** menu, **Settings** (except for Windows<sup>®</sup> XP), and **Control Panel**.
  - 2** Double-click the Infrared icon (the Wireless Link icon in Windows<sup>®</sup> 2000 Professional/Windows<sup>®</sup> XP).
  - 3** Click the **Sending image** tab.
  - 4** Clear the check box **Send the image from the digital camera to your computer using the wireless link** and click **OK**.
  - 5** Click the HotSync  icon in the task tray in the bottom right-hand corner of your computer screen and enable **Infrared** in the menu.



## An error message saying there is insufficient memory appears while receiving data using the IR port or the Bluetooth communication

- ▶ To receive data using the IR port or the Bluetooth communication, the free space of your CLIÉ handheld's memory must be more than twice the size of data to be received. If the memory space of your CLIÉ handheld is insufficient, delete any unnecessary data after backing up data as needed.
- ▶ Perform a soft reset by pressing the reset button.
  - For details, refer to "Basic operations of your Sony CLIÉ<sup>™</sup> handheld: Restarting your Sony CLIÉ handheld" in the "Read This First (Operating Instructions)."

## I cannot enter data properly

My CLIÉ handheld activates a wrong 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 Sony CLIÉ™ handheld (Preferences): Adjusting the Digitizer” in the “Handbook.”
- ▶ Your CLIÉ handheld may not be able to recognize tapping properly if you apply a protection sheet to the screen.

I cannot display the menu by pressing and holding the Home /Menu  button

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


I do not understand how to use the hardware keyboard

- ▶ Refer to “Basic operations of your Sony CLIÉ™ handheld : Entering data” and “Sony CLIÉ™ handheld components : Hardware keyboard” in the “Read This First (Operating Instructions).”

### Tips

- You can also see it in the Keyboard help screen displayed by pressing the K keys while pressing the Ctrl key.
- See the supplied “Graffiti Card.”

Numbers or symbols are entered when pressing the alphabetical keys on the hardware keyboard

- ▶ Release the Lock (blue) function by pressing the Caps Lock key while pressing the  (blue) key.

## The Graffiti<sup>®</sup> writing area is not displayed

- ▶ The Graffiti<sup>®</sup> writing area is sometimes not displayed, even if the cursor is found in the writing area. In this case, enter data using the hardware keyboard.

## My CLIÉ handheld does not recognize handwritten characters

- ▶ For your CLIÉ handheld to recognize handwritten characters entered with the stylus, you must use Graffiti<sup>®</sup> writing.
  - ➔ For details, refer to “Entering data on your Sony CLIÉ™ handheld: Using Graffiti<sup>®</sup> writing to enter data” in the “Handbook.”
- ▶ Make sure you enter the Graffiti<sup>®</sup> strokes in the Graffiti<sup>®</sup> writing area.
- ▶ Make sure you enter the Graffiti<sup>®</sup> strokes for letters in the left side of the Graffiti<sup>®</sup> writing area and numbers in the right side.
- ▶ Check that Graffiti is not shifted into extended or punctuation mode.
  - ➔ For details, refer to “Entering data on your Sony CLIÉ™ handheld: Using Graffiti<sup>®</sup> writing to enter data” in the “Handbook.”
- ▶ How to enter Graffiti characters faster and more accurately.
  - ➔ For details, refer to “Entering data on your Sony CLIÉ™ handheld: Using Graffiti<sup>®</sup> writing to enter data” in the “Handbook.”

## How to operate basic applications (PIM)

My CLIÉ handheld does not display the correct date when I tap the **Today** button

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

I cannot find the data I created when opening it in the application

- ▶ Check that you select **All** in the category list in the top right-hand corner of the screen.
- ▶ Check that **Show Records** is selected in the **Security** screen.
- ▶ Tap **Show** in “To Do” and check that you select the **Show Only Due Items** check box.

I cannot change the order of memos in a list

- ▶ If you cannot manually arrange the order of the memos in the Memo Pad list screen, select **Preferences** from the **Options** menu. Then check that **Manual** is selected for the **Sort by** field.
- ▶ The settings of the display order in the Palm™ Desktop for CLIÉ software cannot be synchronized. Even if memos are arranged alphabetically in the Palm™ Desktop for CLIÉ software, the notepad on your CLIÉ handheld automatically re-orders the synchronized memos in accordance with the **Memo Preferences** setting.

## An event created in the “Date Book” application 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, select the **Day view** to view overlapping events.

## I cannot transfer vCard data created with the “Address” application on my CLIÉ handheld

- ▶ The vCard data created with the “Address” application on your CLIÉ handheld cannot be read by the Palm™ Desktop for CLIÉ software because of its format “ver3.X.” When you want to transfer Address data to the Palm™ Desktop for CLIÉ software on your computer, perform a HotSync® operation (the vCard data created with the Palm™ Desktop for CLIÉ software can be read by the “Address” application 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.

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## I cannot beam data

### Performing initial checks



- ▶ Tap **General** in the **Preferences** screen and check that **Beam Receive** is set to **ON**.
- ▶ Make sure you point the IR port of your CLIÉ handheld directly at the IR port of the target device.
- ▶ The distance between the devices is not correct.  
Make sure the distance between your CLIÉ handheld and the target device is 4 to 8 inches (approximately 10 to 20 centimeters). Best results of beaming distance may vary depending on compatibility between devices.
- ▶ When transmitting multiple files using the IR port, the contents of each file may be replaced with one another. Send one file at a time to avoid this.



## The error message is displayed for insufficient memory when I receive data by beaming

- ▶ To receive data using the IR port, the free space of your CLIÉ handheld's memory must be more than twice the size of data to be received. If the memory space of your CLIÉ handheld is insufficient, delete any unnecessary data after backing up data as needed.
- ▶ 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 the "Read This First (Operating Instructions)."

## I cannot exchange data using the Bluetooth™ function

- ▶ Set to **Enabled** in the **Bluetooth Preferences** screen of "Prefs." Check that the blue Bluetooth LED turns on.
- ▶ If you have renamed a target Bluetooth™ compatible device registered on your CLIÉ handheld, the device may be listed in the previous name when you detect target Bluetooth™ compatible devices. In this case, follow the procedure below.
  - 1** Press and hold the Home /Menu  button from the **Bluetooth Preferences** screen.
  - 2** Tap **Disable device name cache** from the **Options** menu.
  - 3** Detect target Bluetooth™ compatible devices.
    - For details, refer to "Have a try: Using the Bluetooth™ function" in the "Read This First (Operating Instructions)."
- ▶ The file contents and the file names sometimes counterchange when you transfer many files at the same time using the Bluetooth™ function. Transfer files one by one when you use the Bluetooth™ function to transfer files.

## 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 default setting and data or installed add-on applications will be deleted.
  - For details, refer to “Basic operations of your Sony CLIÉ™ handheld: Restarting your Sony CLIÉ handheld” in the “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 a HotSync® operation before you delete the password. Then restore your private records saved on your computer by following the procedure below.
  - 1** Tap **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 a HotSync® operation to restore your private records.

## I cannot use a "Memory Stick" media

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

- ▶ Check that the write protect tab of the "Memory Stick" media is not set to "LOCK."
- ▶ The free space of your CLIÉ handheld's memory is insufficient. To copy/move data from a "Memory Stick" media to your CLIÉ handheld, the free space of your CLIÉ handheld's memory must be at least equal to the size of the data. If the memory space of your CLIÉ handheld is insufficient, delete any unnecessary data after backing up data as needed.

The message "Please insert the Memory Stick media" is displayed when a "Memory Stick" media is inserted into the "Memory Stick" slot

- ▶ The "Memory Stick" media is not recognized correctly. Eject the "Memory Stick" media and try inserting it again.

I cannot start applications on a "Memory Stick" media

- ▶ The free space of your CLIÉ handheld's memory is insufficient. To start an application on a "Memory Stick" media from the Application Launcher screen, the free space of your CLIÉ handheld's memory must be at least equal to the size of the application. If the memory space of your CLIÉ handheld is insufficient, delete any unnecessary data after backing up data as needed.
- ▶ Specify the location where the application is to be installed as "Memory Stick" media and check that HotSync<sup>®</sup> operation is performed properly. When it is installed properly, copy or move the application from the "Memory Stick" media to your CLIÉ handheld using the "CLIE Files" application.

## My CLIÉ handheld cannot read data on a “Memory Stick” media

- ▶ When you use the installation tool in the Palm™ Desktop for CLIÉ software to save data on a “Memory Stick” media, the data will be stored in the folder “/PALM/Launcher.” However, you cannot locate the folder with some applications on your CLIÉ handheld. In this case, copy the data from the “Memory Stick” media to your CLIÉ handheld using the “CLIE Files” application.
    - For details about reference folders of each application on a “Memory Stick” media, refer to “About files stored on “Memory Stick” media” in the “CLIÉ Application Manual” installed on your computer.
- For any third-party application, contact the developer of the software.
- Use “Memory Stick Import”/“Memory Stick Export” application to install data from your computer to “Memory Stick” media.

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

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

## I cannot make a backup

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

- ▶ You cannot make a backup for some applications installed later or some data created with application after installing. Specifically you cannot make backup of applications or data installed with beaming or “Memory Stick” media by synchronizing your computer with your CLIÉ handheld. Use “Memory Stick Backup” to make backup.
  - For details, refer to “Backing up your Sony CLIÉ™ handheld data: Backing up data to a “Memory Stick” media using the Memory Stick Backup application” in the “Handbook.”

## I cannot transfer data

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

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

## Peripheral devices are not recognized

- ▶ Check that the remaining battery supply is sufficient.
- ▶ After you turn 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 website below and select your model.  
<http://www.clie-link.com>

# I cannot play music (Audio Player)

## Playing music

### There is no sound

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

### The sound is too low

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

### The sound is noisy

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

### I cannot play music while other applications are running

- ▶ Make sure that **Enable background play** is checked on the **Preferences** screen of Audio Player.
- ▶ You cannot play music while any of the following applications are running:
  - Movie Player
  - Voice Recorder
  - CLIE Mail

### The sound becomes distorted

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

### The sound is coming from only one side of the earphones

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

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

- ▶ Depending on the music files that are recorded on the “Memory Stick” media, it may take time to read files completely. While reading, the operation of Audio Player is unavailable, but this is not a malfunction.

### I cannot play the music once I have reached the limit of playback

- ▶ You cannot play audio files that have date expired or reached the limit of playback, and ATRAC3plus format files.

## MP3 files cannot be read or played

- ▶ Check that the MP3 files are copied in the folder “**PALM/Programs/MSAUDIO**” on the “Memory Stick” media.
- ▶ Check that the file format is supported by your CLIÉ handheld.
  - For details on file formats supported by your CLIÉ handheld, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.
- ▶ Audio files encoded in VBR (Variable Bit Rate) cannot be played on your CLIÉ handheld.

Check the information of the audio file in the **About Track** screen, and if the bit rate of the audio file is 0 kbps, the file is encoded in VBR.

  - For details on file formats supported by your CLIÉ handheld, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.

## The next track cannot be found

- ▶ If you enable shuffle mode and disable repeat mode when playing music, the next track cannot be found if the final track is being played.

In this case, select **REP ALL** and then search for the next track.

## The sound stops suddenly

- ▶ Check that the remaining battery supply is sufficient.
- ▶ Wipe the terminal with a soft cloth, such as a cotton pad.



## Connecting to the computer

### SonicStage does not recognize my CLIÉ handheld even when it is placed in the cradle

- ▶ Check that the cradle is properly connected to your computer.
- ▶ To check in/out audio files, a “MagicGate Memory Stick” media is required.  
Make sure you are using a “MagicGate Memory Stick” media.
- ▶ OpenMG may take time to confirm data. Please wait for a while.
- ▶ Set to the music transfer mode.
  - ➔ For details, refer to “Audio Player” in the “CLIÉ Application Manual” installed on your computer.
- ▶ Disconnect your CLIÉ handheld from the cradle, and place it in the cradle again. If the problem still persists, restart the computer.

### The connection suddenly gets cut

- ▶ Connect the AC adapter to the cradle.
- ▶ Check that the cradle is properly connected to your computer.
- ▶ Place your CLIÉ handheld properly in the cradle.

### The number of songs that can be checked out is not enough (the time to record is not enough)

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

### After I connect to the computer, the drive is recognized but the contents cannot be found

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

### Operation during connection becomes unstable

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

### The error message “Unsafe Removal of Device” is suddenly displayed on my computer screen

- ▶ Do not remove the CLIÉ handheld from the cradle or tap **Exit** during check in/check out (sending music) or when you're copying files using MS import.

## Other problems

### The CLIÉ handheld does not make any sound

- ▶ If you connect the earphones to your CLIÉ handheld, the system sound of your CLIÉ handheld, the alarm sound and the game sound can be heard from the earphones.
- ▶ Check that the volume is not set to the Muting mode.

### A “Memory Stick” media cannot be inserted

- ▶ Insert the “Memory Stick” media in the correct direction.
  - For details, refer to “Basic operations of your Sony CLIÉ™ handheld: Sony CLIÉ™ handheld components: “Inserting/removing “Memory Stick” media” in the “Read This First (Operating Instructions).”

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

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

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

- ▶ When you insert a “Memory Stick” media containing many audio files, it may take time to read files completely. This is not a malfunction. Wait till either the song name is displayed on the Audio Player screen or the “Memory Stick” LED turns off.

## About Sound Utility/Sound Converter 2

### I cannot transfer audio data to my CLIÉ handheld

- ▶ You need to encode audio data using the supplied “Sound Converter 2” application to play audio files with the “Sound Utility” application. Your CLIÉ handheld is based on Palm OS® 5. It is not compatible with any other “Sound Converter” application supplied with another CLIÉ handheld based on Palm OS® 4.
- ▶ If you encode audio data with the “Sound Converter” application supplied with another CLIÉ handheld based on Palm OS® 4, and transfer the data to your CLIÉ handheld, follow the procedure below to delete the data and re-encode and transfer audio data using “Sound Converter 2,” supplied with your CLIÉ handheld.
  - 1 Start the “Sound Utility” application on your CLIÉ handheld.
  - 2 The **Invalid Data** dialog box is displayed.
  - 3 Select **OK** to delete the data.

\* If you select **Cancel**, the data deletion will be canceled but the data will not be listed in “Sound Utility.” When you start “Sound Utility,” the same dialog box will be displayed.
- ▶ If you encode audio data with the supplied “Sound Converter 2” application and transfer the data to another CLIÉ handheld, follow the procedure below to delete the data. With another CLIÉ handheld based on Palm OS® 4, you cannot automatically delete audio data encoded by the “Sound Converter 2” application.
  - 1 Start the “Memory Stick Gate” application.
  - 2 Search the database that meets all following terms.
    - type: PCMr
    - Creator ID: SdAd
    - DB name: “AlarmSound#####” (“#” stands for a single digit.)
  - 3 Delete the database you have searched.

## About movies

### I cannot use some features with MPEG Movie format files

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

### I cannot change a title in Movie Player format files

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

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

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

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

- When the write protect tab of the “Memory Stick” media is set to “LOCK.”
- The play list file (MQV\_LIST.TXT) is read-only.

---

## I cannot connect to the Internet

### I cannot connect to the Internet

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

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



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

### I cannot connect to the Internet after restoring data using the “Memory Stick Backup” application

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

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

### Images are not displayed

- ▶ Start the “NetFront v3.0 for CLIE” application and press and hold the Home /Menu  button. Tap **NetFront Settings** in the **Options** menu and check the settings for image display.
  - Images, Animations: Set the checkbox to on.
- ▶ The files may not be compatible with the “NetFront v3.0 for CLIE” application. The file formats compatible with the “NetFront v3.0 for CLIE” application are GIF (including animation GIF), JPEG, PNG, and MNG.
- ▶ The file size may be too large.




### All or some website contents are not displayed

- ▶ You cannot view the website contents that are not compatible with the “NetFront v3.0 for CLIE” application such as Macromedia Flash resources.
- ▶ “NetFront v3.0 for CLIE” may not be able to display certain websites designed for your computer’s browser software.
  - ➔ For details, refer to “NetFront v3.0 for CLIE” in the “CLIE Application Manual” installed on your computer.
- ▶ The website page size may be too large. In addition, HTML tags or page construction may affect its availability.

### Internet connection takes too much time to download the contents of websites

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

## I cannot access a certain website

- ▶ Check that you have entered the correct URL. Make sure you differentiate “-” (hyphen) from “\_” (underscore), or “0” (number) from “O” (alphabet) correctly.
- ▶ To enter “~” (tilde) in the URL:
  - Display the numeric keyboard and tap “~”. Note that the appearance of “~” (tilde) on screen varies between the computer and your CLIE handheld.
  - When you use the hardware keyboard to enter, press L key while pressing the  (red) key.
- ▶ When you access the website using bookmarks, the URL saved as the bookmark may be changed. Try to find the updated URL by entering the URL of the upper directory.
- ▶ While the “NetFront v3.0 for CLIE” application is running, press and hold the Home /Menu  button, select **NetFront Settings** from the **Options** menu, 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.  
Re-start the “NetFront v3.0 for CLIE” application. If the problem cannot be solved by re-starting, perform a soft reset.
- ▶ Download files or saved pages cannot be deleted.  
You cannot delete files using the “NetFront v3.0 for CLIE” application. Use the “CLIE Files” application to delete files.



# I cannot use e-mail (CLIE Mail)

## I cannot send or receive e-mail messages

### I cannot send or receive mails

- ▶ Check the e-mail address.
- ▶ Check that the mail server settings are correct.
  - ➔ For details, refer to “CLIE Mail” in the “CLIE Application Manual” installed on your computer.
- ▶ Wait for a while and retry.
- ▶ With some service providers, you may have to first receive a mail before you can start sending mails. Perform the following.
  - 1** Tap **Accounts** from **Options** menu 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 ▼ in **Authentication** and select **POP Before SMTP**.
- ▶ With some service providers, you may not be able to send mails due to security systems.

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

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

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

► If “Microsoft® Outlook Express” and “Microsoft® Outlook” are installed together on a computer, you cannot synchronize the data between “Outlook Express” and “CLIE Mail.” Reset MAPI of your computer by the following steps.

- 1** Select the **Start** menu, **Settings** (except for Windows® XP), and **Control Panel**.
- 2** Double-click the Internet Option icon.
- 3** Click the **Programs** tab in the Internet Properties dialog box.
- 4** Click **Hotmail** from the **E-mail** pull down menu and click the **OK** button.
- 5** Restart your computer.
- 6** Double-click the Internet Properties icon in the **Control Panel** window.
- 7** From the **E-mail** pull-down menu in the **Programs** tab, select the **E-mail** software that you want to synchronize with “CLIE Mail” and click the **OK** button.

## Other problems

### I receive mails from Mailer Daemon

- ▶ Your mail has not been sent. Check the e-mail address you are mailing to. You may also receive mails from Mailer Daemon if the mail server of the receiver is not working or if the receiver has changed his/her e-mail address.

### I cannot synchronize mail data with the e-mail software on my computer

- ▶ Check that the settings for transferring e-mails are correct.
  - ➔ For details, refer to “CLIE Mail: Transferring e-mail messages from your computer: Setting up your CLIE handheld 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 displayed by tapping **Log** in the CLIE handheld after performing a HotSync® operation.

# Getting Help

## Intellisync Lite:

Support information:

<http://www.pumatech.com/sonyclie/>

## For CLIÉ handheld and applications other than the above mentioned:

Sony offers several support options for your CLIÉ handheld. If you have questions or problems, please refer to one of the following for a solution:

■ **Read This First (supplied), Handbook (supplied), Troubleshooting (this guide), Getting Started booklet, Setup poster (supplied)** all describe how to use your CLIÉ handheld.

■ **Sony CLIÉ handheld support website**

<http://www.clie-link.com>

Provides the latest information on your CLIÉ handheld. On this website, you will find:

- Frequently Asked Questions (FAQs)
- Online Operating Instructions
- Installation information
- Software updates
- Online knowledge base

■ **CLIE Contact List**

Opening Hours: Monday-Friday 08:00-18:00 (local time)

<b>Country</b>	<b>Phone number</b>
Austria	0810 00 11 73
France	08 20 82 05 87
Germany	0180 300 06 58
Ireland	189 092 5010
Italy	8488 00772
Netherlands	020 201 36 94
Switzerland (French)	0844 810139
Switzerland (German)	0844 850138
United Kingdom	0845 6014254

Support is available in Dutch, English, French and German.

# Customer registration

If you do not fill in the customer registration directly after installing the Palm™ Desktop for CLIÉ software, follow the instructions in this section to complete the registration.

**To register your CLIÉ handheld, proceed as follows:**

- 1** Double-click the **Sony CLIÉ Registration** icon on the Windows® desktop or click **Start** on the task bar, point to **Programs (All Programs** in Windows® XP), **Sony Handheld** and click **Sony CLIÉ Registration**.

The Sony CLIÉ Registration screen appears.

- 2** Depending on your language, click on the link that will redirect you to the registration page: <http://www.sony-europe.com/clielplaza/registration>

Your computer connects to the Internet, and the Web page for user registration is displayed:

- English customers will be redirected to the following link:  
<https://registration.sonystyle-europe.com/clielplaza/clielplaza.asp>
- German customers will be redirected to the following link:  
<https://registration.sonystyle-europe.com/clielplaza/de/clielplaza.asp>
- French customers will be redirected to the following link:  
<https://registration.sonystyle-europe.com/clielplaza/fr/clielplaza.asp>

- 3** Follow the on-screen instructions.

## Note

Your computer needs to be connected to the Internet to complete the registration.





For the latest information on support,  
check our support website

**<http://www.clie-link.com>**

For the latest information on CLÍÉ products and  
accessories, check

**<http://www.clieplaza.com>**

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



## Free Manuals Download Website

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