

# Zire™ 21



Read This First



# Start Here

## Use this guide to

- Charge and set up your Palm™ Zire™ 21 handheld.
- Install Palm™ Desktop software.
- Learn to use your handheld.

## Important! Already use a Palm™ handheld?

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

## Contents



Palm Zire 21 handheld

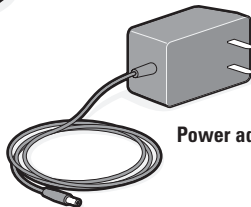


USB HotSync® cable



Software Installation CD

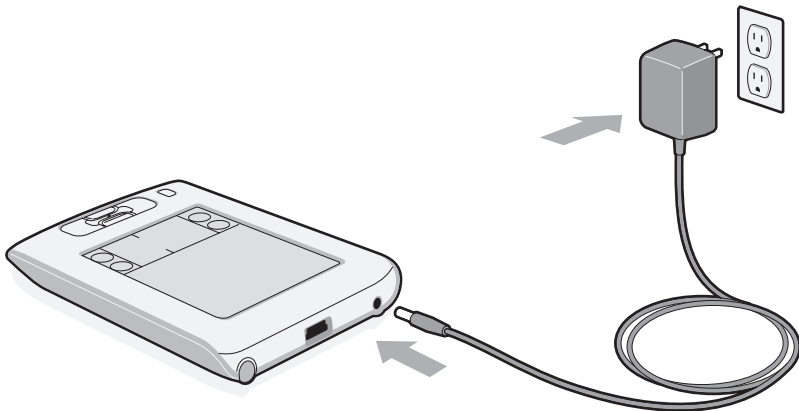
**Note!** You must install the version of Palm Desktop software included in this package.



Power adapter

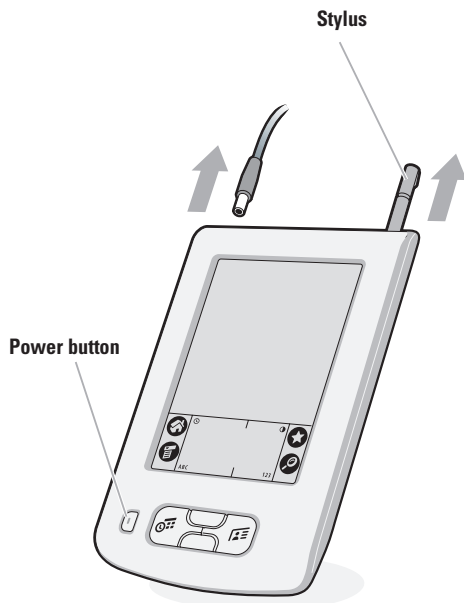
# 1 Connect and charge

- a. Plug the power adapter into your Zire 21 handheld and into an outlet.
- b. Charge for **three hours**.

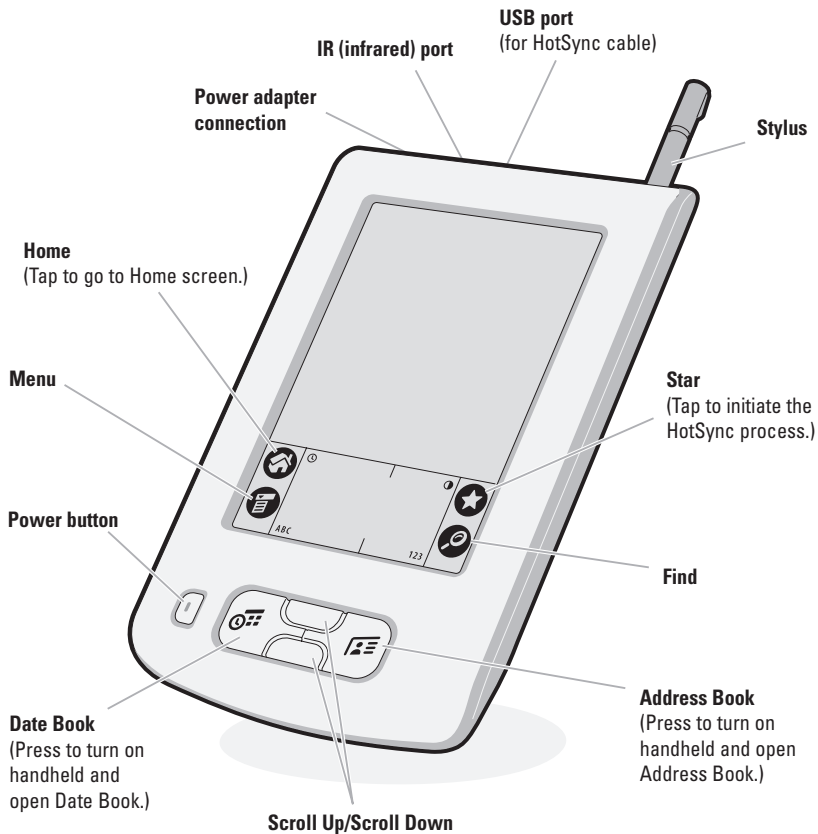


# 2 Set up

- a. Unplug the power adapter.
- b. Press the power button.\*
- c. Remove the stylus.
- d. Follow the instructions onscreen.



\* Problems? See "Troubleshooting" section in the upcoming pages.



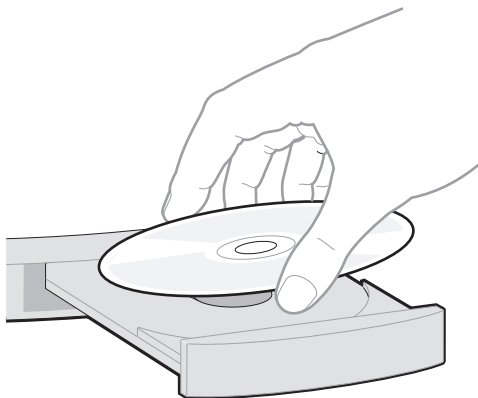
## 3 Install Palm™ Desktop software on your computer

### Windows:

Follow the installation instructions that appear on your computer screen.\*

### Mac:

Double-click the Palm Desktop Installer icon.\*

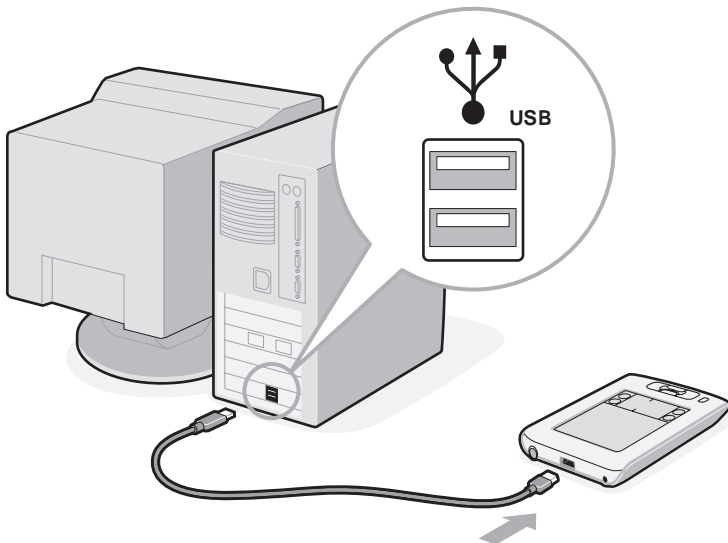


\* *Problems? If installation or the HotSync process did not work, see "Troubleshooting" section in the upcoming pages.*

*Tip for upgraders: If you want more information on upgrading your handheld, go to [www.palm.com/support/intl](http://www.palm.com/support/intl).*

# 4 Connect to your computer

- a. Connect the HotSync cable to your handheld.
- b. Connect the cable to a USB port on your computer.

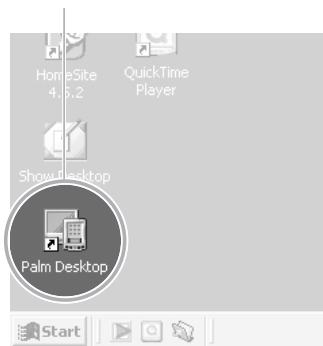




## 5 Try it! Schedule an appointment on your computer

### Windows:

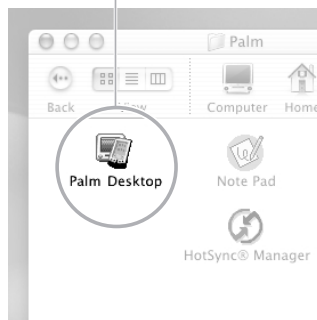
- a. Double-click the Palm Desktop icon on your computer desktop.



- b. Click New Event in the lower-left corner.
- c. Enter the appointment, and then click OK to save it.

### Mac:


- a. Double-click the Palm Desktop icon in the Palm folder.

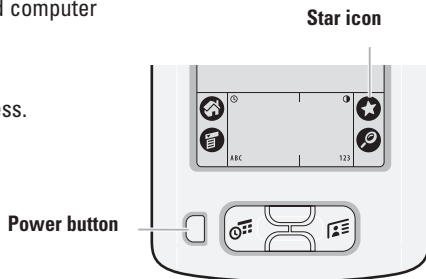


- b. Create or select a username to identify your information.
- c. Select Event from the Create menu.
- d. Enter the appointment, and then click OK to save it.

**Note: If you synchronize with Microsoft Outlook, schedule an appointment in Outlook, not Palm Desktop software.**

# 6 Transfer your appointment to your handheld

- a. Connect the HotSync cable to your handheld and computer (see step 4).
- b. Press the power button to turn on the handheld.
- c. Tap the Star icon  to start the HotSync process.

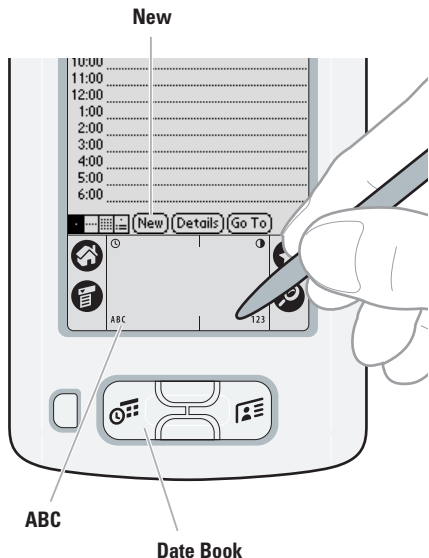


HotSync process

\* *Problems? If the HotSync process did not work, see "Troubleshooting" section in the upcoming pages.*

# 7 Now schedule an appointment on your handheld

- Press the Date Book button.
- Tap New.



- Tap to set the time. Tap OK.



- Tap **ABC** to display the onscreen keyboard. Tap the keyboard to type.

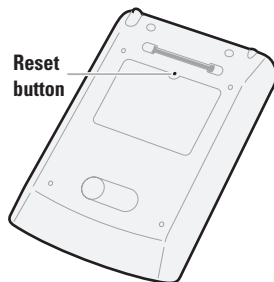


- Repeat the HotSync process (see step 6) to transfer this appointment to Palm Desktop software.


# Troubleshooting

## ► Your handheld does not turn on when you press the power button, or your handheld does not respond when you tap it

1. Press either the Date Book or Address Book button to see if you can turn on your handheld that way.
2. Perform a soft reset: 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 the power adapter is plugged securely into a *working* electric outlet and is firmly connected to the handheld. (If no outlet is available, your handheld can also be charged through the USB cable, but this takes much longer.)



**Note:** Your handheld does not have an indicator light to indicate that your handheld is being charged.

4. Charge for another three full hours.
5. If your handheld now turns on, check the charging-battery icon to ensure that your handheld is being charged. Example:
  - a. Connect the handheld to an outlet and turn it on.
  - b. Tap Home .
  - c. Look for the lightning bolt on the battery icon at the top of the screen.



- d. If you do not see the lightning bolt, repeat steps 3 and 4.

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

## ▶ **Palm™ 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 Palm Desktop software CD-ROM.
4. Double-click the **autorun.exe** file on the Palm Desktop software CD-ROM.

### **Mac:**

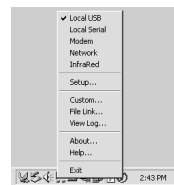
1. Double-click the CD-ROM icon on the Mac desktop to open the Palm Desktop software CD-ROM.
2. Double-click the Palm Desktop Installer icon.

## ▶ HotSync® process does not begin

Check that the USB cable is connected securely to your handheld and to a working USB port of your desktop 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 Palm 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. To insert a check mark, click the menu item.





### Mac:

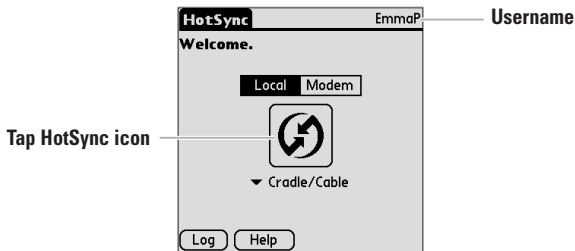
1. Make sure the Transport Monitor of the HotSync Manager is enabled:
  - a. Double-click the HotSync Manager icon in the Palm folder.
  - b. In the HotSync Controls tab, click Enabled.
2. Make sure the USB connection is working:
  - a. Disconnect and then reconnect the USB cable.
  - b. Restart your computer.

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

## ▶ HotSync process does not begin after tapping the Star icon

Make sure your handheld is on, and then try the following:

1. Tap the Home icon .
2. Locate and tap the HotSync icon .
3. In the HotSync application, make sure of the following:
  - Your username (established when you installed Palm Desktop software) appears in the upper-right corner.
  - Local option is highlighted. If it is not highlighted, tap on Local.
  - The phrase Cradle/Cable appears, tap on dropdown arrow, and then tap Cradle/Cable in the list.



4. To start the HotSync process, tap the HotSync icon in the middle of the handheld screen.

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

## ► Symptoms caused by third-party applications

Some third-party applications may not have been upgraded to be compatible with your new Palm™ handheld. If a third-party application is NOT compatible, the following symptoms may occur on your handheld after you perform aHotSync operation:

- Device freeze
- Device freeze or reset when an application is opened
- Slow performance
- Unusual screen display
- Difficulties using handheld features
- Uneven sound quality
- Fatal reset

For detailed information on issues with third-party-application compatibility, check with the third-party vendor.



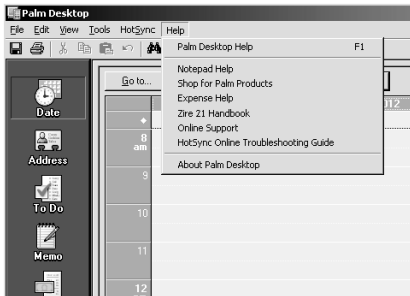
# Find more information

## Read the Handbook

The *Handbook* opens in Adobe Acrobat Reader on your computer. If you do not have Acrobat Reader, you can install it from the Palm Installation software CD-ROM.

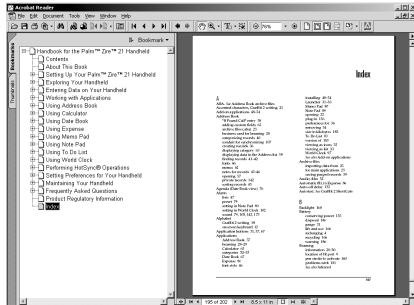
## Windows:

In Palm Desktop software, click Help in the menu bar. Then select the menu item for the *Handbook*.



## Mac:

Look in the Applications:Palm:Documentation folder, and double-click Zire21\_Handbook.pdf.



[www.palm.com/zire21](http://www.palm.com/zire21)

In one convenient location, find tips on getting the maximum benefit from your handheld, get your favorite accessories, and download more software.

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**400 N. McCarthy Blvd.**  
**Milpitas, CA 95035**  
**USA**

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### **IMPORTANT**

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### **Software Download Available**

Palm™ Desktop software is supplied on a CD-ROM disc. Check [www.palm.com/desktop](http://www.palm.com/desktop) for updates and new versions of the software.

### **Agency Compliance Information**

Product regulatory and compliance information can be found in the Handbook file located on the product CD-ROM.



**POWERED**

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