

# Start Here

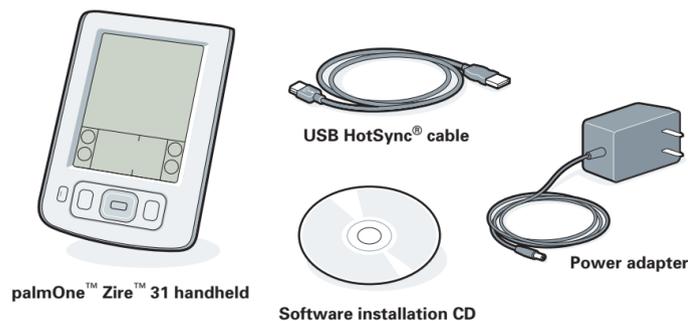
## Here's what you'll do with this guide:

- Charge and set up your handheld.
- Install Palm® Desktop software and software for photos, music, and more.
- Synchronize your handheld with your computer.

## Important! Already use a Palm OS® handheld?

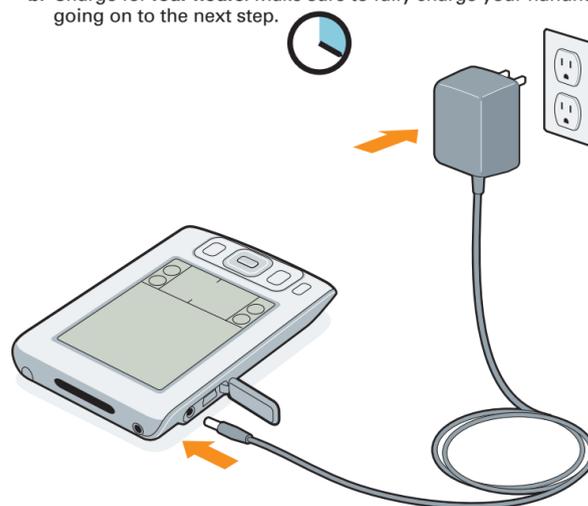
Before going on to step 1, synchronize your current handheld with your computer so that the information is up-to-date.

For more information on upgrading, go to [www.palmOne.com/support/zire31](http://www.palmOne.com/support/zire31).



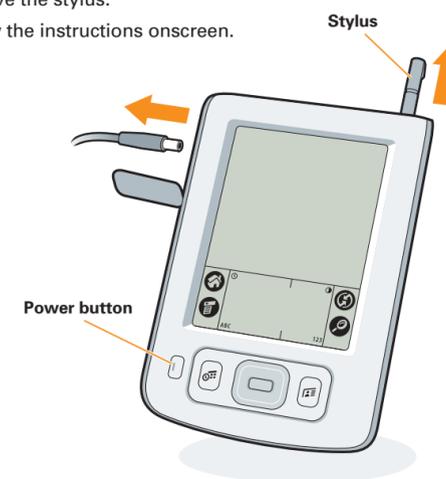
# 1 Connect and charge

- Plug the power adapter into your Zire 31 handheld and into an outlet. Do not connect the HotSync cable to your handheld until instructed to do so.
- Charge for **four hours**. Make sure to fully charge your handheld before going on to the next step.



# 2 Set up

- (Optional) Unplug the power adapter from your handheld.
- Press the power button.
- Remove the stylus.
- Follow the instructions onscreen.



Problems? See Troubleshooting below.

# 3 Install software and connect handheld to computer

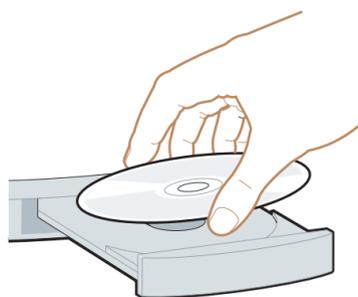
To install Palm Desktop software and software for other features like photos and music, insert the CD into your computer's CD drive.

## Windows:

Follow the installation instructions that appear on your computer screen.

## Mac:

Double-click the CD icon, and then double-click the Palm Desktop Installer icon.

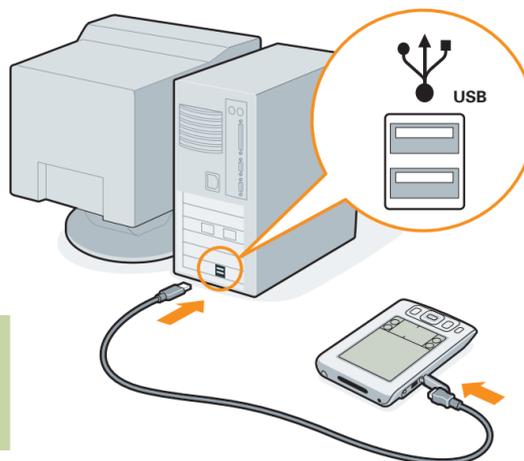


## Already use a Palm OS handheld?

Want to synchronize with Microsoft Outlook? Select "Change your synchronization method" at the end of the installation process on the CD.

When instructed during installation, connect your handheld to your computer.

- Plug the HotSync cable into a USB port on your computer.
- Plug this cable into your handheld.



Done

Problems? See Troubleshooting below.

# Learn More



## Learn the basics

- **Start with a tour.** If you haven't done it already, take the Quick Tour on your handheld, and practice Graffiti® 2 writing.
- **Take the interactive tutorial on the CD.** Learn how to create an appointment, set up your handheld's multimedia features, synchronize your info, and much more.



## Get more detail

- **Get more with Getting Started.** This guide gives you step-by-step info, tips, and links to more info on the web. Open Palm Desktop software on your computer. Then click the Help menu and select Getting Started.
- **Take Getting Started with you.** Go to the Additional Software section on the CD and follow instructions to transfer this guide to your handheld.



## Master your handheld

- **Explore the User Guide.** This guide has everything from Getting Started, and more: all the steps, all the details, all the tips. Follow the links in Getting Started on your computer to the User Guide on the web. Or go directly to [www.palmOne.com/zire31-userguide](http://www.palmOne.com/zire31-userguide).



## Expand your know-how

- **Visit My Handheld on the palmOne web site.** For great tips, software, accessories, and more, visit [www.palmOne.com/myzire31](http://www.palmOne.com/myzire31).
- **Find answers to questions.** If you can't solve your problem with Getting Started or the User Guide, go to [www.palmOne.com/support/zire31](http://www.palmOne.com/support/zire31).

# Troubleshooting

Support information is also available at [www.palmOne.com/support/zire31](http://www.palmOne.com/support/zire31)

## Your handheld does not turn on, or does not respond when you tap it

- Try turning it on by pressing the Calendar or Contacts application button.
- Perform a soft reset: Use the tip of an unfolded paper clip (or similar object without a sharp tip) to gently press the reset button inside the hole on the back of the handheld.
- Make sure the power adapter is firmly connected to the handheld and to a *working* electric outlet. Charge for another four full hours.

**Note:** There is no light that indicates charging.

## Palm Desktop Installer does not start when you put the CD into the drive

### Windows:

- Click the Start button and select Run.
- Click Browse to locate the drive with the Palm Desktop software CD.
- Double-click autorun.exe on the CD.

### Mac:

- Double-click the CD icon on the Mac desktop.
- Double-click the Palm Desktop Installer icon.

## Synchronization does not begin

Be sure the HotSync cable is connected to your handheld and to a working USB port on your computer. Follow these steps to check both your computer and your handheld:

### Check your computer:

#### Windows:

- Make sure the HotSync icon appears in the group of icons in the lower-right part of your screen.



If not:

- Click the Start button and select Programs.
- Select Palm Desktop, and then select HotSync Manager.

- Check the connection type:

- Disconnect and then reconnect the HotSync cable.
- Make sure there is a checkmark next to Local USB. If not, click Local USB.



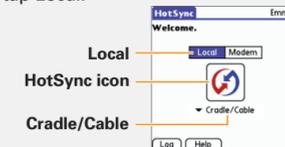
#### Mac:

- Make sure the HotSync Manager is enabled:
  - Double-click the HotSync Manager icon in the palmOne folder.
  - In the HotSync Controls tab, click Enabled.
- Make sure the USB connection is working:
  - Disconnect and then reconnect the HotSync cable.
  - Restart your computer.

### Check your handheld:

Make sure your handheld is on, and then try the following:

- Tap Home, and then tap HotSync in the application list.
- In the HotSync application, make sure of the following:
  - Local is highlighted. If it isn't highlighted, tap Local.
  - The phrase Cradle/Cable appears. If not, tap whatever word is there, and then tap Cradle/Cable in the pick list.



- To start synchronization, tap the HotSync icon in the middle of the screen.

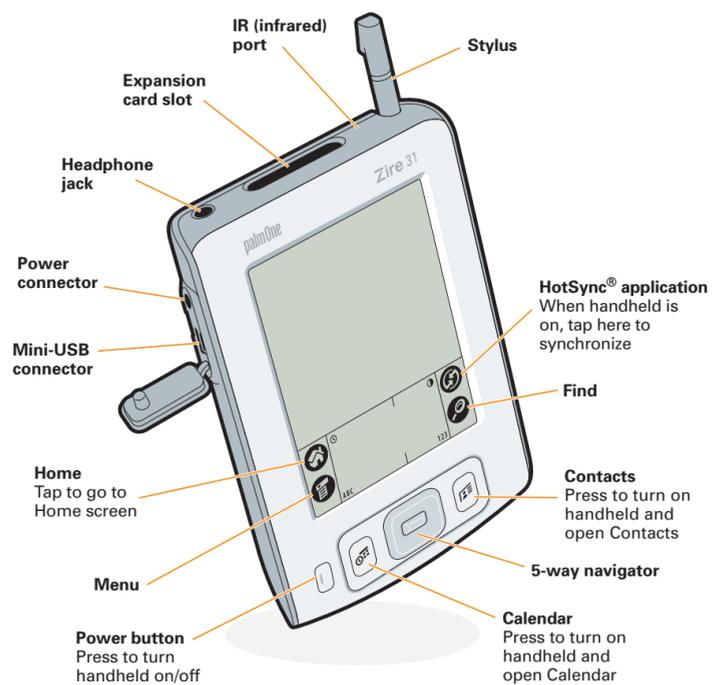
## Already use a Palm OS handheld?

Did you load any third-party applications on your previous Palm OS handheld? You'll have to update them if they are not compatible with your new handheld. If any of the following symptoms occur on your new handheld after you synchronize, remove these applications and contact the vendor for updated versions: handheld freezes or resets when you open an application; slow performance; unusual screen display; difficulties using handheld features; uneven sound quality.

# Zire™ 31



palmOne™



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**IMPORTANT**

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**Software Download Available**

Palm® Desktop software is available on CD. Check [www.palmOne.com](http://www.palmOne.com) for updates and new versions of the software.

**Agency Compliance Information**

Product regulatory and compliance information can be found in the *User Guide* at [www.palmOne.com/zire31-userguide](http://www.palmOne.com/zire31-userguide).

Zire™ 31

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Read This First



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