



Palm.Net Discontinued: The Palm.Net service is discontinued as of August 31, 2004. Any information in this manual pertaining to Palm.Net, PQAs (web clipping applications), MyPalm and the WAP Browser is not applicable after that date. For wireless email and web browsing, we recommend you migrate to a palmOne smartphone.

We can help you do this: [Click here](#) to learn how to upgrade to a new solution.

Getting Started with Palm™ i700 Series Handhelds

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IMPORTANT Please read the End User Software License Agreement with this product before using the accompanying software program(s). Using any part of the software indicates that you accept the terms of the End User Software License Agreement.

Agency Compliance Information

Product regulatory and compliance information can be found in the Handbook file located on the product CD-ROM.

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Your new Palm™ i700 series handheld is wirelessly enabled so that you can use it to transmit and receive information over the airwaves. Use your handheld to do the following:

- Receive secure business e-mail wherever you are, and rely on your handheld's blinking indicator light, vibrator, or alarm to notify you of its arrival.
- Set filters and notification preferences so that you determine what e-mail is forwarded from your desktop.
- Read, compose, and send e-mail on the go.
- Access the Internet and view content formatted for viewing on your handheld, or browse or search the Internet.
- Stay organized and on time by keeping your appointments, contact information, and to do items in one place.
- Quickly jot notes or memos on the fly.

Before you can use these features, you must set up your handheld, install software on your desktop computer, activate your wireless account, and activate your handheld.

System requirements

To install and operate Palm™ Desktop software, your computer system must meet the following requirements:

Minimum requirements: Windows computers

- IBM-compatible Pentium-class computer
- Windows 95/98/ME/NT 4.0/2000/XP (Windows 95/NT 4.0 operating systems require a serial cradle/cable, sold separately; 2000/XP users must have administrator rights to install Palm Desktop software)
- 30 MB available hard disk space
- VGA monitor or better (16 Bit or High Color, and 800 x 600 resolution recommended)

- CD-ROM or DVD-ROM drive (you can also download Palm Desktop software from www.palm.com.)
- Mouse
- One available USB port or serial port (serial cradle/cable sold separately)

Minimum requirements: Mac computers

- Mac computer or compatible with a PowerPC processor
- Mac OS 8.6 to 9.x (9 or 9.1 required to receive updates to the MyPalm™ mobile portal)
- 25 MB available hard disk space
- 6 MB available RAM
- CD-ROM or DVD-ROM drive (you can also download Palm Desktop software from www.palm.com.)
- Mouse
- One available USB port or serial port (serial cradle/cable sold separately)

Internet Access

For easiest activation of your wireless account, and to install Palm™ MultiMail® Deluxe Desktop Link, and receive updates to the MyPalm mobile portal, your desktop computer must have the following:

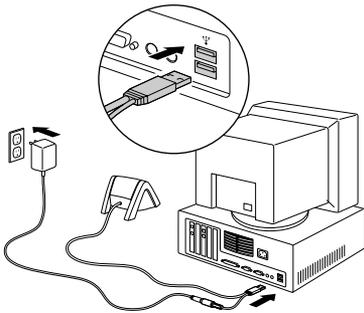
- A modem or LAN connection
- An account with an Internet service provider, or Internet service provided by your company
- A web browser

Before you begin: tips for successful installation

Please review the following items before attempting installation and activation. Some conditions apply only if you already own a Palm OS® handheld, and you are upgrading to your new Palm™ i700 series handheld.

- (If upgrading) Before you install new software, perform a HotSync® operation using your old handheld and cradle. This ensures all data on your handheld is synchronized to your desktop computer.
- For successful operation of your Palm i700 series handheld, you *must* install the version of Palm Desktop software that accompanies the handheld. Look for the Palm Installation CD-ROM.
- If you encounter difficulties, reread the installation steps, paying close attention to the notes and tips designed to help you through the process.
- For additional support information, go to: www.palm.com/support/i705.

Step 1: Connect the HotSync® cradle



Shut down and turn off your computer.

Plug the USB connector into a USB port on your computer.

Connect the power cord that attaches to the back of the cradle's USB port connector to the AC adapter cord.

Plug the AC adapter into any AC current outlet.

Step 2: Charge your handheld

Just place your handheld in the cradle for one hour for an initial charge. Once your handheld is set up and in daily use, place it in the cradle for a few minutes each day to recharge it to full capacity. Your handheld's indicator light displays solid green when it is recharging.

NOTE To remove the handheld from the cradle, gently rock it forward and then lift it from the cradle.

Step 3: Set up your handheld

The Setup screen appears when you press the power button. Just follow the onscreen directions.



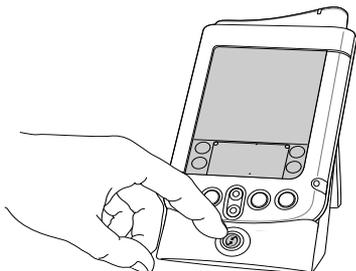
Step 4: Install software



You **must** install the i705 Palm™ Desktop software to use this product. Insert the Palm Installation CD into your computer's CD-ROM drive and follow the onscreen instructions. If upgrading, select your existing user name to ensure that your existing data gets synchronized to your new handheld during the next HotSync® operation.

Steps 5 through 9 guide you through the process of installing Palm Desktop software, registering for a wireless account, selecting a service plan, and downloading Palm™ MultiMail® Deluxe Desktop Link.

Step 5: Perform a HotSync® operation



When prompted, just place your handheld in the cradle and press the HotSync® button.

NOTE If you are using a serial cradle, remember to change the HotSync Manager settings. Click the HotSync icon on the Windows system tray, and then select Local Serial.

Mac computers: In some cases, you might see a dialog box asking for your MyPalm™ Username and Password before you have completed installation. Choose Cancel to dismiss the dialog box and continue installation.

Step 6: Establish wireless service

As the first HotSync® operation completes, the installer launches a web browser on your desktop and opens the Activation web page (<https://register.palm.com/MobileReg?func=i705-Register>) where you will establish your wireless account, select a service plan, provide billing information, and set up your Palm™ wireless e-mail account.

New users or deactivated Palm VII/VIIx users: Click Sign up.

Activated Palm VII/VIIx users: Log in using your existing Palm.Net® Username and Password. If your service is active, you must also check the box that identifies you as a Palm VII/VIIx user.

NOTE Do not check the “Palm.Net User?” check box unless you are upgrading from an activated Palm VII/VIIx handheld.

NOTE If you do not have Internet access, call Customer Care to set up your wireless account. You must provide your handheld’s hardware serial number, which is printed on the back panel of the handheld.

IMPORTANT When you complete registration, you receive an activation key that you need to activate wireless service on your handheld.

Make a note of your activation key here: _____

TIP If you accidentally close your browser before noting your activation key, you can retrieve it by going to: <https://register.palm.com/MobileReg?func=i705-Register>. Enter the Username and Password you selected when you established wireless service, and then click Login. Follow the onscreen instructions to retrieve your activation key.

Step 7: Activate your handheld

In the Applications Launcher, tap the Activate icon. A dialog box will appear asking you to turn on the radio. Tap Yes, and wait thirty seconds. Then, follow the onscreen instructions.

Enter the Activation Key you received when you established your wireless account.

Activation also configures MultiMail® Deluxe to work with your Palm™ wireless e-mail account.



At the Activation Successful screen, you receive password and account information about your wireless services. Record that information here:

MyPalm™ Username: _____

MyPalm Password: _____

Palm wireless e-mail account name: _____

IMPORTANT Perform a HotSync operation when prompted to complete activation.

NOTE In some cases, you might see a dialog box asking for your MyPalm Username and Password before you have completed installation. Choose Cancel to dismiss the dialog box and continue installation.

TIP To get the best radio signal, hold your handheld vertically.

Step 8: Update the mobile portal

As the HotSync® operation completes, you will be able to choose an option that updates the features of the MyPalm™ mobile portal application.

The MyPalm mobile portal on your handheld is much like a portal site on the Internet. It allows you to quickly and wirelessly access Internet content by channel, and it specially formats content for viewing on a handheld. When you elect to receive updates to the mobile portal, the update process initiates an Internet connection each time you perform

a HotSync operation. If a newer version of the MyPalm mobile portal is found, it replaces the current version on your handheld during the HotSync operation.

Step 9: Install Palm™ MultiMail® Deluxe Desktop Link

Palm™ MultiMail® Deluxe Desktop Link securely forwards e-mail from Microsoft Exchange Server 5.5 or 2000 with Microsoft Outlook 98 and higher. When your handheld receives forwarded e-mail, it notifies you by blinking the red indicator light at paired intervals, vibrating, or sounding an alarm. At the bottom of the Activation web page, you will see a link that you can click to download Palm MultiMail Deluxe Desktop Link.

TIP For complete information about Palm MultiMail Deluxe Desktop Link, download *MultiMail Desktop Link Handbook* from <http://www.palm.com/support/i705/desktoplink/>. We recommend printing this book prior to installation and keeping it for reference.

IMPORTANT You must complete installation of Palm™ Desktop software and activation before downloading Palm MultiMail Deluxe Desktop Link. After activation, download Palm MultiMail Deluxe Desktop Link to your computer's hard drive, and then open the downloaded file and follow the instructions to install Palm MultiMail Deluxe Desktop Link on your computer. Make sure you install it on the same computer you use to access your business e-mail. You can also download Palm MultiMail Deluxe Desktop Link later by going to: <http://www.palm.com/support/i705/desktoplink/>.

Did you upgrade from another Palm OS handheld?

If you upgraded and did not create a new user name for your new handheld, your new handheld and your old handheld now have the same user name. We strongly recommend that you perform a hard reset on your old handheld to erase all data from it and assign it a new user name during the next HotSync operation. See the electronic *Handbook* for details.

Congratulations!

You've set up your handheld, installed Palm™ Desktop software, established your wireless account, activated your handheld, and installed additional wireless components. For more information about using your handheld, see the following:

- This guide, *Getting Started with Palm™ i700 Series Handhelds*, provides instructions on performing basic tasks on your handheld.
- The electronic *Handbook for Palm™ i700 Series Handhelds* provides comprehensive documentation for your handheld. (If you don't have Acrobat Reader, install it from the Palm Installation CD-ROM.)

Windows computers. From the Help menu of Palm Desktop software, choose Handbook.

Mac computers. Open the Palm folder, and then open the Documentation folder. Double-click the file Handbook.pdf

For more information about using Palm Desktop software, see the following:

- The Windows tutorial for Palm Desktop software, *Quick Tour*. To access this tutorial, go to the Help menu in Palm Desktop software and choose Quick Tour.
- The electronic *Palm Desktop Software for the Macintosh User's Guide*. To access this guide, open the Palm folder, and then open the Documentation folder. Double-click the file Palm Desktop.pdf.
- The online help for Palm Desktop software. To access the online help, go to the Help menu in Palm Desktop software.

Front panel of the Palm™ i700 series handheld

Antenna Cap

Enables your handheld to wirelessly access the internet, and send and receive e-mail.

Graffiti® writing area

Graffiti writing is a simple method of writing letters, numbers, and symbols.

Applications Launcher

Tap to see all your applications.

Date Book

Address Book

Wireless

MultiMail® Deluxe

Application buttons

Red and Green indicator light

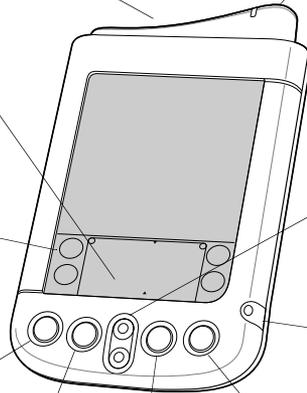
Indicates within or out of range for wireless transmission and notifies you of incoming e-mail, as well as Clock, Date Book, and Note Pad alarms.

Scroll buttons

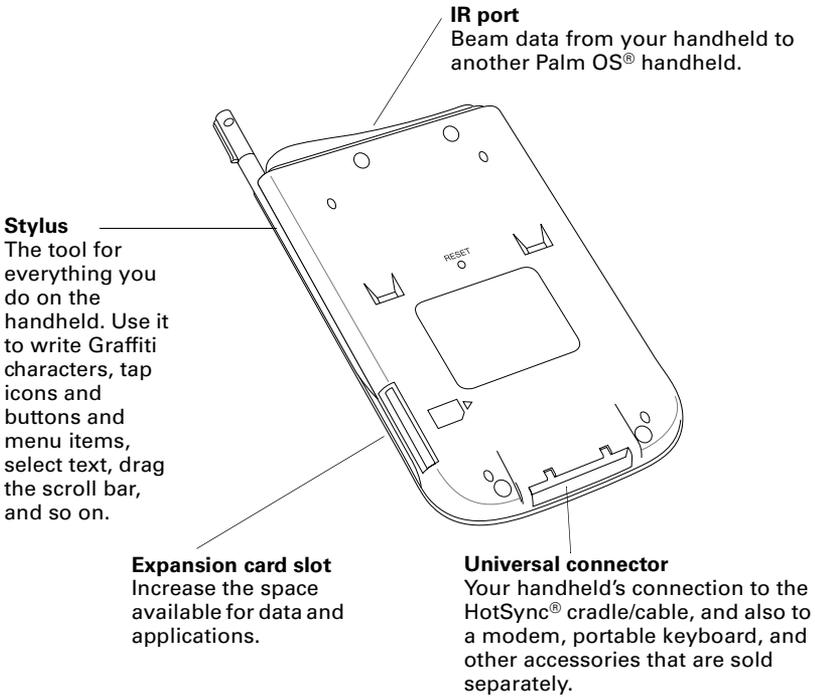
Press the top button to scroll up and the bottom button to scroll down.

Power button/ Backlight control

Press here to turn your handheld on and off. Hold it down for a few seconds to turn on the backlight.



Back panel of the Palm™ i700 series handheld

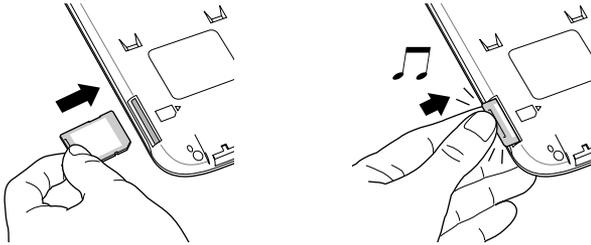


Expansion card

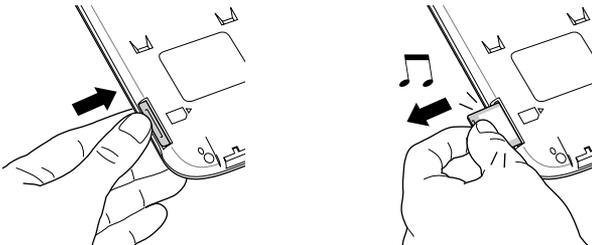
A tiny expansion card (sold separately) increases the variety of tasks you can do and the amount of space you have to store software and data on your handheld.

To insert a card:

1. Insert the card in the direction shown by the icon.
2. Push the card in with your thumb. You feel the card lock and hear the system sound.

**To remove a card:**

1. Push lightly against the card with your thumb.
2. When the card is released, you hear the system sound.



When a card is seated in the expansion slot, its name appears in the upper-right corner of the Applications Launcher, and its contents appear onscreen, as shown to the right. When you want to go back to the applications on your handheld, tap the name of the expansion card, and then tap All in the pick list.

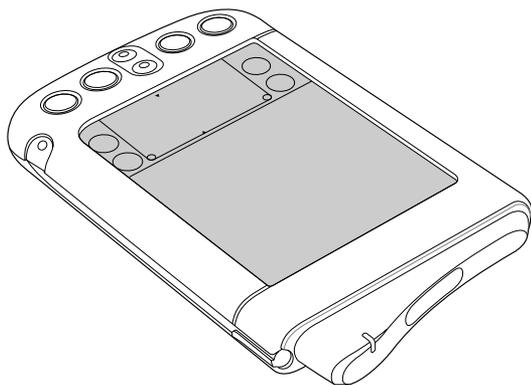


Use the Card Info application to see general information about the expansion card, rename it, and format it.

Keep the expansion card slot clean. Leave the dummy card in the slot when you are not using an expansion card.

Using the indicator light

The indicator light at the top of the handheld blinks to indicate the following status levels:



No light

Radio is off.

Green light flashes every 5 seconds

Radio is on and transmitter is within range.

Red light flashes every 5 seconds

Radio is on, but transmitter is out of range. You need to move to another area to bring the transmitter within range.

Red light flashes at paired intervals

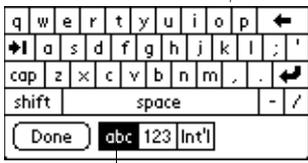
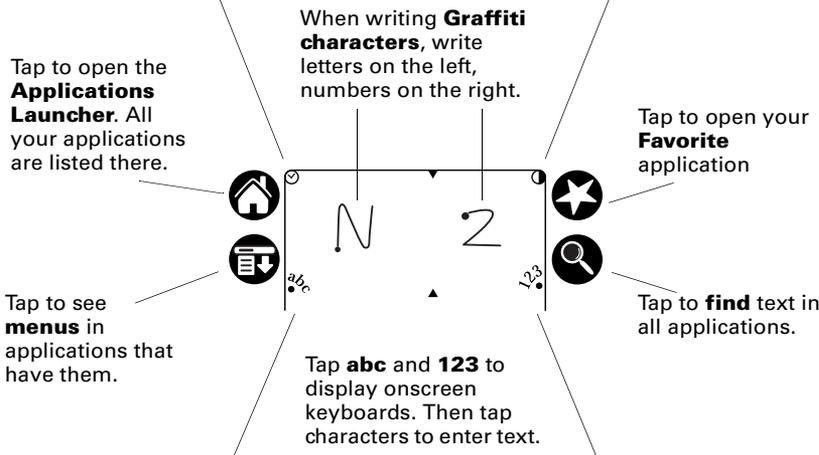
A notification that e-mail or other content has been received, or that a Date Book/Note Pad/Clock event alarm has occurred.

A dialog box appears describing the reason for notification. Acknowledging the notification turns off the indicator light.

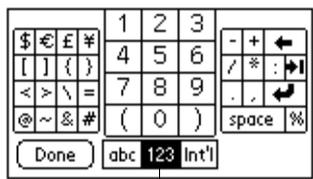
Graffiti® writing area and surrounding icons

Tap **Clock** to see the time, set an alarm, change the time and date.

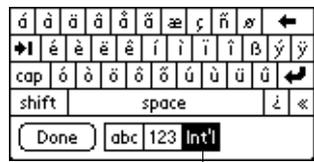
Tap **Contrast** to improve screen contrast using slider.



Tap here to display alphabetic keyboard.



Tap here to display numeric keyboard.



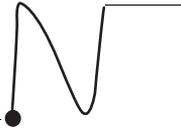
Tap here to display international keyboard.

Graffiti writing

The best way to learn is to practice. To take the Graffiti tutorial on your handheld, tap the Graffiti icon in the Applications Launcher.

Most Graffiti characters are made with a single stroke of the stylus.

1. Start the stroke where the heavy dot is. Don't try to make the dot; just start there.



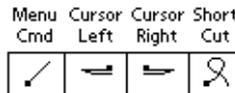
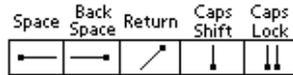
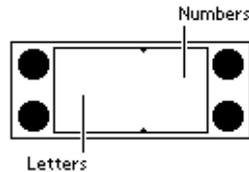
2. Don't lift the stylus until you reach the end of the stroke.

Some characters require a preliminary stroke. For example, to write a quotation mark, tap once and then make the Graffiti stroke for n.

Basic Graffiti characters (there are many more)



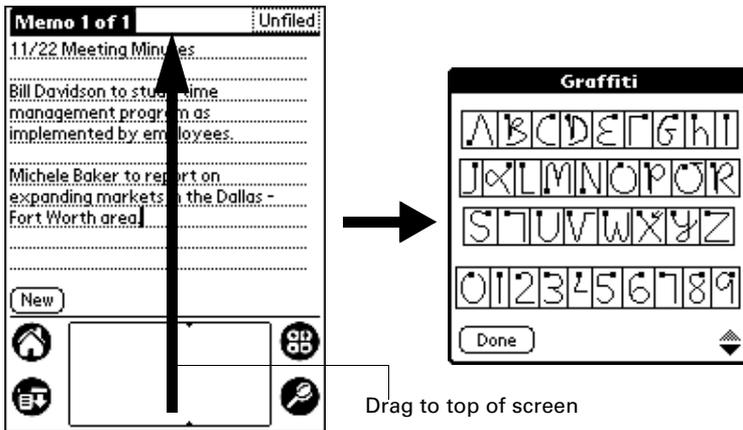
Punctuation shift = Tap once (•)



Tips

- Characters do not show up in the Graffiti writing area, but on the handheld screen, wherever the blinking cursor is located in the record you're working on.
- Write Graffiti characters BIG, and write at normal speed.
- Press firmly with the stylus.
- You can see tables displaying all Graffiti characters simply by drawing the pen stroke: starting from the bottom center of the Graffiti writing area, drag the stylus to draw a straight, imaginary line to the top of the screen.

- You can write Graffiti characters in the Graffiti writing area even when a keyboard is displayed. This makes it easy to switch between Graffiti writing and keyboard entry.



Beaming information

The IR (infrared) port on your handheld can beam information to another Palm OS handheld that's close by and also has an IR port.

You can beam the following information:

- The record or category of records currently displayed in Address Book, Date Book, Memo Pad, Note Pad, or To Do List.
- An application in RAM memory or on an expansion card.
- An Address Book record designated as your business card. To designate the record, simply select the record, tap the Menu icon, tap Select Business Card, and then tap Yes to confirm. To beam your business card, hold down the Address Book button for two seconds.

For best results, handhelds should be between 10 centimeters (about 4 inches) and 1 meter (about 39 inches) apart, and the path between the two handhelds must be clear of obstacles.



To beam:

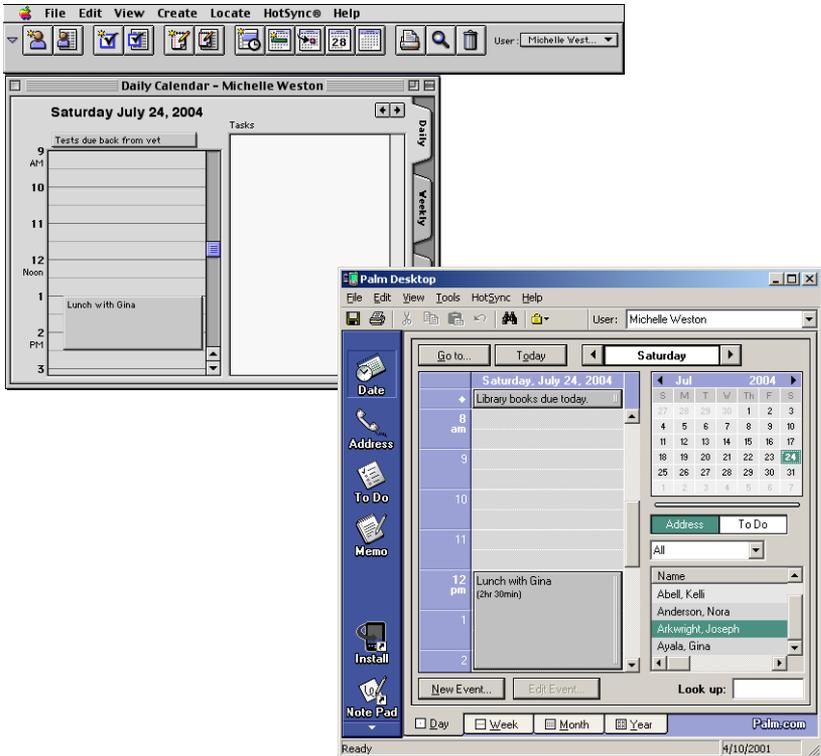
1. Display what you want to beam onscreen.
2. Tap the Menu icon.
3. In the menu that drops down, tap the Beam command.

To receive beamed information:

1. Turn on your handheld.
2. (Optional) Tap the category pick list and select where you want the information to be stored on your handheld.

Before you move your handhelds out of beaming position, wait for the Beam Status dialog box to indicate that the transfer is complete.

Palm™ Desktop software



Here are four important reasons why you should use Palm™ Desktop software:

Synchronize to keep your data safe. Develop the habit of performing frequent HotSync® operations. Then, should anything happen to your handheld, you have a copy of your data in Palm Desktop software.

Enter data in an application on your computer. Then perform a HotSync operation. The data shows up in the corresponding application on your handheld, and data from the handheld shows up in the appropriate application in Palm Desktop software.

Download Palm applications from the web to the Palm\Add-on folder on your computer. Then:

Windows computers. Click the Install Tool icon.

Mac computers. From the HotSync menu, choose Install Handheld Files.

On either platform, add the application to the Install Tool list and indicate whether the application is to be loaded on your handheld or an expansion card. Then perform a HotSync operation. The application is loaded onto your handheld or expansion card.

Consult the electronic Handbook. Adobe Acrobat Reader opens the comprehensive documentation for your handheld. (If you do not have Acrobat Reader, install it from the CD-ROM labeled Palm Desktop software.) To open the *Handbook*, do one of the following:

Windows computers. From the Help menu of Palm Desktop software, choose Handbook.

Mac computers. Open the Palm folder, and then open the Documentation folder. Double-click the file Handbook.pdf.

The *Handbook* table of contents is located in the pane on the left side of Acrobat Reader. To jump to a section of the book, click the section in the table of contents. You can also click Index to find what you're looking for; then click the index entry to jump to the page.

Applications on your handheld

Use the applications on your handheld to organize names and address, schedule important meetings, query the Internet for information, or send and receive e-mail. Complete descriptions of all the applications are in the electronic *Handbook*.



Address Book. Keep names, addresses, phone numbers, and other information about your personal and business contacts. Enter a last name on the Look Up line to jump to that name.

| Address | | ▼ All |
|-------------------------|----------------------|-------|
| Ulrick, Renate | 415-555-5364W | |
| Vinsky, Lidya | 415-555-7311W | |
| Vishnu, Kassim | 415-555-2231W | |
| Vogel, Christine | 650-555-6564W | |
| Wagner, Pat | 408-555-1953W | |
| Walker, Nancy | 415-555-7882H | |
| Weston, Michelle | 408-555-1212W | |
| Wilkes, Jay | 831-555-6537W | |
| Wong, Kai | 650-555-5858W | |
| Wright, James | 451-555-2485W | |
| Yanowski, Mark | 408-555-5258W | |

Look Up: wes

| Address View | | Business |
|--|---------------------|----------|
| Michelle Weston | | |
| Sr. Product Mktng. Mgr. Example, Inc. | | |
| Work: | 408.555.1212 | |
| Home: | 650.555.2123 | |
| Fax: | 408.555.1322 | |
| Pager: | 650.555.3333 | |
| E-mail: | mweston@example.com | |
| 4552 Sanchez St. Santa Clara, CA 95052 | | |
| <input type="button" value="Done"/> <input type="button" value="Edit"/> <input type="button" value="New"/> | | |



Date Book. Schedule appointments or any activity associated with a time and date. A diamond marks an untimed event. Tap icons in the lower-left corner to see events in the Day, Week, Month, or Agenda view.

| Set Time | | | i |
|---|-----|-----|---|
| Start Time: | 8 ↑ | •00 | |
| 1:00 pm | 9 | 05 | |
| | 10 | 10 | |
| End Time: | 11 | 15 | |
| 2:00 pm | 12P | 20 | |
| | 1 | 25 | |
| | 2 | •30 | |
| <input type="button" value="All Day"/> | 3 | 35 | |
| | 4 | 40 | |
| <input type="button" value="No Time"/> | 5 | 45 | |
| | 6 | 50 | |
| <input type="button" value="OK"/> <input type="button" value="Cancel"/> | 7 ↓ | 55 | |

| Jul 24, 04 | | ◀ S M T W T F S ▶ |
|--|-------|-------------------|
| ◆ Library books due today | 8:00 | |
| | 9:00 | |
| | 10:00 | |
| | 11:00 | |
| | 12:00 | |
| 1:00 Lunch with Michelle | 2:30 | |
| | 3:00 | |
| | 4:00 | |
| | 5:00 | |
| <input type="button" value="New"/> <input type="button" value="Details"/> <input type="button" value="Go To"/> | | |



Wireless. Use the MyPalm™ mobile portal to query the Internet for information specially formatted for viewing on your handheld. Also, browse and search for information.



MultiMail® Deluxe. Wirelessly receive personal or business e-mail and respond to it from remote locations. Set filters so that you only receive the mail you want. Use up to eight e-mail accounts.



Frequently asked questions

If you encounter a problem, try the following:

- The suggestions included in this section.
- The suggestions in the “Frequently Asked Questions” appendix of the electronic *Handbook*, accessible from Palm Desktop software.
- The Support pages at www.palm.com.

If your problem persists, contact Technical Support. For US and International telephone numbers, see www.palm.com.

Third-party applications. There are thousands of third-party applications available for Palm OS® handhelds. For questions and support, please contact the software developer directly.

My web browser crashed during activation

Try these steps in turn:

1. Restart the web browser and access <https://register.palm.com/MobileReg?func=i705-Register>. Logon and enter necessary information.
2. Perform a HotSync® operation.
3. Insert the Palm Installation CD-ROM into your computer's CD-ROM drive. Rerun the installation process.

I don't have an activation key

Try these steps in turn:

1. Access <https://register.palm.com/MobileReg?func=i705-Register>. Logon and enter necessary information.
2. Insert the Palm Installation CD-ROM into your computer's CD-ROM drive. Rerun the installation process.

I don't see anything on my handheld screen

1. Press an application button to ensure your handheld is turned on.
2. Tap the Contrast icon  in the upper-right corner of the Graffiti® writing area. If the Contrast dialog box appears, adjust the contrast by holding down the Up scroll button for a few seconds. If this doesn't work, hold the Down scroll button for a few seconds.
3. Make sure the battery is properly charged.
4. Perform a soft reset. Use the reset tip tool which unscrews from the barrel of the stylus to gently press the reset button on the back of your handheld.
5. If your handheld still doesn't turn on, perform a hard reset by holding down the power button while doing a soft reset. Wait for

the Palm Powered™ logo to appear, and then release the power button. If you want to continue and erase all your data, press the Up scroll button.

IMPORTANT With a hard reset, all records and entries stored in your handheld are erased. Never perform a hard reset unless a soft reset does not solve your problem. You can restore any data previously synchronized with your computer during the next HotSync operation. See the electronic *Handbook* for instructions on restoring your data.

I can't complete a HotSync operation

The first step in diagnosing HotSync problems is to determine if your handheld and computer are able to communicate with each other.

1. Place your handheld in the HotSync cradle.
2. Confirm that HotSync Manager is running and enabled.

Windows computers. On the Windows desktop, double-click the Palm Desktop icon, click the HotSync icon ™ on the taskbar and make sure Local (USB or Serial, depending on the kind of connection you use) is checked on the menu. If not, click it to insert a check mark.

Mac computers. Double-click the HotSync Manager icon in the Palm folder. Click the HotSync Controls tab and make sure the Enabled option is selected.

3. Press the HotSync button  on the cradle.

Watch your monitor to see if the HotSync Progress dialog box appears (you may also hear the HotSync tones on your handheld).

If the HotSync Progress dialog box does *not* appear, your handheld and computer are not communicating. See “Troubleshooting HotSync communication problems” later in this section.

If the HotSync Progress dialog box appears, your handheld and computer are communicating. See “Troubleshooting data synchronization problems” later in this section.

Troubleshooting HotSync communication problems

Check your connections:

1. Check the contact points on your handheld and on the HotSync cradle and make sure they are clean and free from obstruction.
2. Make sure that your handheld is seated firmly in the HotSync cradle.
3. Check the HotSync cradle connection on the back of your computer to make sure it is properly attached.
4. Press the HotSync button on the cradle to perform a HotSync operation.

If your problem persists, check your handheld settings.

Check your handheld settings:

1. Turn on your handheld and tap the Applications icon .
2. Tap the HotSync icon .
3. Tap Local above the HotSync icon and select Cradle/Cable from the pick list below the HotSync icon.
4. Tap the HotSync icon to perform a HotSync operation.

If your problem persists, check your computer settings.

Check your Windows computer settings:

1. Right-click the My Computer icon on your Desktop and choose Properties.
2. Click the Hardware tab, and then click Device Manager.
3. Click the plus sign (+) next to Ports.

If the port you are using for the HotSync cradle shows an exclamation point, you have a hardware conflict. To resolve this, consult the documentation that came with your computer.

4. Click the HotSync icon  on the Windows system tray and choose Setup.
5. Click the Local tab and make sure the Serial port setting matches the port where you connected the HotSync cradle.
6. From the Speed list, choose the 9600 setting.

7. Click OK and perform a HotSync operation. If you are still experiencing problems, complete steps 8 and 9.
8. Click the HotSync icon on the taskbar and choose Exit.
9. Restart HotSync Manager by selecting Start, Programs, Palm Desktop, and then HotSync Manager.

NOTE If you get a warning that the port is in use, then either move your HotSync cradle to a different COM (serial) port or disable the conflicting device to perform HotSync operations.

Check your Mac computer settings:

1. Double-click the HotSync Manager in the Palm folder.
2. Click the Serial Port Settings tab.
3. Make sure Local is selected and that the port selection matches the port where your HotSync cradle is attached.

NOTE If you get a warning that the port is in use, then either move your HotSync cradle to a different port or disable the conflicting device to perform HotSync operations.

Troubleshooting data synchronization problems

If your data does not appear on your handheld and in the Palm Desktop software after a HotSync operation, try the steps in this section.

NOTE If you are attempting to synchronize with applications other than the Palm Desktop software (for example, Microsoft Outlook or Lotus Notes) using a third-party conduit, please consult the documentation that was provided with that conduit.

Check your desktop configuration:

1. Make sure you selected the user name that matches your handheld.
2. Make sure the date on your computer matches the date on your handheld.

Check the HotSync log:

1. Open the HotSync log.

Windows computers. Click the HotSync icon on the Windows system tray and select View Log from the menu.

Mac computers. Double-click the HotSync Manager in the Palm folder and choose View Log from the HotSync menu.

2. Ensure that all applications are marked OK. If not, continue to the next section to check your conduit settings.

Check your conduit settings on a Windows computer:

1. Click the HotSync icon on the Windows system tray and select Custom.
2. Select the user name that matches the handheld you are attempting to synchronize.
3. Ensure that the application conduits (other than Backup and Install) are set to Synchronize the Files.

Check your conduit settings on a Mac computer:

1. Double-click the HotSync icon in the Palm folder.
2. From the HotSync Manager menu, choose Conduit Settings.
3. Select the user name that matches the handheld you are attempting to synchronize.
4. Ensure that the application conduits (other than Backup and Install) are set to Synchronize the Files.

Troubleshooting wireless problems

In general, if you are having difficulty accessing e-mail or a web clipping application, try again later. Also, check the messages on the screen and follow the instructions.

Check signal strength:

1. Make sure the radio is on and within range by verifying the indicator light is flashing green.
2. Verify that the Signal Level icon on the Wireless Preferences screen shows a strong signal. If the signal is weak, you can monitor the

signal strength using the Signal Strength bar graph while you try the following solutions:

- Move away from your original location, five to ten feet in any direction.
- Turn radio off and then on.
- If you're in a tall building or anywhere indoors, stand near a window, or move outdoors.
- Open metal blinds on windows.
- If you're in an underground parking lot, tunnel, subway, or other space below street level, move to a location above ground.
- Change the orientation of your handheld so that you hold it straight up or down.

Try accessing different wireless applications:

1. Try to access the MyPalm™ mobile portal.

If you can access a view that shows the over the air symbol or a link, network service is accessible.

2. Try to access a web clipping application from the MyPalm mobile portal.

If you can access the web clipping application, network service is accessible.

The HotSync Cradle doesn't attach to my computer

The HotSync cradle supplied with your handheld fits a USB connector. If you do not have a USB port available on your computer, you can order a 9-pin serial cradle and the following types of adapters: 25-pin serial adapter (for use with Windows computers), or a Mac serial adapter. To order a HotSync cradle or adapters, visit www.palm.com.

My computer doesn't have a CD-ROM drive

Palm Desktop software is supplied on a CD-ROM disc. If you do not have access to a CD-ROM drive for your computer, you can download Palm Desktop software from www.palm.com.

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