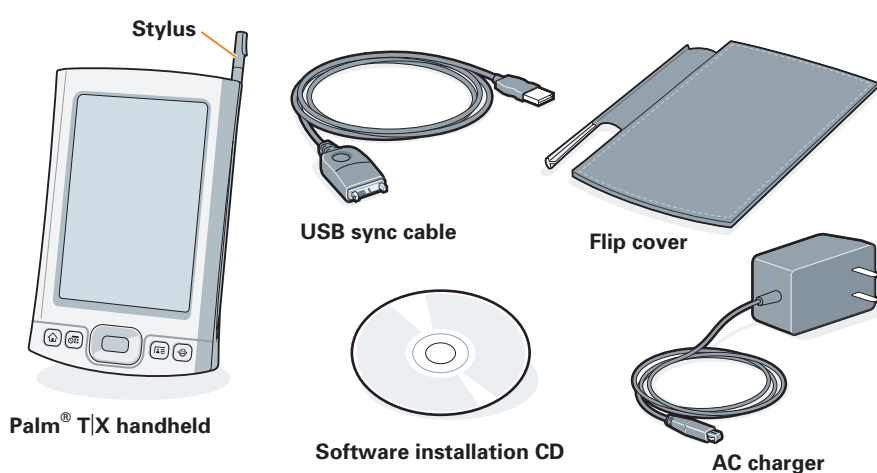


## Start here



### Upgraders

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

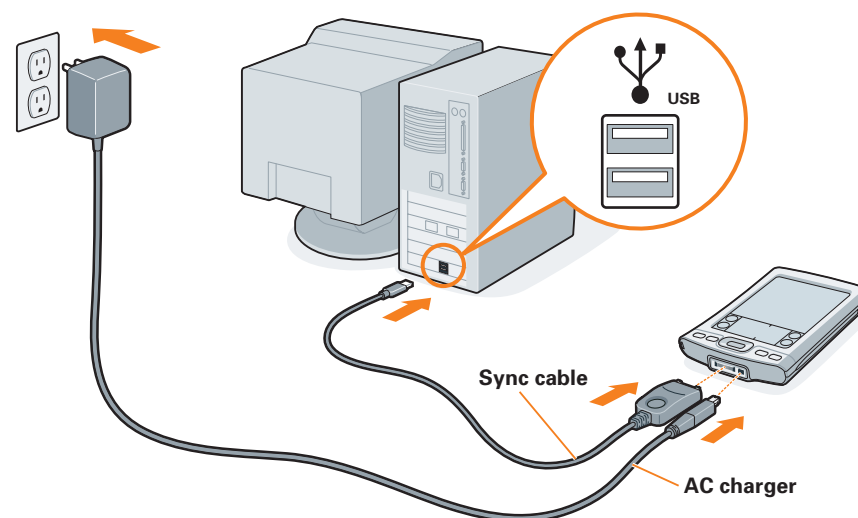
Be sure to install the new software from the CD as described in step 3 below; otherwise, your new handheld will not work correctly.

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

## 1 Connect and charge

*Note: Don't be surprised if your handheld doesn't respond at all to button presses or taps before you fully charge it. This is normal.*

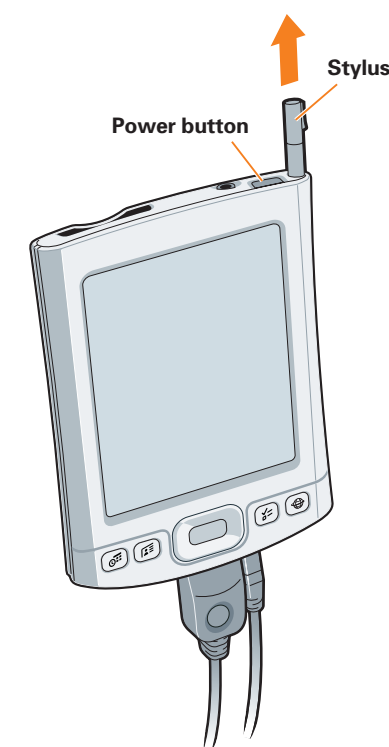
- Connect the sync cable to your handheld and to the USB port on your computer.
- Plug the AC charger into an outlet and connect it to the handheld.
- Charge for **three hours**. Be sure to fully charge your handheld before going on to the next step.



## 2 Set up

- Press the power button.
- Remove the stylus.
- Follow the onscreen instructions to set up your handheld.

*Tip: Take the Quick Tour to learn more about the great features of your Palm TX handheld.*



Problems? See Troubleshooting below.

## 3 Install software

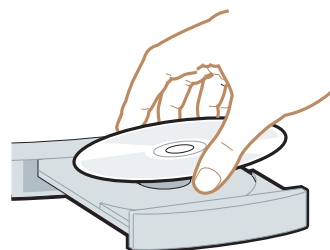
To install Palm® Desktop software and other important software, insert the CD into your computer's CD drive.

### Windows:

Follow the installation instructions that appear on your computer screen.

### Mac:

Double-click the CD icon, and then double-click PalmSoftware.pkg.



*Tip: During the installation process on a Windows computer, you can select to synchronize with Outlook.*

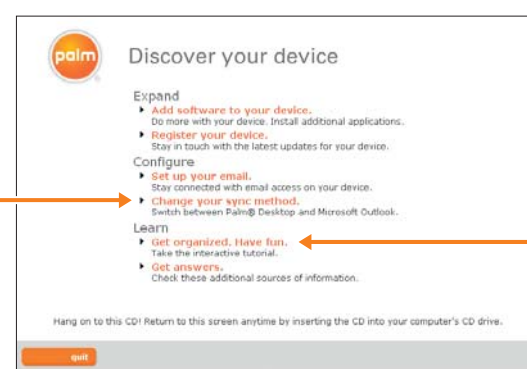
### Upgraders

To switch from synchronizing with Palm Desktop software to Outlook, select **Change your synchronization method** at the end of the installation process.

Problems? See Troubleshooting below.

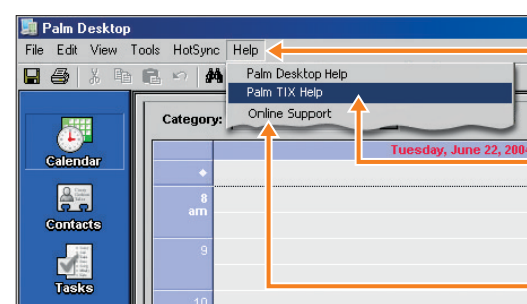
## Get answers, learn more

### Take the tutorial



Quickly learn to use your handheld. Insert the installation CD into your computer and click here for an **interactive tutorial**.

### Get more information



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

Click here for detailed handheld and desktop software help.

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

## Look for these great features

### On your computer



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



**Quick Install (Windows only).** Install applications on your handheld the next time you synchronize.



**Send To Handheld droplet (Mac only).** Install applications on and copy other types of files to your handheld the next time you synchronize.

### On your handheld



**Wi-Fi® technology.** Set up wireless connections to a Wi-Fi network to browse the web, send and receive email messages, and synchronize with your computer.



**Bluetooth® wireless technology.** Set up a connection with your computer to synchronize wirelessly (computer must be enabled with Bluetooth technology), or set up a connection with your GSM mobile phone to browse the web or send and receive email and SMS messages. (Requires phone enabled with Bluetooth technology, data services, and an ISP, all sold separately.)



**VersaMail® application.** Send, receive, and manage email messages wirelessly using your handheld's wireless capabilities or by synchronizing with your Windows computer.

## Troubleshooting

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

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

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

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

#### Windows:

- Click the Start button and select Run.
- Click Browse to locate the drive containing the CD that came with your Palm TX handheld.
- Double-click autorun.exe on the CD.

#### Mac:

- Double-click the CD icon on the Mac desktop.
- Double-click PalmSoftware.pkg.

### Synchronization does not begin

Be sure the sync cable is plugged into your handheld and into a USB port on your computer.

#### Check your computer:

##### Windows:

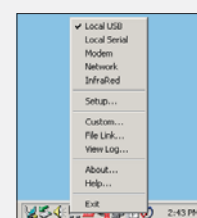
- Make sure the HotSync® Manager icon appears in the group of icons in the lower-right part of your screen.

#### HotSync Manager icon



If not:

- Click the Start button and select Programs.
  - Select Palm, and then select HotSync Manager.
- Check the connection type:
    - Disconnect and then reconnect the sync cable.
    - Make sure there is a checkmark next to Local USB. If there is none, click Local USB.

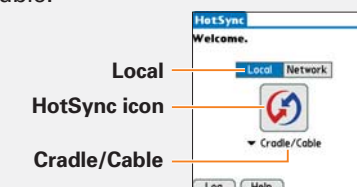


##### Mac:

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

#### Check your handheld:

- Tap Home, and then tap HotSync in Applications.
- In the HotSync application, verify the following:
  - Local is highlighted. If it isn't highlighted, tap Local.
  - The term Cradle/Cable appears. If not, tap the pick list, and then tap Cradle/Cable.
- Tap the HotSync icon on the screen.

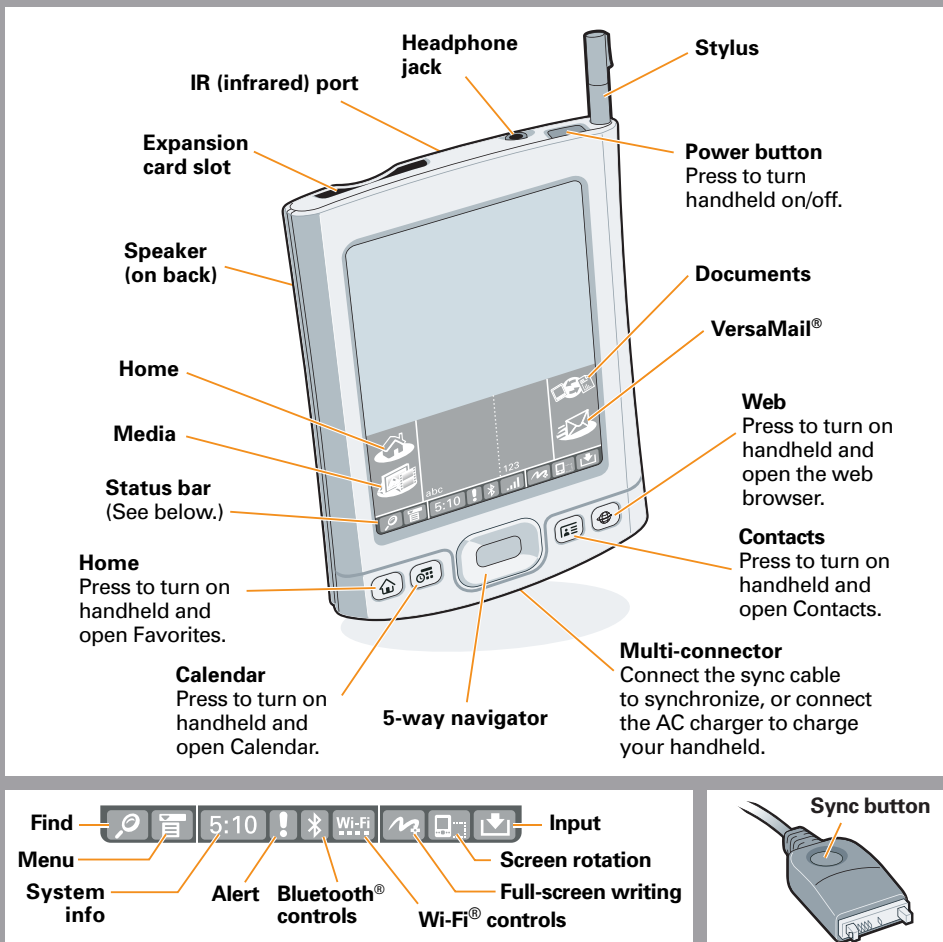


### Upgraders

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



TX  
HANDHELD



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**Software Download Available**  
Palm® Desktop software is available on CD. Check [www.palm.com/support](http://www.palm.com/support) for updates and new versions of the software.

**Agency Compliance Information**  
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