Connect and charge

1. Plug the power adapter into your Zire 31 handheld and into an outlet. Do not connect the HotSync cable to your handheld until instructed to do so.
2. Charge for four hours. Make sure to fully charge your handheld before going on to the next step.

Set up

a. (Optional) Unplug the power adapter from your handheld.
b. Press the power button.
c. Remove the stylus.
d. Follow the instructions onscreen.

Install software and connect handheld to computer

To install Palm Desktop software and software for photos, music, and more, follow these steps:

Windows:
1. Double-click the CD icon on the Mac desktop.
2. Click Browse to locate the drive with the Palm Desktop software CD.
3. Double-click autorun.exe on the CD.

Mac:
1. Double-click the CD icon, and then double-click the Palm Desktop Installer icon.

When instructed during installation, connect your handheld to your computer.

a. Plug the HotSync cable into a USB port on your computer.
b. Plug this cable into your handheld.

Synchronization does not begin

Be sure the HotSync cable is connected to your handheld and to a working USB port on your computer. Follow these steps to check both your computer and your handheld:

Check your computer:

Windows:
1. Make sure the HotSync icon appears in the group of icons in the lower-right part of your screen.
   - The phrase Cradle/Cable appears. If not, click Local USB.
   - Local is highlighted. If it isn’t highlighted, tap Local.
2. Check the connection type:
   - If not, click Local USB.
   - Make sure there is a checkmark next to Local USB.
   - Double-click the HotSync Manager icon in the palmOne folder.
Mac:
1. Make sure the HotSync Manager is enabled:
   - Double-click the HotSync Manager icon in the palmOne folder.
   - In the HotSync Controls tab, click Enabled.
   - If not, click Local USB.

2. Check your handheld:

   - The phrase Cradle/Cable appears. If not, tap Local.
   - The phrase Cradle/Cable appears. If not, tap whatever word is there, and then tap Cradle/Cable in the pick list.
   - To start synchronization, tap the HotSync icon in the middle of the screen.

Troubleshooting

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

1. Try turning it on by pressing the Calendar or Contacts application button.
2. Perform a soft reset: Use the tip of an unfolded paper clip (or similar object) of the handheld.
3. Make sure the power adapter is firmly connected to the handheld and to a working electric outlet. Charge for another four full hours.

Note: There is no light that indicates charging.

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

Windows:
1. Click the Start button and select Run.
2. Click Browse to locate the drive with the Palm Desktop software CD.
3. Double-click autorun.exe on the CD.

Mac:
1. Double-click the CD icon on the Mac desktop.
2. Double-click the Palm Desktop Installer icon.

Already use a Palm OS handheld?

Support information is also available at www.palmOne.com/support/zire31.