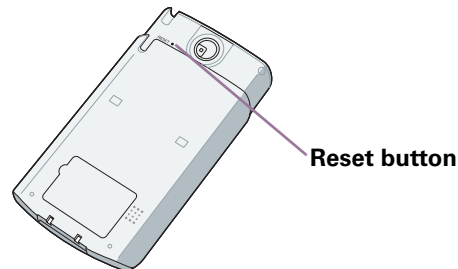



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# Troubleshooting

## Your handheld does not turn on when you press the power button

1. Press any application button to ensure your handheld is turned on.
2. Perform a soft reset:
  - a. Slide the bottom portion of your handheld upward to open the camera.
  - b. Use the tip of an unfolded paper clip (or similar object without a sharp tip) to gently press the reset button inside the hole on the back panel of your handheld.



3. Make sure your handheld is charging and then charge it for another full two hours:
  - a. Place your handheld in the cradle.
  - b. Press the power button.
  - c. Tap Home .
  - d. Look for a lightning bolt on the battery icon at the top of the screen.
  - e. If you do not see the lightning bolt, reseal your handheld in the cradle and check the cable and power adapter connections.

### Third-party applications

Some third-party applications may not have been upgraded to be compatible with your new ABC™ handheld. If you suspect that a third-party application is affecting the operation of your handheld, contact the developer of the application.

### ABC™ Desktop Installer does not automatically appear after you put the CD-ROM into the drive

#### Windows:

1. Click the Start button.
2. Select Run from the Start menu.
3. Click Browse to locate the drive with the ABC Desktop software CD-ROM.

- 
4. Double-click the **autorun.exe** file on the ABC Desktop software CD-ROM.

**Mac:**

1. Double-click the CD-ROM icon on the Mac desktop to open the ABC Desktop software CD-ROM.
2. Double-click the ABC Desktop Installer icon.

**HotSync® process does not begin**

Check that the handheld is properly seated in the cradle and that the cradle connector is securely connected to the computer.

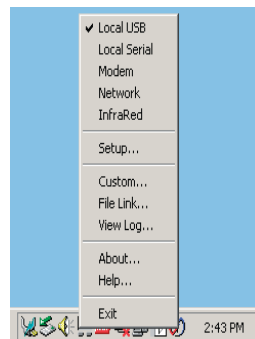
**Windows:**

1. Make sure the HotSync icon appears in the Windows system tray.



If not:

- a. Click the Start button and select Programs.
  - b. Select ABC Desktop, and then select HotSync Manager.
2. Check the connection type:
    - a. Click the HotSync icon.
    - b. Make sure there is a check mark next to Local USB (or Local Serial if using a serial connection). To insert a check mark, click the menu item.



**Mac:**

1. Make sure the Transport Monitor of the HotSync Manager is enabled:
  - a. Double-click the HotSync Manager icon in the ABC folder.
  - b. In the HotSync Controls tab, click Enabled.
2. If you are using a USB cradle: