TUNGSTEN™ | E2

Read This First

palmOne™

Start Here

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

- Charge and set up your handheld.
- Install Palm® Desktop software and other software.
- Synchronize your handheld with your computer.

Important! Already use a palmOne™ handheld?

Before going on to step 1, synchronize your current handheld with your computer so that the information is up-to-date.
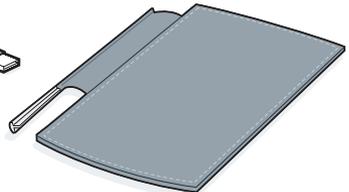
For more information on upgrading, go to www.palmOne.com/intl/support.

Stylus

USB sync cable

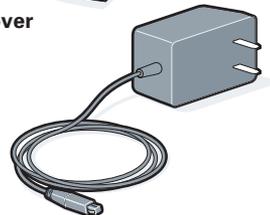**Flip cover**

Tungsten™ E2 handheld by palmOne

Software installation CD

AC charger

1 Connect and charge

a. Connect the sync cable to your handheld and to the USB port **on the back** of your computer.

b. Plug the AC charger into an outlet and connect it to the handheld.

c. Charge for **three hours**. Be sure to fully charge your handheld before going on to the next step.

USB

Sync cable

Power cable
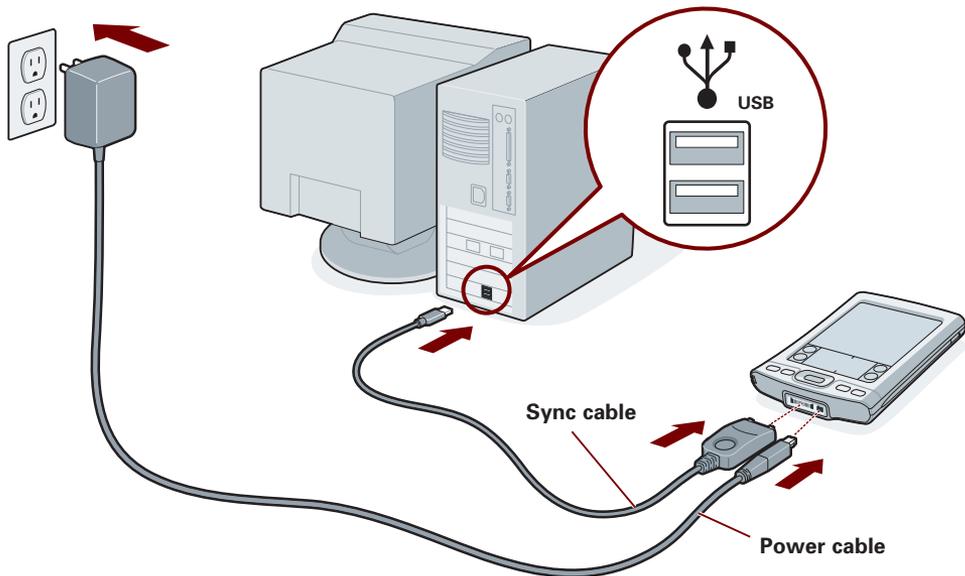
2 Set up

a. Press the power button.

b. Remove the stylus.

c. Follow the onscreen instructions to set up your handheld.

Tip: Take the Quick Tour 🔄 to learn more about the great features of your Tungsten E2 handheld.

Stylus

Power button

Problems? See the "Troubleshooting" section in the upcoming pages.
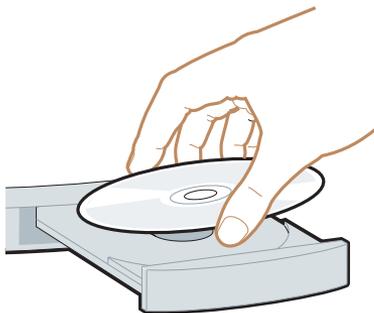
3 **Install software**

To install Palm Desktop software and other important software, 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 palmOneDesktop.pkg.

Already use a palmOne handheld?

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

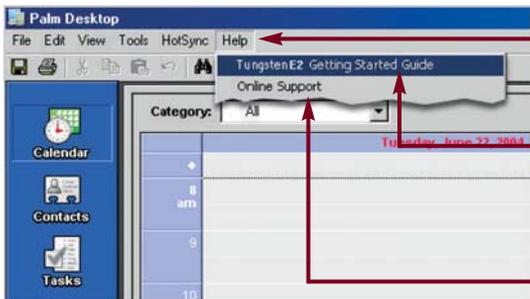*Problems? See the "Troubleshooting" section in the upcoming pages.*

Get answers, learn more

Take the tutorial

Discover your handheld — palmOne

Get Organized. Have Fun.
Click here to take the interactive tutorial

Where to get help
Links to additional sources of information.

Add software to your handheld.
Do more with your handheld.
Install additional software.

Change your synchronization method
Switch from Palm Desktop to Microsoft Outlook.

Register your handheld

Quit

Learn to use the popular features of your handheld. Insert the installation CD in your computer and click here for an **interactive tutorial**.

Find your manual

Palm Desktop
File Edit View Tools HotSync Help
TungstenE2 Getting Started Guide
Online Support
Category: All
Calendar Tuesday, June 22, 2004
8 am
Contacts 9
Tasks 10

Open Palm Desktop software on your computer and click **Help**.

Click here for the **manual**. For more detail, go online:
http://www.palmone.com/tungstene2-handbook.

Click **Online Support** for the latest software updates and answers to frequently asked questions.

Look for these great features

On your computer

Palm Desktop software. Enter info in Palm Desktop software and it shows up on your handheld the next time you synchronize.

palmOne Quick Install (Windows only). Install multiple applications, photos, videos, and more on your handheld the next time you synchronize.

On your handheld

Documents. Install this from the CD. Synchronize Microsoft Word, Excel, and PowerPoint files between your handheld and your computer. Create, view, and edit these files on your handheld.

Music. Play your favorite songs stored on your expansion card (sold separately) (Installed from CD).

Media. View and organize photos and videos.

Bluetooth® wireless technology. Set up wireless communication to sync with your desktop computer. Browse the web and send email and short messages (requires phone with Bluetooth wireless capability, data service, and ISP, sold separately).

Troubleshooting

▶ **Support information is also available at www.palmOne.com/intl/support**

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

1. Try turning it on by pressing one of the quick buttons on the front panel.
2. Do a soft reset. Use the stylus to gently press the reset button inside the hole on the back of the handheld.
3. Make sure the AC charger is fully connected to the handheld and to a *working* outlet. Charge for another three full hours.

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

Windows:

1. Click the Start button and select Run.
2. Click Browse to locate the drive that contains the CD that came with your Tungsten E2 handheld.
3. Double-click autorun.exe on the CD.

Mac:

1. Double-click the CD icon on the Mac desktop.
2. Double-click palmOneDesktop.pkg.

▶ **If Synchronization does not begin**
Be sure the sync cable is plugged into your handheld and a USB port **on the back** of your computer.

**Check your computer:**

Windows:

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

   HotSync icon

   If not:
   a. Click the Start button and select Programs.
   b. Select palmOne, and then select HotSync Manager.
2. Check the connection type:
   a. Disconnect and then reconnect the sync cable.
   b. Make sure there is a checkmark next to Local USB.
      If not, click Local USB.
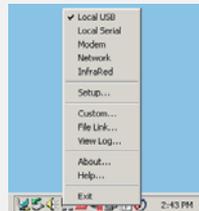
Mac:

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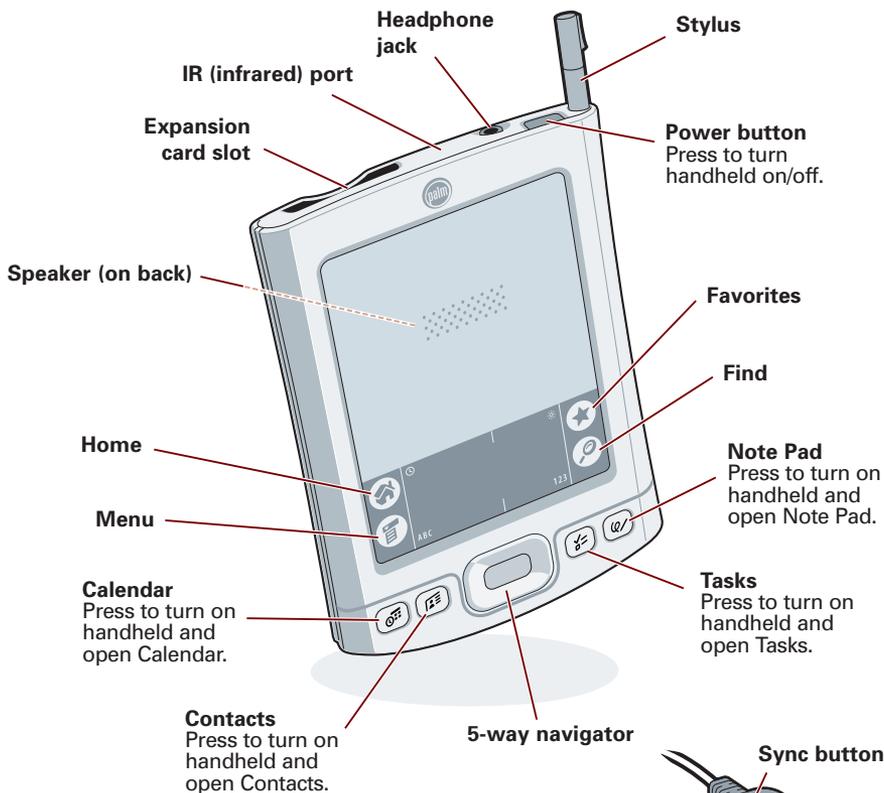   a. Disconnect and then reconnect the sync cable.
   b. Restart your computer.

Check your handheld:

1. Tap Home 🏠 button twice, and then tap HotSync 🔄 in Applications.

2. In the HotSync application, make sure of the following:

   – Local is highlighted. If it isn't highlighted, tap Local.

   – The phrase Cable/Cradle appears. If not,
     tap the pick list, and then tap Cradle/Cable.

3. Tap the HotSync icon on the screen.

Local — Local | Modem

HotSync icon — 🔄

Cradle/Cable — ▼ Cradle/Cable

Log | Help
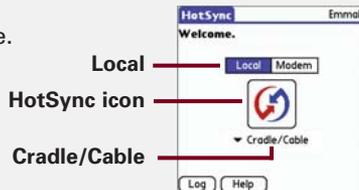
Already use a palmOne handheld?

Did you load any third-party applications on your previous palmOne 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.

Headphone jack

Stylus

IR (infrared) port

Power button
Press to turn handheld on/off.

Expansion card slot

Speaker (on back)

Favorites

Find

Home

Note Pad
Press to turn on handheld and open Note Pad.

Menu

Calendar
Press to turn on handheld and open Calendar.

Tasks
Press to turn on handheld and open Tasks.

Contacts
Press to turn on handheld and open Contacts.

5-way navigator

Sync button

PN: 406-10294-10