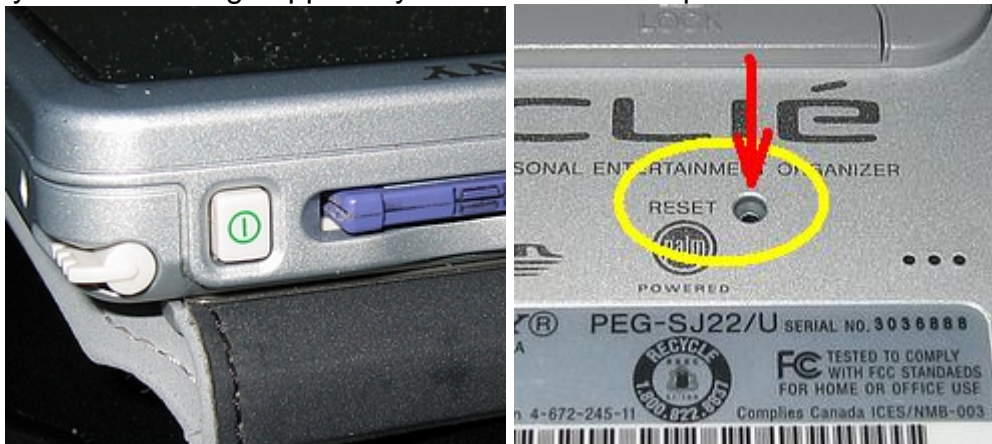


HotSyncing A Clie To Reinstall All Software 2003.330

IMPORTANT: All information must be erased from the Clie before performing a HotSync operation. If you are HotSyncing to replace a missing application, for example, the fact that the application is missing from the Clie may cause it to be removed from the desktop computer instead of it being installed to the Clie. If there are files on the Clie that you want to save back them up to the Memory Stick before proceeding.

1. Perform a hard reset of the Clie by pressing and holding down the power button on top of the Clie. At the same time (yes, it does take a bit of manual dexterity) poke an object, such as the point of a paperclip, into the Reset switch hole on the back of the Clie. Remove the object from the hole, but keep the power button pressed down until the Palm Powered logo appears on the display. When the logo appears you can release the power button.

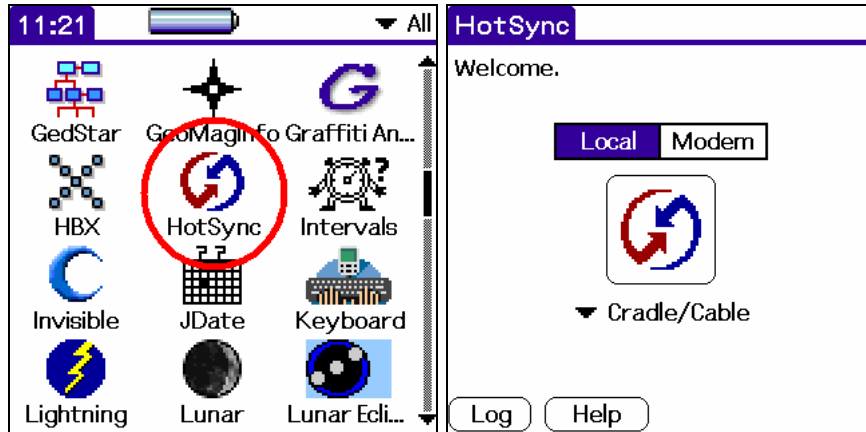


2. When the power button is released the question "Erase all data?" will appear. Push the rocker button (the center button of the 5 hardware buttons below the display) up to erase everything. The Palm Powered logo will return and the unit will reboot.

3. Follow the instructions on the display and go through the Welcome application's calibration of the digitizer. The time, timezone, etc. do not need to be set since they will probably be wrong after the HotSync anyway. Connect the Clie to the desktop computer with the HotSync cable which should be laying near the computer.



4. When the Launcher icons appear tap on the HotSync icon, and then tap the HotSync icon button in the middle of the screen.

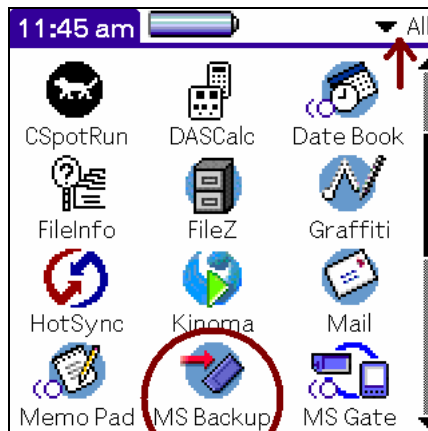


5. The Users dialog box will appear on the desktop. All of the Clies are assigned the Palm user name "field". If it is not selected select "FIELD" in the list and click the OK button. Installation of the programs will begin.

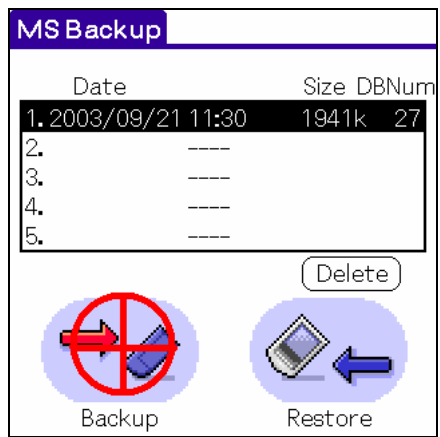


6. When the HotSync operation is finished you may have to reset the Clie.

7. Restore any of the files you may have saved to the Memory Stick before the hard reset and then make a backup of the Clie RAM using the MSBackup program.



8. Select any backup set that may already be listed and tap the Backup button.



(END)