

Trouble- shooting Q&A

**Personal Entertainment Organizer
PEG-NX70V
PEG-NX60**

CLiÉ™

Your CLiÉ Handheld does not operate properly

About CLiE Launcher

You cannot perform a HotSync® operation

Error message

You cannot input properly

How to operate basic applications (PIM)

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You forget your password

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You cannot play music (Audio Player)

About Sound Utility/Sound Converter 2

About movies

You cannot connect to the Internet

You cannot utilize e-mail (CLiE Mail)

Frequently-Asked Questions

Tip

You can also solve the following problems by resetting your Sony CLIÉ™ handheld.

- ➔ For details on how to reset, refer to “Basic operations of your Sony CLIÉ™ Handheld: Resetting your Sony CLIÉ Handheld” in “Read This First (Operating Instructions).”

You cannot turn on your CLIÉ Handheld

- Is the HOLD switch of your CLIÉ handheld on?
Your CLIÉ handheld will not operate when the HOLD switch is on. Make sure that the HOLD switch is off.
- Has your battery run out?
Connect your CLIÉ handheld to the adapter with the cradle and turn on your CLIÉ handheld after some minutes. When your CLIÉ handheld turns on, charge it for about four hours and then perform a soft reset.

No reaction to operations

Is the HOLD switch of your CLIÉ handheld on?
Your CLIÉ handheld will not operate when the HOLD switch is on. Make sure that the HOLD switch is off.

You cannot perform a HotSync® operation

Verify the following:

- Are the CLIÉ handheld and cradle correctly connected?
- Is the Palm™ Desktop for CLIÉ software installed in your computer?
- Is your computer's OS compliant?
The OS must be compliant with Windows 98 Second Edition/Me/2000 Professional/XP*.
* In this manual, Windows XP Home Edition and Windows XP Professional are referred to as Windows XP.
- Is the USB cable of the cradle directly connected to the USB port of your computer? Do not use USB hub.

You cannot perform a HotSync® operation

- Is the HotSync  icon displayed in the task tray on the lower right of the screen of your computer?
If not displayed, select **Programs** (In Windows XP, **All Programs**)-**Sony Handheld-HotSync Manager** from the **Start** menu, and start the **HotSync Manager**.
- Is the check box of **Local USB** of the menu (displayed after clicking the HotSync  icon) selected?
- Is the USB port active?

“Memory Stick” media is not 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 swab.
- You cannot use a “Memory Stick” media that is formatted in a device other than your CLIÉ handheld. Please format it in your CLIÉ handheld.
- When the battery of your CLIÉ handheld is running low, data in “Memory Stick” media may not be displayed. Recharge the battery of your CLIÉ handheld.

The peripheral devices or the network card are not recognized

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

Playing music: The MP3 files cannot be read or replayed

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

Playing music: The CLIÉ handheld is placed on the cradle, but SonicStage 1.5 does not recognize the CLIÉ handheld

- Set to the music transfer mode.
 - For details, refer to “Audio Player” in “CLIÉ Application Manual” on your computer.
- Other applications are starting on your computer.
After a while, place your CLIÉ handheld on the cradle again. If this does not solve the problem, restart the computer.

You cannot connect to the Internet

- Follow the steps mentioned in “Customizing your Sony CLIÉ Handheld: Changing the Network preferences” in “Handbook” and verify the settings of **Network Preferences**.
- Check the connection between your CLIÉ handheld and the network card.

You cannot send or receive e-mail messages

- Follow the steps listed in “CLIE Mail” in “CLIÉ Applications Manual.”
Verify the mail server settings to see if your user name and password are correct.
- If you cannot send an e-mail message, verify the e-mail address where you are sending e-mail.

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.

When you cannot solve the problem

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

Sony recommends that you write down the text of any displayed message or alert for future reference.

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

- Please read “Read This First (Operating Instructions)” and “Handbook” thoroughly.
- Click the icon of CLIÉ Info and select Manual on your computer and read the details about the applications.

Step 2 Refer to the Sony CLIÉ Handheld Support website

In the Sony CLIÉ Handheld Support website (<http://www.ita.sel.sony.com/support/ctie/>), you can see information for the answers to frequently asked questions (FAQ), download provisions of latest programs, information on how to connect peripheral devices etc. Click the icon of CLIÉ Info and select CLIÉ Customer Support on your computer.

Note

Thousands of third-party add-on applications are available for the Palm OS® platform. Sony does not support third-party applications. If you have a problem with a third-party application, contact the developer or publisher of that software.

To avoid problem

Making a backup is recommended

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 in 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 in 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: Backing up data to a “Memory Stick” media using the Memory Stick Backup application” in “Handbook.”

Making a backup using the HotSync® operation

The data of your CLIÉ handheld is backed up in your computer every time you perform a HotSync® operation. You may lose the data in 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.

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

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

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

When you want to make a complete backup, use the Memory Stick Backup application.

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

Troubleshooting

Your CLIÉ Handheld does not operate properly

You cannot turn on your CLIÉ handheld

- ▶ The HOLD switch of your CLIÉ handheld is on.
Your CLIÉ handheld will not operate when the HOLD switch is on. Make sure that the HOLD switch is off.
- ▶ The battery has run out.
Connect your CLIÉ handheld to the adapter with the cradle and turn on your CLIÉ handheld after a few minutes. When your CLIÉ handheld turns on, charge it. When the battery charge is done, perform a soft reset. (The battery charge takes more than four hours normally.)
- ▶ 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.

The screen is not displayed though the POWER LED is on

- ▶ The HOLD switch of your CLIÉ handheld is on.
The screen will not be displayed when the HOLD switch is on
- ▶ Perform a soft reset by pressing the reset button.
 - For details, refer to “Basic operations of your Sony CLIÉ™ Handheld: Resetting your Sony CLIÉ Handheld” in “Read This First (Operating Instructions).”

No response to operations

- ▶ The HOLD switch of your CLIÉ handheld is on.
Your CLIÉ handheld will not operate when the HOLD switch is on. Make sure that the HOLD switch is off.

No response to operations

- ▶ The CLIÉ handheld is placed near the IR port of your computer. Move your CLIÉ handheld away from your computer's infrared port except when performing an IR HotSync[®] operation, as a malfunction may occur. Or, tap **General** in the **Preferences** screen and check that the **Beam Receive** function is turned off.
- ▶ Perform a soft reset by pressing the reset button.
 - For details, refer to “Basic operations of your Sony CLIÉ™ Handheld: Resetting your Sony CLIÉ Handheld” in “Read This First (Operating Instructions).”

Your 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 your own automatic power-off period 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 “Handbook.”
- ▶ Your CLIÉ handheld is setting to **Security**. When you set **Security**, your CLIÉ handheld will turn off faster, even if you set the automatic power-off time, by the above procedure.
 - For details, refer to “Protecting your data with a password: Locking your CLIÉ Handheld with a password (Data Protection)” in “Handbook.”

Your CLIÉ handheld does not make any sounds

- ▶ Tap **General** in the **Preferences** screen and check that **System Sound** is turned off.
 - For details, refer to “Customizing your Sony CLIÉ Handheld (Preferences): Setting sounds” in “Handbook.”

Tip

You can also change the settings from the volume control screen of the status bar.

- For details, refer to “Basic operations of your CLIÉ™ handheld: Locating the components of the front panel: Status bar” in “Read This First (Operating Instructions).”

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

- ▶ When you are adjusting the brightness level, the LCD backlight turns on. When brightness is set to the lowest level, the display may be illegible. This is not a malfunction.

The LCD cannot be viewed properly

- ▶ Depending upon the angle of vision, the brightness may be uneven, but this is not a malfunction. Adjust the brightness level by tapping the “Brightness adjustment icon” on the bottom left of the screen. Also, when the backlight is off, you can turn it on by pressing the POWER button for more than two seconds.

Software or Applications do not operate properly after a soft reset is performed

- ▶ If you encounter software or 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. Perform a reset once again.
 - ➔ For details, refer to “Basic operations of your Sony CLIÉ™ Handheld: Resetting your Sony CLIÉ Handheld” in “Read This First (Operating Instructions).”

Note on performing a reset

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

You cannot use the Jog Dial™ navigator

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

About CLIE Launcher

You cannot drag and drop in CLIE Launcher

- ▶ Select the check box of **Use Drag & Drop** in **CLIE Launcher Preferences** and press the **OK** button.
 - For details, refer to “Sony CLIE™ Handheld Basic operations: Using “CLIE Launcher”” in “Handbook.”

You 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 “Handbook.”
- ▶ When the **Free Space** of the memory is insufficient, CLIE Launcher may not be started.
 - On the Palm OS® standard screen, tap Info from the Application menu to verify the **Free Space** of the memory.
Then, tap Delete from the Application menu to delete unnecessary applications.

The applications stored in a “Memory Stick” media are not displayed

- ▶ Only the applications in **/PALM/Launcher** are displayed.
Move the applications to **/PALM/Launcher**.
Moreover, the applications will not also be displayed when the **Show Expansion Cards** check box is not selected in the **CLIE Launcher Preferences** screen.
 - For details, refer to “Sony CLIE™ Handheld Basic operations: Using “CLIE Launcher”: Menu” in “Handbook.”
- ▶ When the battery of your CLIE handheld is running low, the data in a “Memory Stick” media may not be displayed.
Recharge the battery of your CLIE handheld.

Do the CLIE Launcher groups and the categories of Palm OS® standard screen differ?

- ▶ Yes, they do.
The CLIE Launcher groups are classified into groups such as **Picture**, **Movie**, etc., in combination with what can be performed in your CLIÉ handheld.

You cannot perform a HotSync® operation

Issues to be verified at first

Verifying your CLIÉ handheld

- ▶ Is the Palm™ Desktop for CLIÉ software installed?
- ▶ Is the connector between your CLIÉ handheld and cradle dirty?
If it is dirty, try re-installing your CLIÉ handheld several times in the cradle to clean the connector.
- ▶ Are the CLIÉ handheld and cradle correctly connected?
Check whether the battery icon on your CLIÉ handheld screen is .
When it is , reconnect your CLIÉ handheld to the cradle.
- ▶ Is the memory space in your CLIÉ handheld sufficient?
Delete any unnecessary data and perform the HotSync® operation once again.

Issues to be verified at first

Verifying your computer

- ▶ Is the operating system of your computer compliant?

The following are the operating systems that are compliant with your CLIÉ handheld. Operating systems other than the following are not supported.

- Microsoft Windows 98 Second Edition
- Microsoft Windows 2000 Professional
- Microsoft Windows Me
- Microsoft Windows XP

Note

Upgraded operating systems are not supported.

- ▶ Is the USB cable of the cradle connected to your computer?
- ▶ Is the HotSync  icon displayed in the task tray on the lower right of the screen of your computer?
If not displayed, select **Programs** (In Windows XP, **All Programs**)-**Sony Handheld-HotSync Manager** from the **Start** menu and start the HotSync Manager.
- ▶ Is the check box of **Local USB** (displayed after clicking the HotSync  icon) selected?
Local USB needs to be checked.
- ▶ Is the USB port active?
Check whether the USB port operates normally by keeping other USB apparatus such as USB mouse.
- ▶ When using terminal extension products for laptops such as port replicator, you may not be able to use either the port replicator or the USB port of your computer.
- ▶ Quit applications other than 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 on the backside of your CLIÉ handheld.

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

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

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

- ▶ Tap **HotSync** and check that it is set at **Local** and **Cradle/Cable** is selected.
- ▶ Perform a soft reset on the device.

You cannot cancel a HotSync® operation midway

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

Data cannot be synchronized with some applications when a HotSync® operation is performed

- ▶ 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 Manager** icon in the task tray on the bottom right of the computer screen and select **Custom**. Check that all the applications are set to synchronize files.
- ▶ The software of a third party to perform backup or synchronization are installed in your computer or CLIÉ handheld.
You cannot synchronize all the applications on the Palm™ Desktop for CLIÉ software side.

Data cannot be synchronized with some applications when a HotSync® operation is performed

- ▶ There is insufficient memory in your CLIÉ handheld.
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, select **Show Records** in **Current Privacy** settings of **Security** 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 “CLIÉ Application Manual” on your computer.

You cannot back up some data by a HotSync® operation

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

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

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

The HotSync Manager does not start (The HotSync  icon is not displayed in the bottom right of the computer screen)

- ▶ Install the Palm™ Desktop for CLIÉ software once again.

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

- ▶ 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 of the screen of your computer and select **Custom**. Select **Mail** from conduit, click **Change**, start Mail setup and specify the mail software that you use regularly.
- ▶ The settings of the mail software are not complete. Set so that you can access mails from your computer.

You cannot perform a HotSync® operation via modem

Verifying your CLIÉ handheld

- ▶ Verify that the phone number you are connecting to is correct.
- ▶ When you are using the call waiting facility in your service line, tap **Network-Phone** in the **Preferences** screen and in the **Phone Setup** screen select the check box of **Disable call waiting** and enter the correct number.

You cannot perform a HotSync® operation via modem

- ▶ When you have dialed an outside line, select the check box of **Dial prefix** in your CLIÉ handheld and enter the correct number.
- ▶ Check whether you can hear any noise coming from your service line. Sometimes the line may get cut because of such noises.
- ▶ When using a modem other than the CF modem card, check the remaining battery of the modem.

Verifying your computer

- ▶ Check that the computer is turned on and the automatic shut off setting in the power saving mode is off.
- ▶ Check that the modem and the service line are properly connected.
- ▶ Click the HotSync  icon on the bottom right of the screen of your computer and check whether the **Modem** check box is selected.
- ▶ Check that the modem connected to your computer is switched on. You cannot start the modem that has the Auto-Off feature from your CLIÉ handheld.
- ▶ Check whether the modem is correctly connected to the serial port of your computer.
- ▶ Check whether the **Setup string** in the **Setup** window is correct. For details, refer to the operating instructions of the modem.
- ▶ Reduce the setting for transmission speed if any problem arises only when the **Speed** setting in the **Setup/Modem** window is set to **As fast as possible** or some other specific speed.
- ▶ Check that the **Speed** setting in the **Setup/Modem** window is proper for the modem connected.
- ▶ Turn off the modem and turn it on once again after a while before reconnecting the modem.

You cannot perform an IR HotSync[®] operation

- ▶ The IR HotSync[®] operation cannot be performed for a computer without an IR port.
- ▶ Check that the HotSync  icon is displayed in the task tray on the bottom right of the computer screen and click the  icon. The menu is displayed when **HotSync Manager** is working.
- ▶ When using Windows 2000 Professional/Windows XP, click the HotSync  icon on the bottom right of the screen of your computer and make sure the **Beaming** is checked.
- ▶ When using Windows 98 Second Edition/Windows Me, click the HotSync  icon on the bottom right of the screen of your computer and make sure the **Local Serial** check box is checked.
- ▶ When using Windows 98 Second Edition/Windows Me, make sure that the HotSync Manager is running and the Serial Port for local operations is set to the simulated port for infrared communication.
- ▶ Check that HotSync setting of CLIÉ handheld is set at **Local**, and **IR to a PC/Handheld** is selected.
- ▶ Check that your CLIÉ handheld and the IR port of the computer are between 4 inches (approximately 10 centimeters) and 8 inches (approximately 20 centimeters) apart. The beaming distance to other Palm OS[®] PDA devices or to the computer, etc., varies depending on the compatibility between the devices.
- ▶ You cannot perform an IR HotSync[®] operation when the battery remaining is insufficient. After charging your battery, try the IR HotSync[®] operation once again.
- ▶ Reduce the setting for transmission speed.
When using the call waiting facility in your telephone line, tap **Connection** and **IR to a PC/Handheld** in the Preferences screen, and tap **Edit**. Tap **Details** and specify the **Speed** in the **Details** screen.
- ▶ Check that the IR port of your computer is enabled.

If you still cannot perform a HotSync® operation

If you have reviewed the items in the troubleshooting list and the HotSync® operation problem persists, review the following.

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

1 Right-click My Computer and select Properties from the displayed menu.

The **System Properties** screen is displayed.

2 For Windows 2000 Professional/Windows XP, click the Hardware tab.

3 Click the Device Manager tab.

4 Check whether there are devices that are marked with and .

Devices with such marks are not operating normally. Update the device driver by contacting the manufacturer of the device.

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

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

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

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 to connect the cradle directly to a USB connector of your computer.

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

Contact your computer manufacturer to check whether the USB connector 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 old type of computer equipped with a USB port, the USB port may be disabled by default. If another device such as a USB mouse cannot be used, check the BIOS setting of your computer.

Also check the Device Manager. Right-click on **My Computer** and select **Properties** (Only in case of Windows 2000 Professional/Windows XP, select **Hardware** tab and then select **Device Manager**). Click the **Device Manager** tab and check that USB controller is listed in the **Device Manager** screen.

Error message

An error message is displayed repeatedly

- ▶ Follow the instructions of the message.

When an application starts, “Invalid process” is displayed

- ▶ If there is insufficient memory in your CLIÉ handheld or “Memory Stick” media, then the application may not start. Delete any unnecessary data.

The error message for insufficient memory is displayed

- ▶ If memory in your CLIÉ handheld or “Memory Stick” media is insufficient, then the application may not start. Delete the unnecessary data after taking a backup.
- ▶ Delete old data of the Date Book application and the To Do List application.
In the case of the Date Book application, select **Purge** in **Record** menu list and set purge to **Delete events older than** and in the case of the To Do List application, select **Purge** in **Record** menu list and set purge to **Delete all To Do items marked completed**.
- ▶ Delete the unnecessary notepad and data.
 - For details, refer to the explanation of each application in “CLIÉ Application Manual” on your computer.
- ▶ When add-on applications are installed in your CLIÉ handheld, delete these applications.
 - For details, refer to “Enhancing features with add-on applications: Deleting the installed add-on applications” in “Handbook.”

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

- ▶ Move your CLIÉ handheld away from the computer's infrared port except when performing an IR HotSync[®] operation, as a malfunction may occur. Or, tap **General** in the **Preferences** screen and check that the **Beam Receive** function is turned off.
- ▶ Your computer's infrared port may be set to search automatically for the presence of other infrared devices. Do the following to turn off this option:
 - 1** In the Windows task bar, select **Start**, point to **Settings**, and select **Control Panel** (In case of Windows XP, it is **Start-Control panel**).
 - 2** Double click the Infrared icon. (In case of Windows 2000 Professional/ Windows XP, it is Wireless Link icon.)
 - 3** Click the tab **Sending image**.
 - 4** Click the check box. Send the image from the digital camera to your computer using the wireless link to uncheck, and click **OK**.
 - 5** Click the HotSync  icon on the bottom right of the screen of your computer and check by clicking **Infrared** from the displayed menu.

The error message for insufficient memory is displayed when you receive data via IR port

- ▶ For data receiving via beaming, the free space of your CLIÉ handheld memory must be more than twice the size of data to be received. When the memory is insufficient, delete any unnecessary data.
- ▶ Perform a soft reset by pressing the reset button.
 - For details, refer to “Basic Operations of your Sony CLIÉ™ Handheld: Resetting your CLIÉ Handheld” in “Read This First (Operating Instructions).”

You cannot input properly

When you tap the button or screen icons, your CLIÉ handheld activates the wrong feature

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

When you tap the menu icon, the menu is not displayed

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

Your CLIÉ handheld does not recognize handwritten characters

- ▶ For your CLIÉ handheld to recognize handwritten characters input with the stylus, you must use Graffiti[®] writing.
 - For details, refer to “Entering data in your Sony CLIÉ™ Handheld: Using Graffiti[®] writing to enter data” in “Handbook.”
- ▶ Enter the Graffiti strokes in the Graffiti writing area, not on the display part of the screen.
- ▶ Enter Graffiti strokes for letters on the left-hand side of the Graffiti writing area, and the strokes for numbers on the right-hand side of the same area.
- ▶ Make sure that Graffiti has not shifted into extended or punctuation modes.
 - For details, refer to “Entering data in your Sony CLIÉ™ Handheld: Using Graffiti[®] writing to enter data” in “Handbook.”
- ▶ How to enter Graffiti characters faster and accurately.
 - For details, refer to “Entering data in your Sony CLIÉ™ Handheld: Using Graffiti[®] writing to enter data” in “Handbook.”

How to operate basic applications (PIM)

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

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

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

- ▶ Check whether the categories drop-down list (upper right) is set to **All**.
- ▶ Check whether **Show Records** is set in **Security**.
- ▶ In To Do List, tap **Show** and check that the **Show Only Due Items** check box is selected.

You cannot re-order 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. Make sure that **Sort by** is set to **Manual**.
- ▶ The settings of the display sequence of the Palm™ Desktop for CLIÉ software cannot be synchronized.
Even if you execute a HotSync® operation by rearranging the memo in alphabetical order with the Palm™ Desktop for CLIÉ software, the notepad of your CLIÉ handheld will display as per the settings of **Memo Preferences**.

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, choose the **Day view** to see overlapping events.

The vCard data imported from the Address application in your CLIÉ handheld by beaming cannot be read by the Palm™ Desktop for CLIÉ software

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

You cannot beam data

Issues to be verified at first

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

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

- ▶ For data receiving via beaming, the free space of your CLIÉ handheld memory must be more than twice the size of data to be received. When the memory is insufficient, delete any unnecessary data.
- ▶ Perform a soft reset by pressing the reset button.
 - ➔ For details, refer to “Basic Operations of your Sony CLIÉ™ Handheld: Resetting your Sony CLIÉ Handheld” in “Read This First (Operating Instructions).”

You forget your password

You forget the password and your CLIÉ handheld is locked

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

You forget the password and your CLIÉ handheld is not locked

- ▶ You can use **Security** to delete the password, but your CLIÉ handheld deletes all records marked as private. To back up all the data including private records, perform a HotSync® operation before you delete the password. Then to restore your private records saved in your computer, perform a HotSync® operation to backup the data of your CLIÉ handheld onto the computer and then follow these steps.

- 1** Tap **Password** in the **Security** screen. The **Password** dialog box is displayed. In this dialog box, tap **Lost Password** to remove the password and delete all private records.
- 2** Perform a HotSync® operation and restore your private records.

You cannot use “Memory Stick” media

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

- ▶ Make sure that the write protect tab of the “Memory Stick” media is not at the “LOCK” position.
- ▶ There must be sufficient memory space.
To copy/move data from “Memory Stick” media to your CLIÉ handheld, your CLIÉ handheld must have at least enough available space for the data that is copied or moved.
Delete any unnecessary data.

The message “Please insert the Memory Stick media” is displayed when a “Memory Stick” media is inserted in the “Memory Stick” slot

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

You cannot start applications installed in a “Memory Stick” media

- ▶ The internal memory space of your CLIÉ handheld is insufficient.
When starting applications installed in “Memory Stick” media from the Application Launcher screen, a memory space that is approximately the same as the application size must be kept free in your CLIÉ handheld.
- ▶ Specify the location where the application is to be installed as “Memory Stick” media and verify that HotSync[®] operation is performed correctly.
When it is installed correctly, copy or move the applications installed in “Memory Stick” media to your CLIÉ handheld using the CLIE Files application.

You cannot read the data in a “Memory Stick” media

- ▶ Using the installation tool of Palm™ Desktop for CLIÉ software, you can save the data installed in the “Memory Stick” media in the **/PALM/Launcher** folder. When the application of your CLIÉ handheld cannot access this folder, even if installation was successful the data will not be displayed. Copy the data within “Memory Stick” media to your CLIÉ handheld using the CLIE Files application.
 - For folder names in a “Memory Stick” media that can be referred to by each application, refer to “On files stored in “Memory Stick” media” in “CLIÉ Application Manual” on your computer.Moreover, for any third-party application, contact the developer of that software.

You cannot read data from a “Memory Stick” media or there are errors

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

You cannot make a backup

You cannot make a backup of some data in your computer with a HotSync® operation

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

You cannot transfer data

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

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

The peripheral devices are not recognized

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

You cannot play music (Audio Player)

Playing music

There is no sound

- ▶ Increase the volume.
- ▶ Verify that the volume is not set to the Muting mode.

The sound is too low

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

The sound is disrupted for a moment

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

The sound is noisy

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

You 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 Camera (for PEG-NX70V only)
 - Movie Recorder (for PEG-NX70V only)

The sound becomes distorted

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

The sound is coming from only one side

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

The names of music files in “Memory Stick” media are not displayed when you start the Audio Player application

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

You cannot play the music once you 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 cannot be played

- ▶ Verify whether the MP3 files are copied in the **/PALM/Programs/MSAUDIO** folder of the “Memory Stick” media.
- ▶ Verify whether the format can be replayed in your CLIÉ handheld.
 - ➔ For details on formats that can be replayed in your CLIÉ handheld, refer to “Audio Player” in “CLIÉ Application Manual” on your computer.
- ▶ Files encoded in VBR (Variable Bit Rate) cannot be replayed. Files that show the bit rate to be 0 kbps in the “About Track” screen are the files encoded in VBR.
 - ➔ For details on the formats that can be played in your CLIÉ handheld, refer to “Audio Player” in “CLIÉ Application Manual” on your computer.

The next music cannot be searched

- ▶ When you are playing in the repeat mode, and in case the order has been shuffled, only the last song will be searched during playing. In such a case, search for the next music once all the music have been repeated (**REP ALL**).

The sound stops suddenly

- ▶ Verify that the battery remaining is sufficient.
- ▶ The terminal part of “Memory Stick” media may be dirty. Remove and insert the “Memory Stick” media several times.

You cannot operate your CLIÉ handheld with the remote control

- ▶ Set the HOLD switch on the remote control to off.

Connecting to the computer

The CLIÉ handheld is placed on the cradle, but SonicStage 1.5 does not recognize the CLIÉ handheld

- ▶ Set to the music transfer mode.
 - For details, refer to “Audio Player” in “CLIÉ Application Manual” on your computer.
- ▶ OpenMG may take time to confirm data. Please wait for a while.
- ▶ “Magic Gate Memory Stick” is necessary for check in/out audio data. Check that the “Memory Stick” media you are using is “Magic Gate Memory Stick” media.
- ▶ Other applications are starting on your computer. After a while, insert your CLIÉ handheld in the cradle once again. If this does not solve the problem yet, restart the computer.
- ▶ Check whether the cradle is correctly connected to the computer.

The connection suddenly gets disconnected

- ▶ Connect the AC adapter to the cradle.
- ▶ Check whether the cradle is correctly connected to the computer.
- ▶ Insert the CLIÉ handheld tightly in the cradle.

The number of songs that can be sent is not enough (The time to record is not enough)

- ▶ There is data besides music data in the “Memory Stick” media. The part containing non-music data reduces the number of songs that can be sent. Copy the non-music data onto your computer and increase the free space in the “Memory Stick” media.

After you connect to the computer, the drive is recognized but the contents cannot be seen

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

Operation during connection is unstable

- ▶ When connecting the cradle to the computer using the USB hub or the USB extension cable, the operation may not work properly. Connect the cradle directly to the USB port of your computer.

The error message “The disk is out” is suddenly displayed on the screen

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

Other problems

The CLIÉ handheld does not make any sound while working

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

The “Memory Stick” media cannot be inserted

- ▶ The direction to insert the “Memory Stick” media is improper. Insert it in the correct direction.

“Memory Stick” media that is used with other devices cannot be used

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

Even after inserting the “Memory Stick” media operation does not start for a while

- ▶ When you insert a “Memory Stick” media containing many audio files, operation may take a while. This is not a malfunction. Wait till either the song name is displayed on the Audio Player screen or the “Memory Stick” lamp is off.

About Sound Utility/Sound Converter 2

You cannot transfer audio data to your 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 not compatible with any other Sound Converter application supplied with another CLIÉ handheld.
- ▶ If you encode audio data with another Sound Converter and transfer the data to your CLIÉ handheld, follow the steps 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.

You cannot transfer audio data to your CLIÉ handheld

- ▶ If you encode audio data with the supplied Sound Converter 2 application and transfer the data to another CLIÉ handheld, follow the steps below to delete the data. With another CLIÉ handheld, 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

There are some features that cannot be used in MPEG Movie format

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

You cannot change the title in Movie Player format

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

You cannot change the title in Movie Player format

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 “Memory Stick” media is at the “LOCK” position.
- 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 “Memory Stick” media is at the “LOCK” position.
- The play list file (MQV_LIST.TXT) is read-only.

You cannot connect to the Internet

You cannot connect to the Internet

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

“Modem cannot be found” is displayed

- ▶ Verify the connection between your CLIÉ handheld and network card.

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

- ▶ Verify whether the **Network preference** in the **Preference** menu is correct.
Are the setup contents of **Preferences - Network** correct?

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

- ▶ Select **Network preference** on the Preference 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)

Images are not displayed

- ▶ Start the NetFront application and tap the menu icon. Tap **NetFrontSettings** 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 application. The file formats compatible with the NetFront 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 content that are not compatible with the NetFront application such as Macromedia Flash resources.
- ▶ The website page size may be too large. In addition, HTML tags or page construct 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.

You cannot access a certain website

- ▶ Check whether you have entered the correct URL. Make sure that you differentiate “-” (hyphen) from “_” (under bar), 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 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 application is running, tap the Menu icon, select **NetFrontSettings** from the **Options** menu, and verify 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 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 application. Use the CLIE Files application to delete files.

You cannot utilize e-mail (CLIE Mail)

You cannot send or receive e-mail messages

You cannot send mails

- ▶ Please check the e-mail address of the person to whom you are mailing.
- ▶ Check the settings following the steps mentioned in “CLIE Mail” in “CLIE Application Manual” on your computer.
- ▶ Try sending the mail again after a while.
- ▶ With some providers, you may have to first receive a mail before you can start sending mails. Send a mail within three minutes of receiving a mail (After how long can you send a mail once you receive a mail will differ depending on the provider).

You cannot receive mails

- ▶ Check the settings of your mail server following the steps mentioned in “CLIE Mail” in “CLIE Application Manual” on your computer.
- ▶ Try receiving mails again after a while.

You get a message saying that your ID is incorrect or that the password is incorrect

- ▶ Check the settings of the user name and password following the steps mentioned in “CLIE Mail” in “CLIE Application Manual” on your computer.

You cannot synchronize the data of your computer's E-mail software with that of CLIE Mail and Outlook Express

- When “Microsoft® Outlook Express” and “Microsoft® Outlook” are installed in one computer, you cannot synchronize the data of Outlook Express with that of CLIE Mail. Reset MAPI of your computer by the following steps.
- 1** In the Windows task bar, select **Start**, point to **Settings**, and select **Control Panel** (In case of Windows XP, it is **Start-Control panel**).
 - 2** Double click the Internet option icon.
The **Internet Properties** dialog box is displayed.
 - 3** Click the tab **Programs** 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 once again in the **Control Panel**.
 - 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

You receive mails from Mailer Daemon

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

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

- ▶ Check whether the feature to forward mails has been set. Check the settings following the steps mentioned in “CLIE Mail: Transferring e-mails from your computer: Setting up your CLIÉ handheld for HotSync e-mail transfers” in “CLIÉ Application Manual” on your computer. Moreover the cause will become clear when you check the log displayed by tapping **Log** in the CLIÉ handheld after performing a HotSync® operation.

Getting Help

Documents To Go

Support information:

<http://www.dataviz.com/Sony/>

(+1) 203-268-0030 (English only)

Mon-Fri excluding national holidays

09:00 a.m.-06:00 p.m (USA Eastern)

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. When you have questions or trouble, please refer to one of the following for a solution:

■ **Read This First (supplied), Handbook (supplied), and Troubleshooting Q&A (this guide)** describe how to use your CLIÉ handheld.

■ **Your Sony CLIÉ Handheld Support Website**

<http://www.sony.com/peg/support/>

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

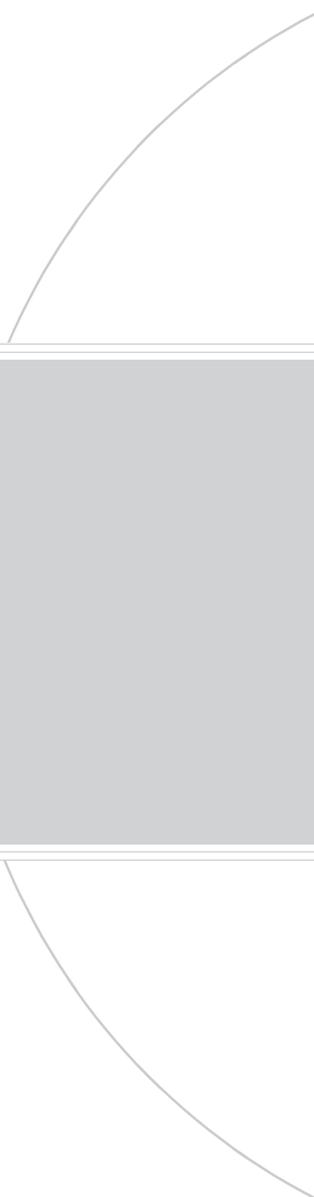
- Frequently Asked Questions (FAQs)
- Online Operating Instructions
- Installation information
- Software updates
- Online knowledge base

■ **The Sony e-mail support service** answers your questions by e-mail.

Send your question, and a customer service representative will send you a reply. You can use the e-mail form at

<http://www.sony.com/peg/support/>

- **The Sony fax-back service** provides you with answers to commonly asked questions. You can use this automated service to access a list of available topics and then select the topics that you want to receive. To contact the Sony fax-back service, call 1-877-760-SONY (7669).
- **The Sony Customer Information Service Center** offers information about your CLIE handheld and other Sony products that work with your computer. To contact the Sony Customer Information Service Center, call 1-877-760-SONY (7669).



For the latest information on support
and accessories,
check our official Sony CLIE Web site
<http://www.sony.com/clie/>

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