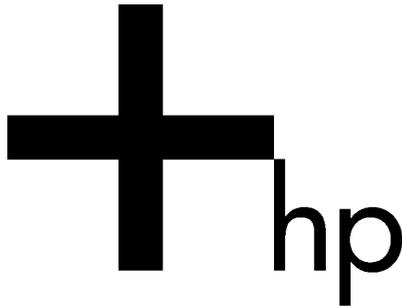




HP iPAQ hw6500
Mobile Messenger series

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raising the bar.™



Product Maintenance Guide



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⚠ WARNING! Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

⚠ CAUTION: Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

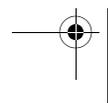
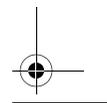
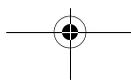
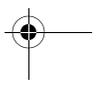
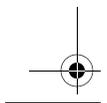
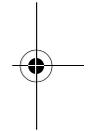
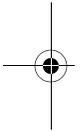
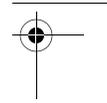
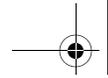
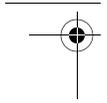
Product Maintenance Guide

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Contents

Welcome	1
Replacing Battery Cover	1
Charging/Communications Port	5
Battery Life.	5
LED Lights	6
Determining the State of Your HP iPAQ	7
Suspend Mode	7
Standby Mode	7
Improving Battery Life.	8
Battery Maintenance	8
Checking Battery Charge Levels	9
Audio Controls.	10
Adjusting the Volume	10
Using the Earbud Headset	10
Listening to Phone Conversations	10
Resetting Your Device	11
Performing a Soft ("Normal") Reset	11
Performing a Hard ("Full") Reset	12
Using iPAQ File Store	12
Protecting Your HP iPAQ Display	13
Troubleshooting your HP iPAQ.	14
Power	14
Audio.	15
Display.	16
Synchronizing	18
For More Information	19



Welcome

As a valued customer, we want you to have the best experience possible with your HP iPAQ. To receive the most from your investment, there is a minimum amount of maintenance required to maximize and prolong the performance of your product. In this guide, you will learn:

- How to protect your HP iPAQ from unintended damage by showing how to properly replace the battery cover on the device and by providing important information about protecting the device screen.
- How to improve the device battery life, so you can use your device longer between chargings.
- How and when to perform a soft reset or a hard reset to adjust device performance.
- How to troubleshoot common device issues, including synchronizing.

Replacing Battery Cover

The HP iPAQ battery cover is an integral part of the device, and you must be careful when removing and installing it. There are “hooks” on the inside of the battery cover, and they serve two purposes. They:

- Secure the battery cover onto your device.
- Activate the battery.

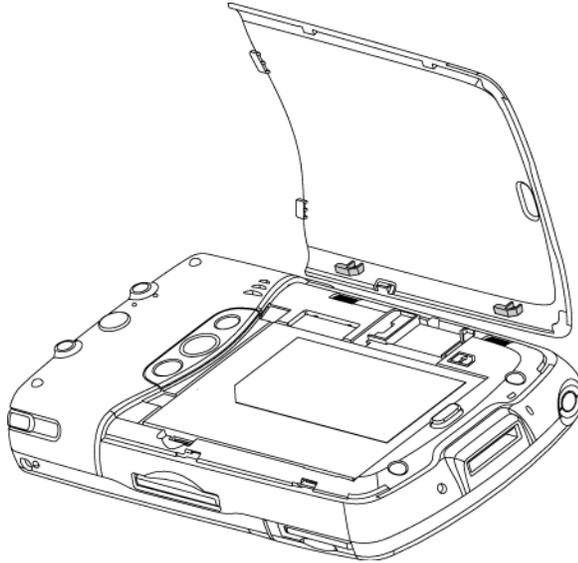
WARNING! Failure to insert your battery cover on your HP iPAQ using the HP recommended steps can damage the battery cover, which will cause your unit to have power and charging failure.

Some of the symptoms of broken hooks can include:

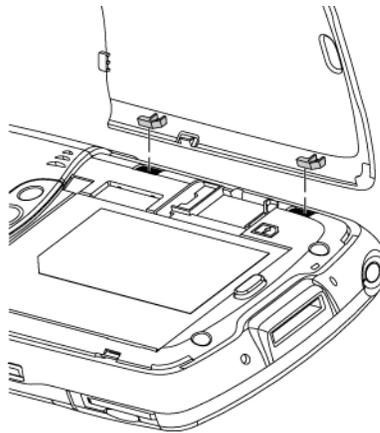
- The red LED remains red and does not turn yellow while the unit is attached to AC power.
- Your device fails to power on when the power button is pressed.

To replace the battery cover:

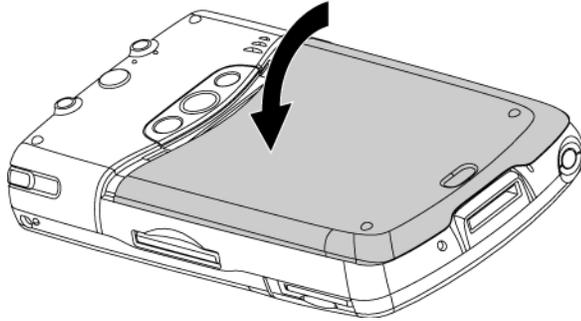
1. Hold the battery cover on the right side of your HP iPAQ at a 90° angle to the device.



2. Line up the two small hooks to the corresponding holes in the battery compartment.

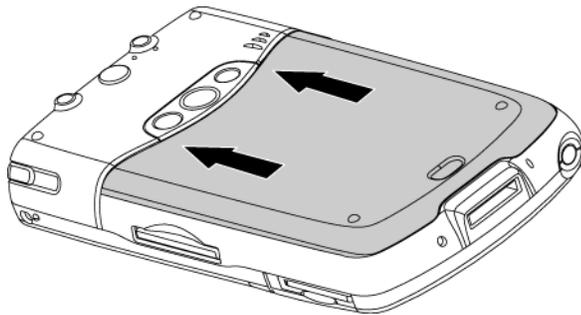


3. Fold over the battery cover so that it is flat on the back of your HP iPAQ.



4. Firmly press down and slide up until the battery cover clicks into place.

NOTE: Be sure that you are applying even pressure to both the middle and bottom portions of the device.

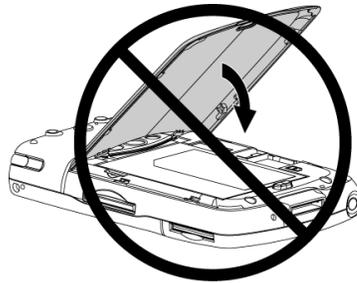


CAUTION: Incorrect installation can cause damage to the battery door hooks.

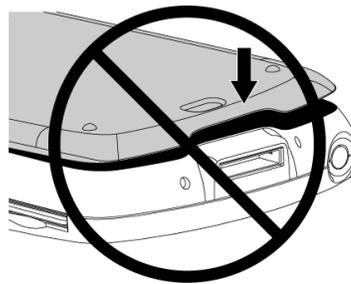
Do not attempt to slide the door if the door hooks are caught or stuck in the SIM card tray. Sliding or forcing the door will result in damage.



Do not attempt to insert the top two tabs into the unit and then press down the battery cover. This will bend and/or break the hooks on your battery cover.



Do not force any part of the battery cover that isn't fitting correctly. If the battery cover is not fitting correctly, remove it and repeat the previous steps while applying extra pressure to the area(s) that did not fit correctly.



Charging/Communications Port

The bottom of the HP iPAQ has a Charging/Communications Port, which consists of a 22-pin connector. The 22-pin connector is used to connect the HP iPAQ to a synchronization cable, cradle and the AC Charger Adapter. If the 22-pin connector becomes damaged, you will not be able to power on or communicate to the device. Therefore with your device face up:

- Be sure that the 3 arrows (triangles) side of the adapter is face up before inserting it into the connector.
- Press the sides at the end of the AC Adapter when inserting or removing it from the Charging/Communications Port.
- Keep the device away from objects that may damage the connector.

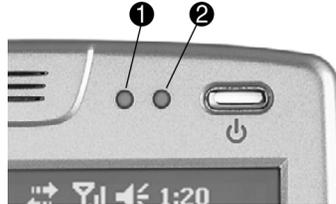
Battery Life

Depending on your frequency of use, it is recommended that you fully charge and recharge your battery regularly. If you use your HP iPAQ often throughout the day for e-mail, phone conversations, GPS navigation and computing, you should recharge your battery regularly throughout the day. If you use your device moderately throughout the day for phone conversations and personal computing, you should be sure to charge your device fully each day.

Your HP iPAQ uses some power to maintain files in RAM and the clock. While working at your desk, keep your HP iPAQ and AC Adapter connected via the HP iPAQ Cradle. When you travel, it is recommended that you carry the AC Adapter, Charger Adapter plug, or an optional spare battery with you.

LED Lights

Although the **screen** turns off after you haven't used your HP iPAQ for a specified amount of time, your HP iPAQ **never turns off** unless the battery is completely depleted. The two LED lights in the top-right corner show your device's connection status, so it is important to know what the different flashing and solid lights mean.



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- | | |
|--|--|
| <p>❶ LED Indicator</p> | <ul style="list-style-type: none"> • Flashing Green—your HP iPAQ is in a mobile phone coverage area. • Flashing Amber—an event notification on your HP iPAQ. • Solid Amber—the device is charging. • Solid Green—the device is fully charged. • Flashing Red—the battery must be connected to a power source immediately, or you may lose data that has not been backed up or copied to the iPAQ File Store folder. • LED off—the device is not connected to an external power supply or a mobile phone network. |
| <hr/> <p>❷ Bluetooth LED Indicator</p> | <ul style="list-style-type: none"> • Blinking Blue indicates Bluetooth is On. • LED off indicates Bluetooth is Off. |
-

Determining the State of Your HP iPAQ

Your HP iPAQ has three different modes in which it operates. It is important to know what your current device mode is, in order to know when the next charging should occur.

Suspend Mode

In Suspend mode or “power off” state the radios remain active. Suspend mode turns off the display and backlight but continues to monitor all notifications as well as the cellular phone network (if it is available). While in Suspend mode, you will receive all cellular phone calls, and the unit will emit a sound and the display will turn on to show you your important notifications and incoming phone calls.

To put the HP iPAQ in Suspend mode, press the power button or the device will enter Suspend mode after 3 minutes of inactivity unless you have modified this setting.

Standby Mode

Standby mode is initialized by your HP iPAQ. When the device is in Standby mode, you will not be able to turn on your display or make cellular phone calls. Standby mode is only initialized to protect your data from being lost, when battery charge is below optimal levels.

This mode is engaged when the battery life is only expected to last the amount of time set in the power settings. The standby default time is set to 72 hours before the battery is depleted. Standby mode significantly reduces the drain on your main battery so that it gives you the largest opportunity to recharge the battery before it is completely depleted. Whenever your device is in standby mode, you should recharge it as soon as possible.

To adjust your HP iPAQ stand by mode setting, from the **Today** screen tap **Settings > Power > Standby** tab and use your stylus to slide the on-screen lever to select the standby period.

Improving Battery Life

Your HP iPAQ's battery is used often throughout the day as it performs tasks, such as phone calls, Bluetooth connections, GPS navigation and Infrared (IR) connections; therefore, you may need to plug your device into a power supply periodically throughout the day to ensure optimal charge levels.

Adjusting the following settings on your HP iPAQ improves your battery life and allows it to last as long as possible between charges. Following are some recommendations for how to conserve battery life:

- Dim the Backlight—Keep the display only as bright as required to view the screen easily. On the **Today** screen, use your stylus to adjust the Backlight Brightness Level slider, under the **Light Bulb** icon.
- Auto Turn Off the Backlight—On the **Today** screen, tap the **Light Bulb** icon and make sure the first box is checked. Specify a short amount of time to wait before turning off the backlight.
- Auto Turn Off Device—On the **Today** screen, tap the **Battery** icon > **Advanced** tab. Make sure the first box is checked, so the device automatically powers off when not in use. Specify a short amount of time to wait before automatically powering off your HP iPAQ.
- Keep Bluetooth Off—Always turn off the Bluetooth power when you are not using it. On the **Today** screen, tap the **iPAQ Wireless** icon > **Bluetooth** button to turn Bluetooth ON and OFF.
- Keep GPS Off—If you installed GPS software, turn it off when you are not using it. Make sure it is not running by tapping on **Start** menu, tap **Settings > System Memory > Running Programs**. Select the application and tap **Stop**.
- Turn Off IR—Set the device to receive incoming infrared beams manually. On the **Today** screen, tap the **Start > Settings > Connections tab > Beam**, then uncheck the **Receive all incoming beams** check box.
- Sounds & Notifications—Every time you are notified of an event, battery power is consumed. Go to **Start > Settings > Sounds & Notifications > Notifications** tab and turn off any notification types that are unnecessary.

Battery Maintenance

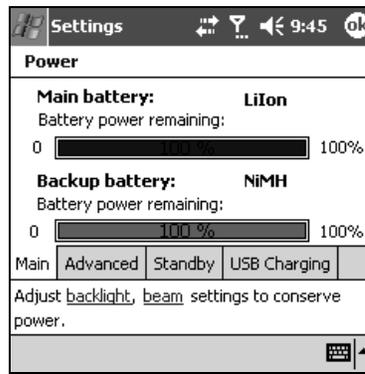
There are many ways for you to improve battery life. In addition to changing settings to improve battery life, you should also monitor the battery, so you will know when it is time to recharge your device.

Checking Battery Charge Levels

To check your battery charge level:

- On the **Today** screen, the percentage of battery life still available appears under the **Battery** icon on the TodayPanel.
- From the TodayPanel on the **Today** screen, tap the **Battery** icon > **Main** tab.
- Or from the **Today** screen, tap **Start** > **Settings** > **System** tab > **Power** > **Main** tab.

You can view the amount of battery power remaining for both the main battery and the backup battery.



The main battery provides the HP iPAQ with power when it is not physically connected to the cradle or AC adapter. The internal backup battery provides the HP iPAQ with enough power to maintain data when you remove the battery for short periods of time. When the backup battery is fully charged, it maintains data for up to 15 minutes. However, you should always re-insert the main battery (extended or standard) back into the device immediately to minimize the drain on the backup battery.

If the main or backup battery charge level is low, recharge the battery by connecting the HP iPAQ to AC power using the cradle or the AC adapter or insert a fully charged battery into the HP iPAQ. When the HP iPAQ turns off (due to low battery level) and does not turn on again, you have **only** up to 72 hours (if using default setting) to recharge the battery before you lose data.

For information on purchasing an optional standard or extended life battery, visit the Cingular site at www.cingular.com/accessories or visit a Cingular retail outlet.

△ **CAUTION:** Do not allow the main battery and back up battery installed in your HP iPAQ to completely deplete. Doing so will **not** harm your HP iPAQ or the batteries, but your device will lose all data not stored in File Store (ROM). Depleting the batteries completely is similar to performing a hard reset.

Audio Controls

Your HP iPAQ has numerous audio settings and options that you can set to meet your needs. In this section, you will learn:

- How to adjust the volume on your device.
- How to use the earbud headset that came with your device.

Adjusting the Volume

There are two unique volume controls on your HP iPAQ that are used to control the volume for your normal Windows Mobile sounds and notifications as well as any additional programs that you have installed on your device. The other volume control controls the volume for your phone functions, which include ring tones and the speaker phone.

To access both of these volume controllers, tap the volume icon on the Navigation bar on the Today screen. Also, you can use the volume slider on the top left side of your device to quickly adjust these settings at any time. The Phone volume can only be adjusted during a phone call by using the slider.

Using the Earbud Headset

WARNING! Be sure to remove the earbud headset from your device before taking it out of the holster. Failure to do so may result in damage to your device.

Your HP iPAQ's original packaging included an earbud headset that you can use to have hands-free conversations. To use your earbud headset, do the following:

1. Take the earbud headset from the packaging and insert the RCA end of the earbud headset into the earbud connector.

WARNING! Do not force the RCA end of the earbud headset into the earbud connector or you may damage your device.

2. Insert the earbud into your ear while making sure that the earbud is directed down your ear canal.
3. Adjust the volume as needed.

Listening to Phone Conversations

When you are conducting phone conversations on your HP iPAQ, be sure to follow these guidelines to ensure that you will hear the person that you are speaking with clearly:

- Be sure that when you place your device to your ear that you have positioned the speaker directly over your ear canal. It is a natural tendency to hold the device where the speaker is too high on your ear, but when you do this, you either cannot hear other callers or they sound muffled.

- When you turn on the speakerphone, be sure that you are not holding your device so that your hand is covering the speaker on the back of the device.

Resetting Your Device

Sometimes, when your HP iPAQ becomes unresponsive the device may have to be reset. There are two types of resets that you can perform on your device: a hard reset and a soft reset. Soft resets will only reboot your HP iPAQ but hard resets will return your device to its factory settings which will require that you re-install any applications that you may have installed post-purchase.

Performing a Soft (“Normal”) Reset

A soft reset (also known as a normal reset) stops all running applications and reboots your HP iPAQ, but does not erase any programs or saved data. HP recommends performing a soft reset as being the first plan of action whenever your device is hanging or not responding because a soft reset can usually clear up most minor software problems.

Perform a soft reset:

- when you want to stop all running applications
- after installing a new application
- if your HP iPAQ “locks up”

△ **CAUTION:** Be sure to save your data in all currently open applications before performing a soft reset since a soft reset erases all **unsaved** data.

To perform a soft reset:

1. Locate the recessed **Reset** button on the bottom right side of your HP iPAQ.
2. Use the stylus to lightly press and release the **Reset** button.

The HP iPAQ restarts and displays the **Today** screen.



📄 **NOTE:** A soft reset does not change any Bluetooth or ActiveSync settings on your HP iPAQ.

Performing a Hard ("Full") Reset

Perform a hard reset (also known as a full reset) when you want to clear all settings, programs, and data from Random-Access Memory (RAM). Perform a hard reset if you are experiencing problems after you have installed a third-party application on your device. Some of these problems can include applications hanging, error messages, and the device not responding. HP recommends performing a soft reset before attempting a hard reset. If the soft reset does not remedy the problem, you should then perform a hard reset.

CAUTION: If you perform a hard reset, your HP iPAQ returns to its default settings and loses all information (files, settings, etc.) that is not recorded in Read-Only Memory (ROM). Files stored in iPAQ File Store will not be deleted if you perform a full (hard) reset.

You will know that a hard reset has been successful when the device prompts you to run through the initial startup sequence again.

To perform a hard reset:

1. Press and hold the **Power** button.
2. While holding the Power button, use the stylus to lightly press the **Reset** button on the bottom right side of the HP iPAQ for about five seconds.



3. Once the HP iPAQ screen fades, release the **Power** button and remove the stylus from the **Reset** button.

Using iPAQ File Store

The iPAQ File Store is an unused portion of Read-Only Memory (ROM) where the operating system and built-in programs are stored.

To store files in iPAQ File Store:

1. Copy the file(s) you want to store in iPAQ File Store.
2. Tap **Start > Programs > File Explorer > My Device** drop down list box > **iPAQ File Store**.
3. Tap **Edit > Paste**.
4. Tap **OK** to close File Explorer.

Protecting Your HP iPAQ Display

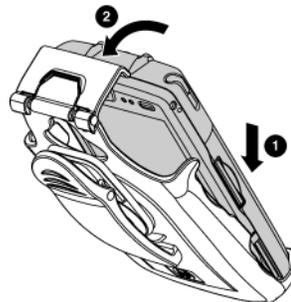
CAUTION: The screen and camera lens of your HP iPAQ are made of glass and can be damaged or broken by drops, impacts, or pressure.

NOTE: HP is not responsible for damage that occurs as a result of your failure to follow the instructions that came with your HP branded product. Refer to the warranty document included with your HP iPAQ for more information.

You should observe the following practices to protect the screen and camera lens of your HP iPAQ from damage.

- When transporting your HP iPAQ in a purse, pocket, briefcase, etc., ensure the device does not get compressed, bent, dropped, hit, or sat on.
- Do not place anything on top of your HP iPAQ.
- Do not bang your HP iPAQ against hard objects.
- Never use any device other than the stylus that comes with the HP iPAQ or an approved replacement to tap or write on the screen. If you lose or break your stylus, you can purchase extras at www.cingular.com/accessories or at a Cingular retail outlet.
- Clean your HP iPAQ by wiping the screen, the camera lens, and the exterior with a soft, damp cloth lightly moistened only with water.
- When not in use, close the flip cover on your HP iPAQ and store it in a case. You can select from a wide variety of case options at www.cingular.com/accessories or at a Cingular retail outlet.

NOTE: Be sure that when you are placing your HP iPAQ into the holster, the display is facing inward. Be sure to lift the top hinge while inserting and removing the device in the holster.



CAUTION: To reduce the risk of damage to the internal components, do not spray liquid directly on the screen or allow excess liquid to drip inside your HP iPAQ. Using soap or other cleaning products on the screen may discolor the finish and damage it.

Troubleshooting your HP iPAQ

Power

Question	Answer
How do I know that my HP iPAQ is charging?	When your device is plugged into the AC adapter or charging cradle, the amber LED shows and stays constant. This indicates that your device is charging.
How do I know that my HP iPAQ is completely charged?	When your device has completed charging, the green LED shows and stays constant. This indicates a complete charge.
How can I find out how much of my battery is left?	On the TodayPanel Lite , tap the Battery icon. On the Main tab, there are the two meters and unused percentage of power for both the main and backup batteries.
Why does my HP iPAQ turn off whenever I don't use it for a few minutes?	Your HP iPAQ is actually going into Suspend mode. While it is in Suspend mode, your device is conserving energy, but it is still monitoring your mobile phone network and the screen turns on again whenever you receive a phone call or a notification appears.
Why can't I turn on my HP iPAQ?	Try one or all of the following: <ol style="list-style-type: none"> 1. Perform a soft reset. Refer to the information on Resetting Your Device for more details. 2. Remove and re-insert the battery, hold the power button for 2 seconds and the unit will power on. 3. Connect the unit to the AC Adapter or HP iPAQ Cradle connected to an electrical outlet to recharge the battery, once the amber charge light is active press the power button. 4. Check the underside of the battery cover and verify that the two hooks on the left side are present. 5. Install a new battery cover.
Why does my screen freeze, respond slowly, or doesn't respond?	Sometimes, your device freezes because there are too many applications accessing the central processing unit. Perform a soft reset on your HP iPAQ to see if this remedies the issue. Refer to the information on Resetting Your Device for more details. Try closing programs, from the Start menu, tap Settings > System Memory > Running Programs . If the problem persists, perform a hard reset.
Why can't I turn my phone on and place calls?	<ul style="list-style-type: none"> • Check to see if your SIM card is properly inserted in your HP iPAQ. • Be sure the battery in your HP iPAQ is charged. • If the HP iPAQ is powered on and the phone is unable to place a call, contact your mobile phone service provider for help.
What do I do if my screen fades out instead of turns off?	If the screen fades out instead of turns off, you have depleted your main battery and your device is now using the backup battery to retain your data or the battery cover is improperly installed or broken. Remove the battery cover and ensure that the hooks are present and undamaged. If the battery door is undamaged, replace the battery cover according to the steps provided and attach your device to a power source as soon as possible, so you do not lose your data.

Audio

Question	Answer
My ringer is too loud or too soft. How do I adjust the ringer volume?	To adjust the ringer volume, tap the Volume icon top right portion of the Today screen. Then adjust the right volume slider accordingly.
Why am I unable to dial out or receive incoming phone calls?	<ul style="list-style-type: none"> • Check to see if your SIM card is inserted in the HP iPAQ. • Make sure your wireless connection to your mobile service provider is turned on and your device displays adequate signal strength. • If the signal strength icon displays a diminished number or no vertical bars, you may be in an area outside of your phone network. • If you still cannot dial out or receive phone calls, and performing a soft reset does not correct this situation please contact your mobile service provider for help.
Why does the phone cut off in the middle of phone conversations?	<ul style="list-style-type: none"> • Be sure the battery on your HP iPAQ is fully charged. • Is the signal strength icon displaying a diminished number of vertical bars in the icon? If so, you may be in an area outside of the phone network.
Why is it hard to hear the other caller whenever I use my earbud headset during calls?	The earbud headset sends sound directed out of the center of the speaker; therefore, be sure that the earbud is inserted in your ear so that it is sending the sound directly down the ear canal.
How do I turn on the speaker phone when I am on a call?	To start the speaker phone when you are on a call, press and hold the Answer/Send button until the speaker phone turns on. The speakerphone can also be accessed from Menu > Turn Speakerphone on.
How do I adjust the phone and speakerphone volume while on a call?	Use the volume slider on the top left side of your device to adjust the volume during a call.
Why can't I hear sound through the speakers, but I can hear sound through the earbud headset?	Make sure that your earbud headset is not plugged into the unit when you want to listen via the speakers.
Why can't I hear the sounds associated with my games and other software programs?	Make sure that you have set the volume levels high enough, so you can hear sound. Tap the Volume icon on the top right portion of the Today screen. Then adjust the left volume slider accordingly.

Question	Answer
How can I quickly create unique ring tones for my HP iPAQ?	<p>To make a unique ring tone for your device:</p> <ol style="list-style-type: none"> 1. Synchronize your device with your personal computer. 2. Copy the sound file that you want to use as a ring tone to your device in any of these formats: .wav, .mid, or .wma. 3. Tap Start > Programs > File Explorer. 4. Locate the sound file that you copied to your device. 5. Tap and hold the sound file that you want to use and tap Set As Ringtone from the resulting drop-down menu. <p>If you cannot view or hear the media file, the file may be protected by Digital Rights Management (DRM). DRM is software that enables secure distribution and prevents illegal distribution of pictures, videos, music, movies, and ring tones over the Internet. For more information on DRM, refer to the on-screen Help by tapping Start > Help and search on DRM.</p>
How do I set my device to vibrate?	Tap the Volume icon on the Volume icon on the top right portion of the Today screen. Then select the Vibrate radio button.
How do I prevent a call from going to voice mail?	<p>Incoming phone calls will automatically go to voice mail if you do not answer the call before the selected interval has passed.</p> <p>To allow for more time before calls go to voice mail, contact your cellular provider to increase the amount of time before your call will go to voice mail.</p>
Why is the audio low from the speaker phone?	The speaker used for speaker phone functionality is located on the back of your device. Audio quality is affected if your hand covers the speaker.

Display

Question	Answer
Why does my HP iPAQ turn off whenever I don't use it for a few minutes?	Your HP iPAQ is actually going into Suspend mode. While it is in Suspend mode, your device is conserving energy, but it is still monitoring your mobile phone network and the screen turns on again whenever you receive a phone call or a notification appears.
Why can't I see anything on the screen?	<ul style="list-style-type: none"> • Be sure the HP iPAQ is powered on. • Be sure the HP iPAQ battery is charged. • Be sure the HP iPAQ is connected to the AC Adapter and the HP iPAQ Cradle. • Reset the device by using the stylus to lightly press the Reset button. • Remove and replace the battery.

Question**Answer**

Why does my backlight keep turning off?

The default settings on your HP iPAQ turn off the backlight after 30 seconds of inactivity. This is the default setting to conserve your battery life.

If you want the backlight to stay on for a longer period of time, increase the amount of time the backlight stays on if not in use in the backlight settings. From the **Start** menu, tap **Settings > System** tab > **Backlight** icon.

NOTE: Changing the settings to leave the backlight on for longer periods decreases your battery life.

Why does my screen freeze, respond slowly, or doesn't respond?

Sometimes, your device freezes because there are too many applications accessing the central processing unit. Often this may be due to the installation of additional third party software. Perform a soft reset on your HP iPAQ to see if this remedies the issue. Refer to the information on **Resetting Your Device** for more details.

If the problem persists, perform a hard reset.

Synchronizing

Here are some common problems that users experience when using ActiveSync 3.8 to connect an HP iPAQ to a personal computer.

Problem	Solution
I cannot connect to my computer using the HP iPAQ Cradle.	<ul style="list-style-type: none"> • Be sure you have installed Microsoft ActiveSync 3.8 on your host computer before connecting your HP iPAQ to it. To download ActiveSync 3.8 and access Microsoft's troubleshooting site go to http://www.microsoft.com/windowsmobile/help/activesync/default.mspx • Be sure your HP iPAQ is connected to the HP iPAQ Cradle, and that the cradle is connected to your computer. • Be sure your HP iPAQ is securely seated in the cradle and is making contact with the cradle connector. • Be sure you are running Microsoft Windows 98SE, Me, 2000, or XP and that you have installed Microsoft ActiveSync 3.8 on your computer. Also be sure you are connecting directly to a USB port on your computer and not through a USB hub. • Try resetting your HP iPAQ. Refer to the information on Resets. • Uninstall and reinstall ActiveSync. • If you are running personal firewall software, try disabling it. If you are then able to synchronize, contact the software vendor for information on configuring the required exclusions to eliminate this problem.
I connected my HP iPAQ before installing Microsoft ActiveSync.	<ol style="list-style-type: none"> 1. Disconnect the HP iPAQ from your computer and make sure that no other HP iPAQ is connected. 2. In Windows 98 or 2000, click Start > Settings > Control Panel > System. The Device Manager opens automatically. Locate and select the "unknown" USB device record and click Remove (Uninstall in Windows 2000). 3. Restart your computer and allow it to detect the USB device. 4. Install Microsoft ActiveSync 3.8. 5. Reconnect the HP iPAQ to the computer.
Microsoft ActiveSync cannot locate my HP iPAQ when I synchronize.	<ul style="list-style-type: none"> • Be sure the device is on and the charging/communications port on the bottom of the HP iPAQ is connected to the communications port in the HP iPAQ cradle. • Be sure all cables are securely connected. • Remove your HP iPAQ from the HP iPAQ Cradle or disconnect it from the Autosync cable, power on the unit by pressing the Power button, then put it back in the HP iPAQ Cradle or reconnect it to the Autosync cable. • Reset the device by using the stylus to lightly press the Reset button. • Check Connection Settings in ActiveSync on your computer to ensure the communications port you are using is active.
I cannot open e-mail in the Inbox after I restore using Microsoft ActiveSync.	Use Microsoft ActiveSync to synchronize your HP iPAQ with your computer.

For More Information

If you have questions about using your HP iPAQ that have not been covered in this booklet or in the *Getting Started* or *User's Guide*, refer to the iPAQ Handheld Forum (a message board) at www.hp.com/support/ipaqforums.

To receive further support from a qualified technical support specialist in the United States, choose from the following:

- Contact Cingular at **1.866.Cingular (1.866.246.4852)** or dial **611** from your Cingular phone (available 24 hours a day, 7 days a week)
- Visit www.cingular.com

If you purchased the product in the United States but are traveling internationally and need support, call **1.916.843.4685** (available 24 hours a day, 7 days a week).

To find information on the support Web site for your specific product, be sure to have your model or product name available.

To access HP Instant Support:

1. On your personal computer, open your Web browser (for example, Internet Explorer) and type in the URL www.hp.com/support.
2. Select your country or region.
3. Select **See support and troubleshooting information**, and then type your product model number.
4. Click the >> button.

To order spare parts:

You can purchase genuine HP iPAQ parts, direct from the HP Parts Store at <http://h20141.www2.hp.com/hpparts/?cc=US&lang=EN>, or you can order spare parts by calling **1-800-227-8164**, Monday-Friday, 7:00am to 7:00pm CST.



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