

This is a PDF document for help with FuelPak On-Call for the Palm PDA.

Using FuelPak On-Call.

## Troubleshooting

### -When the palm pda will not hotsync or the hotsync hangs

1. Make sure the hotsync manager is running in the lower right corner of the computer screen. Make sure local or local/usb is selected as the sync option.
2. Make sure the cable is connected to the computer and the other end of the cable is connected to the palm device.
3. Attempt to hotsync using the hotsync icon on the palm device. Make sure local is selected and cable/cradle is selected.
4. Reset the palm device to factory settings
5. Create a new user account using palm desktop
6. Delete any old user account using palm desktop
7. Hotsync the device. Be sure to select the new user account you just created.
8. If the hotsync is successful it is good practice to disable hotsync manager settings for the device.
  
9. If the device will still not hotsync you can install the device on a 2nd machine or try to reload usb drivers on the current machine.

### -Reloading usb drivers

\*\*This step should be done as a last resort when experiencing hotsync problems. Any usb devices attached to the machine will become inoperative until the machine restarts. There is no guarantee usb devices will function correctly after performing these steps.

1. close all applications running on the machine
2. unplug the palm cable from the machine
3. From the start button open the control panel and select system
4. Select hardware tab then device manager button.
5. Find the section for "Universal Serial Bus Controllers"
6. Select each item and remove it by pressing the delete key.
7. You might get a warning. but delete anyway.
8. After all devices are removed shut down the machine and remove all power.
9. Press the power button to restart the machine. The usb devices will reload on startup. USB keyboard and/or mouse will initially not work until startup is complete. Startup is not complete until the machine has reloaded all USB drivers and initialized any USB devices attached to the machine.

10. Once the keyboard and mouse are working plug the Palm cable into the machine and attempt a hotsync.

### -Disabling hotsync functions

You can customize the hotsync operations for a device by disabling some of the hotsync features. This is useful for saving time when hotsyncing the On-Call files

1. Right click on the hotsync manager in the lower right hand corner of the machine. Select "Custom"
2. Make sure you are selected to the correct user.
3. Change each item except the quick install to do nothing. Be sure to check the box to save as default.

### -Setting the Palm Device to Factory Settings

Palm devices have limited memory. Often 3rd party software, images or other extraneous data can fill memory in the device and make it unusable. The best fix for this is to reset the device to factory settings.

1. Hold the device in the left hand while holding down the power button with one finger.
2. With the other hand using the stylus depress and release the reset button on the back of the device (the reset button is a small hole just large enough to fit the stylus)
3. When the reset button is depressed the screen will become dark. When the reset button is released the screen will light up.
4. Once the screen lights up release the power button. You will be asked if you want to erase all data. Press the top edge of the button at the bottom of the palm device. The device will restart requiring you to calibrate and verify the date
5. Make sure the date and time are set correctly