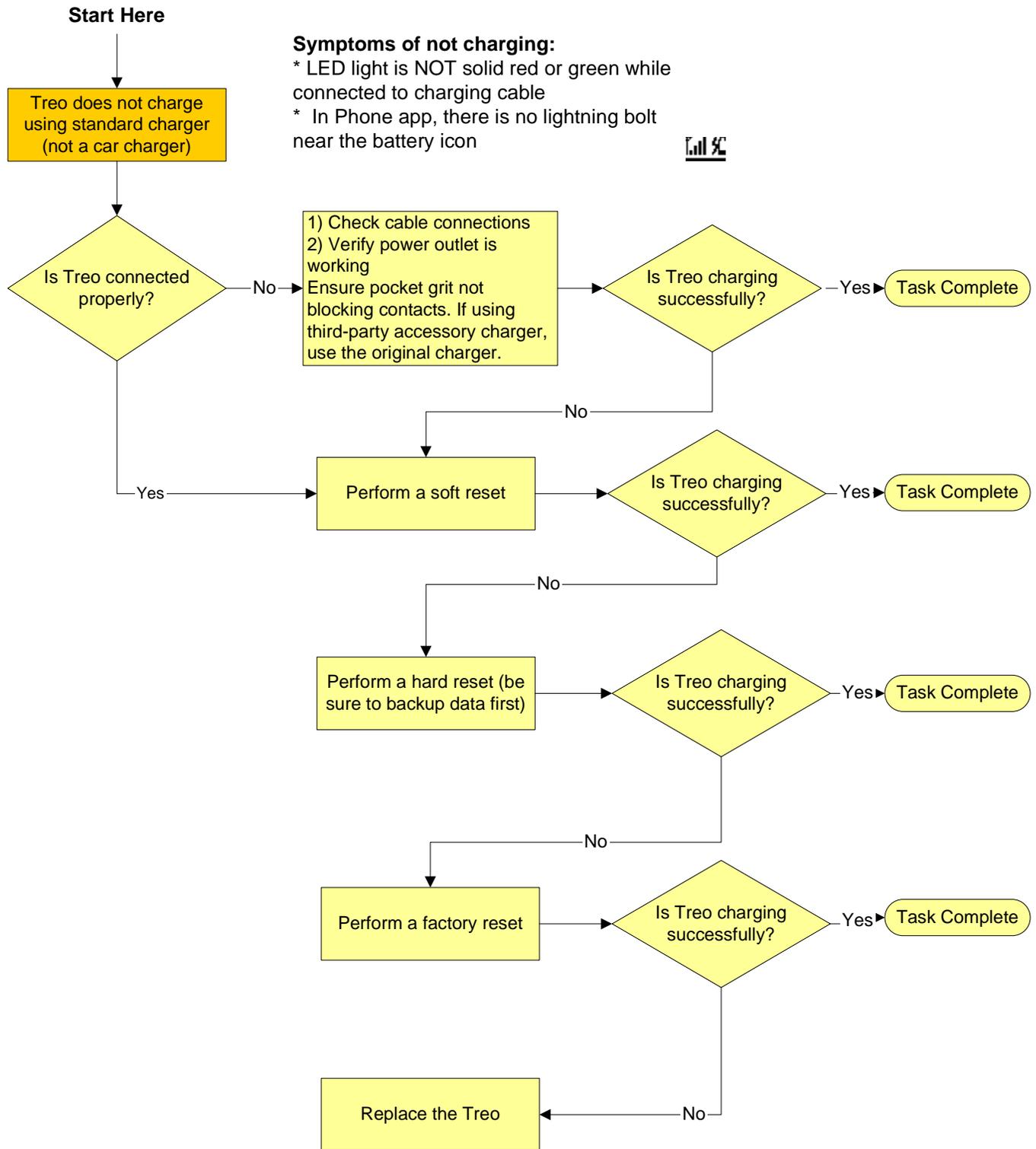


Battery Will Not Charge



Battery Drains Quickly

1800 milliamp hour battery

6 hours Talk Time
240 hours standby time
72 hours data protection after shutdown

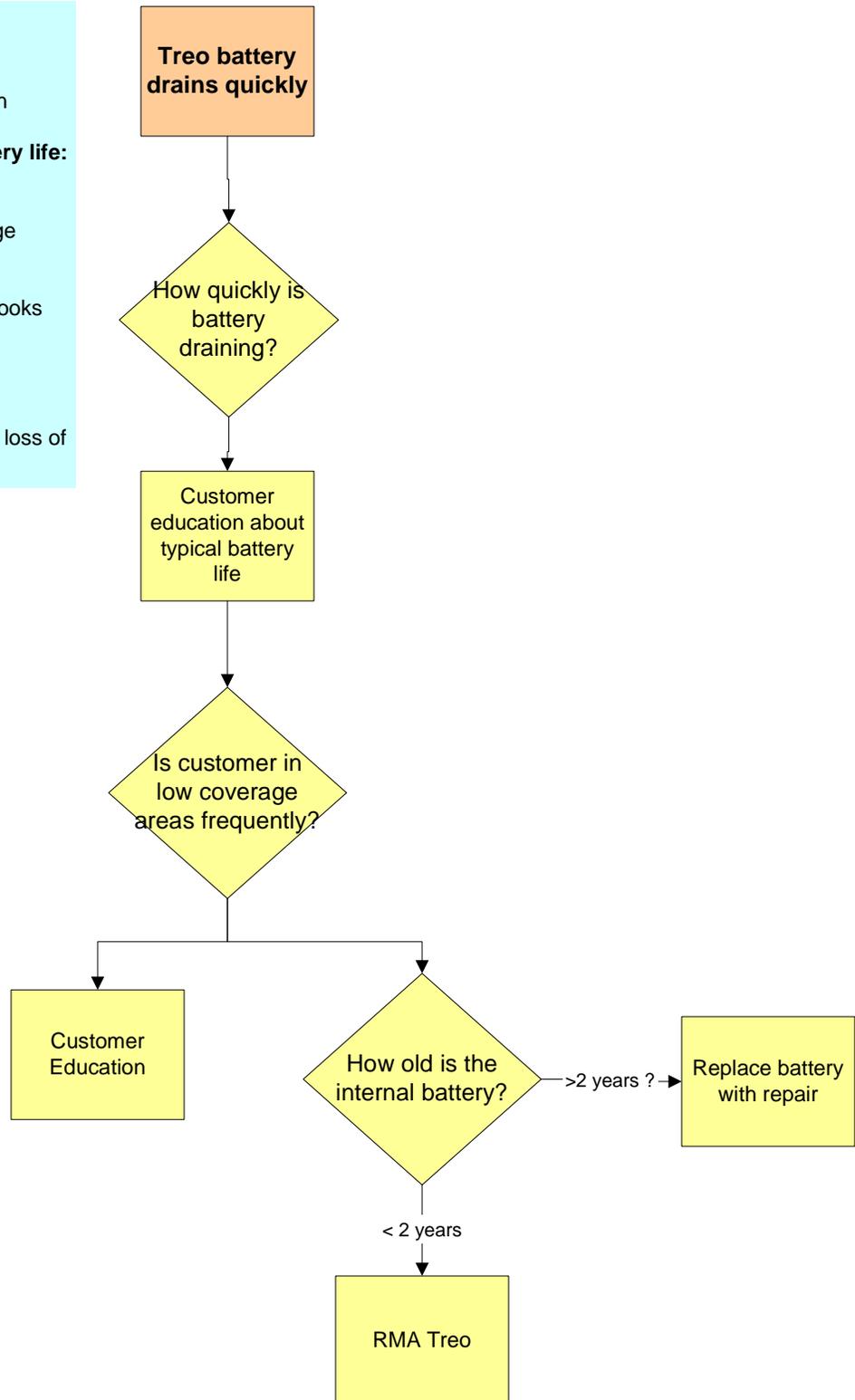
Operations that consume most battery life:

- * Talking on the phone
- * Internet access (Blazer, email, other)
- * Backlight (keyboard and screen) usage
- * Wireless use in low coverage areas
- * Bright screen setting
- * Continual use for games or reading books

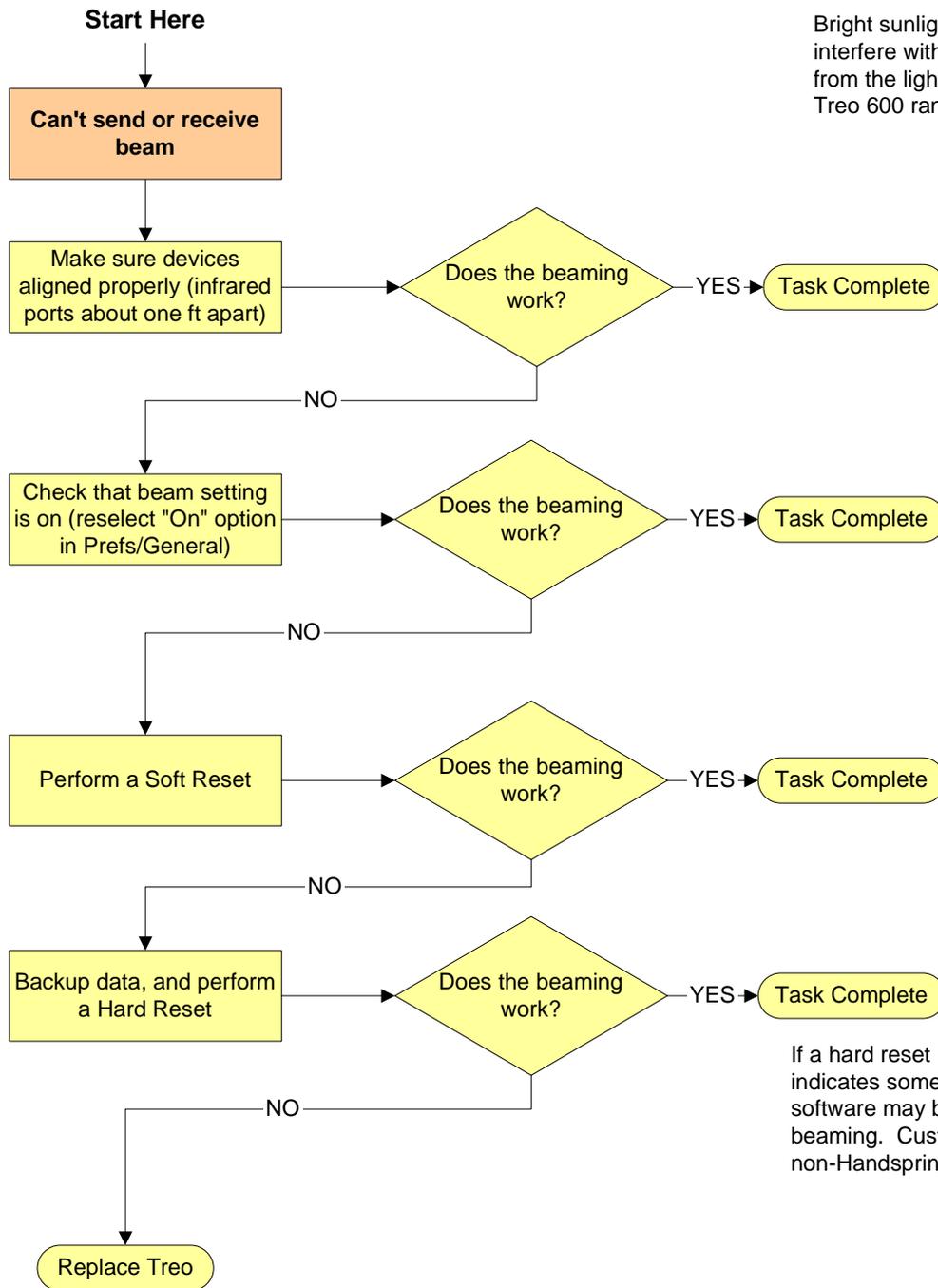
Environmental conditions

- * Extreme cold < 0 degrees Celsius (temporary loss of capacity)
- * Extreme heat (can lead to permanent loss of battery life) > 45 degrees Celsius

In low coverage areas, Treo battery consumes more battery life as it has to increase radio sensitivity and increase transmit wattage.



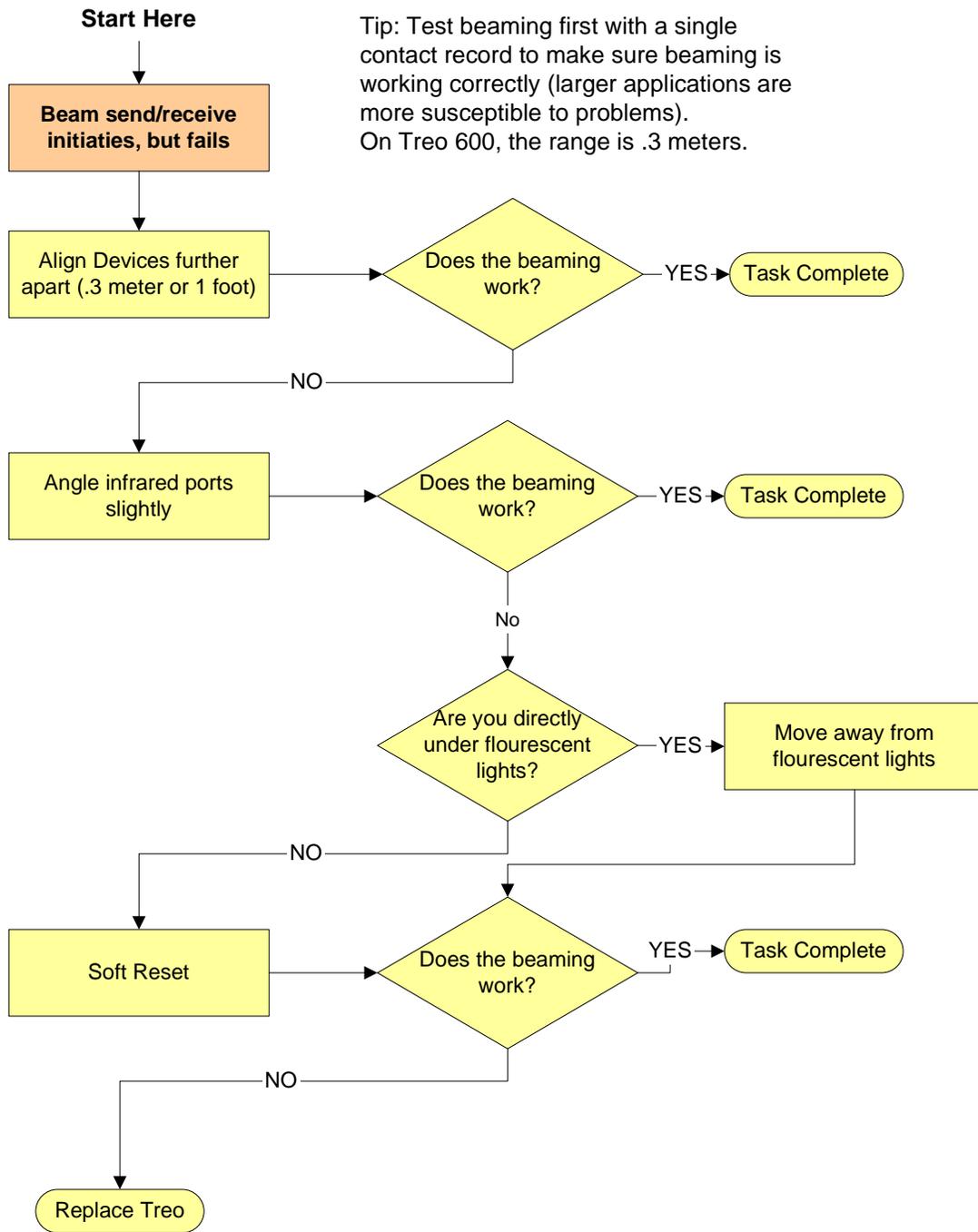
Can't send or receive beams (no response on Treo)



Bright sunlight and Fluorescent lighting interfere with beaming also. Move away from the light. Treo 600 range is .3 meters.

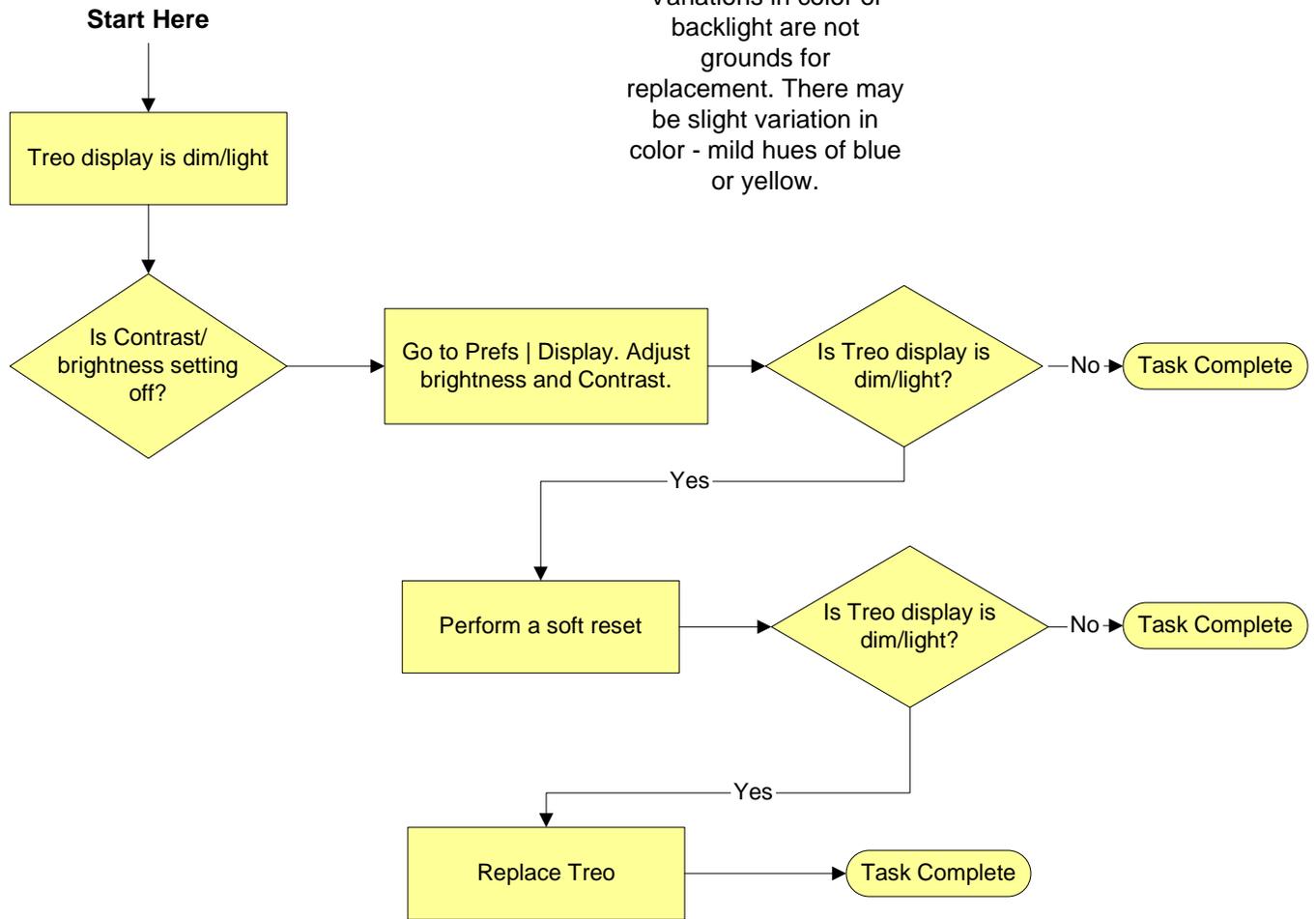
If a hard reset resolved the issue, this indicates some non-Handspring software may be conflicting with the beaming. Customer should remove non-Handspring software.

Beam send/receive initiatives, but fails

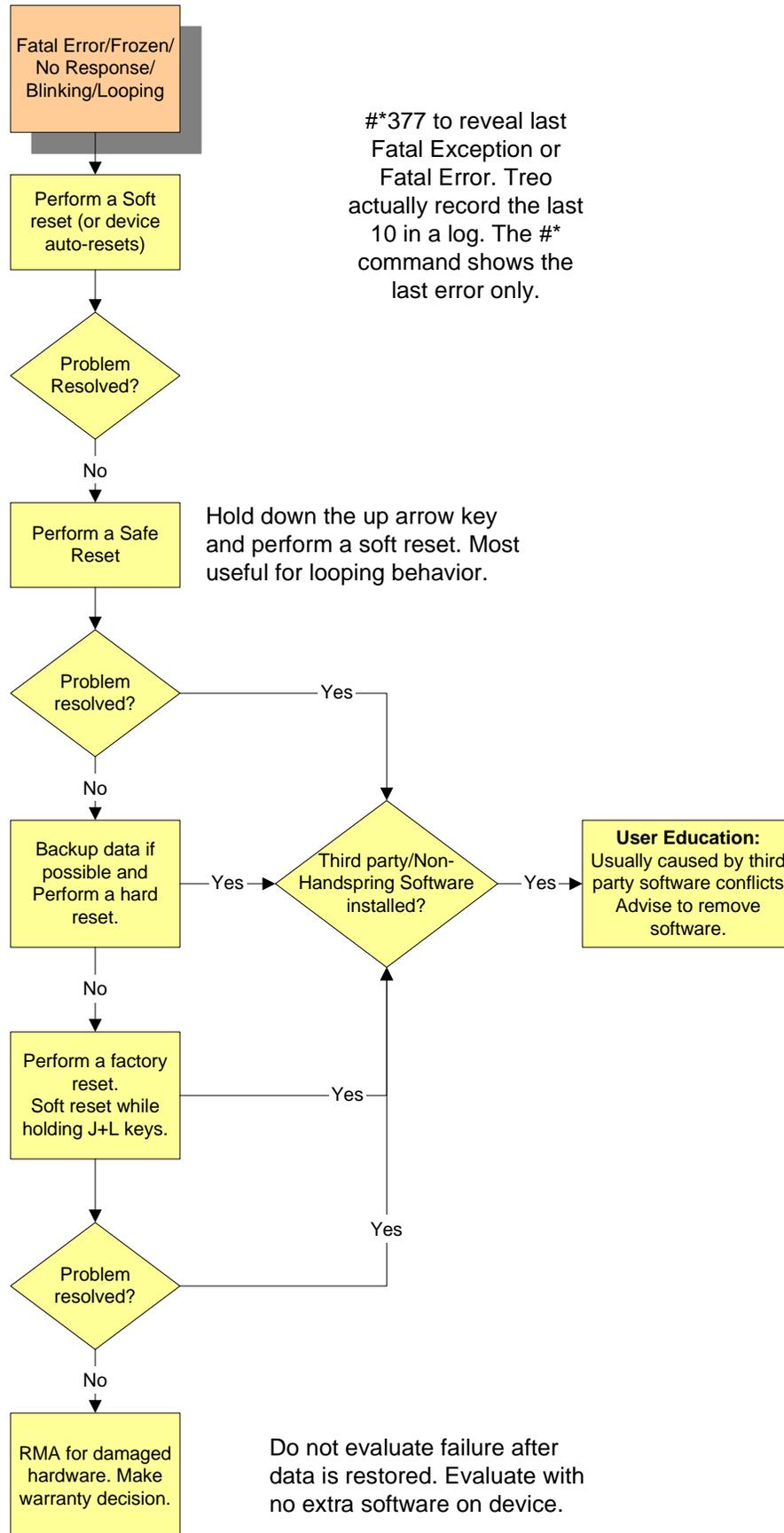


Display is dim or too light

Variations in color of backlight are not grounds for replacement. There may be slight variation in color - mild hues of blue or yellow.



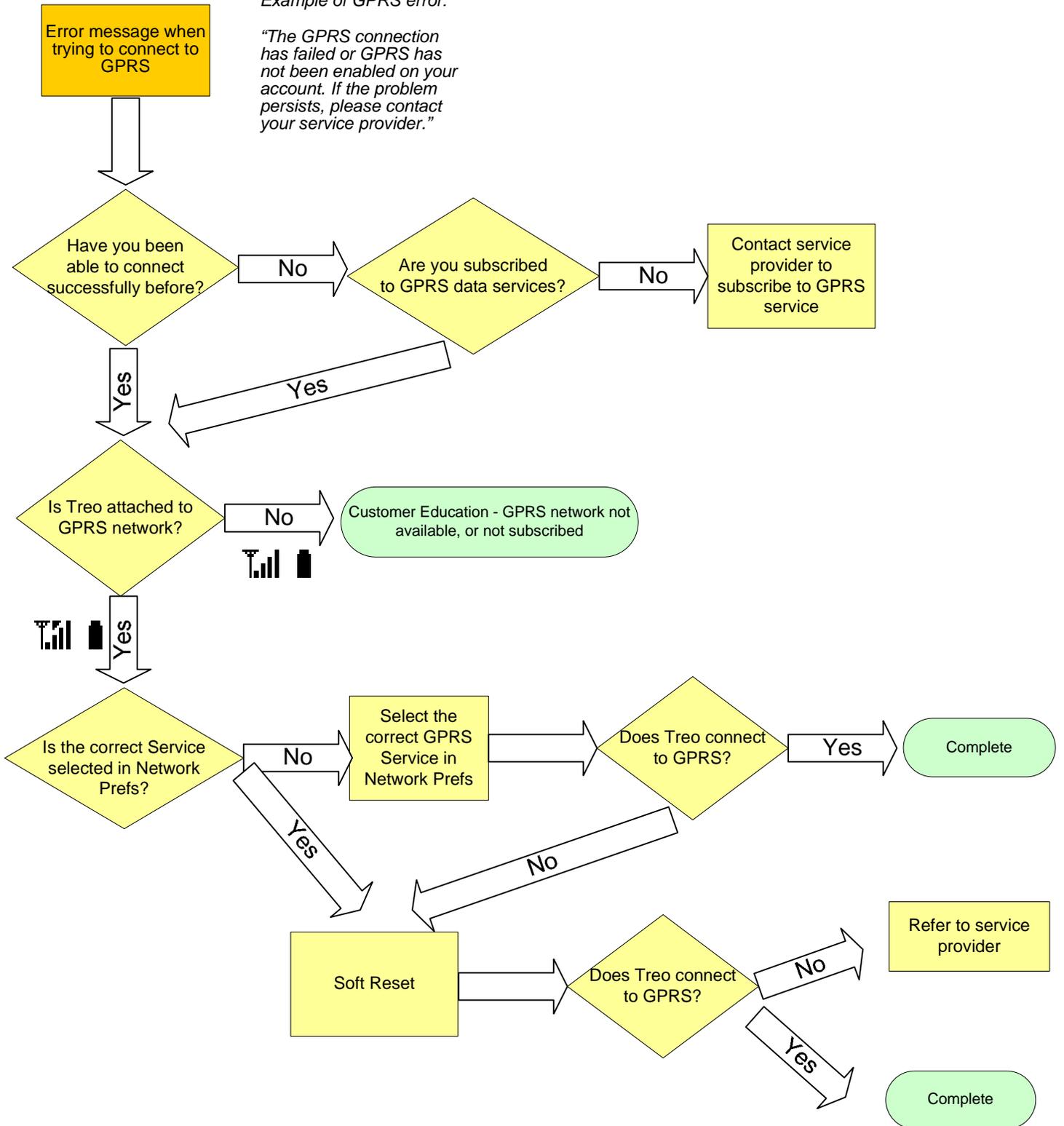
Fatal Error/Frozen unit/No Response/Blinking/Looping



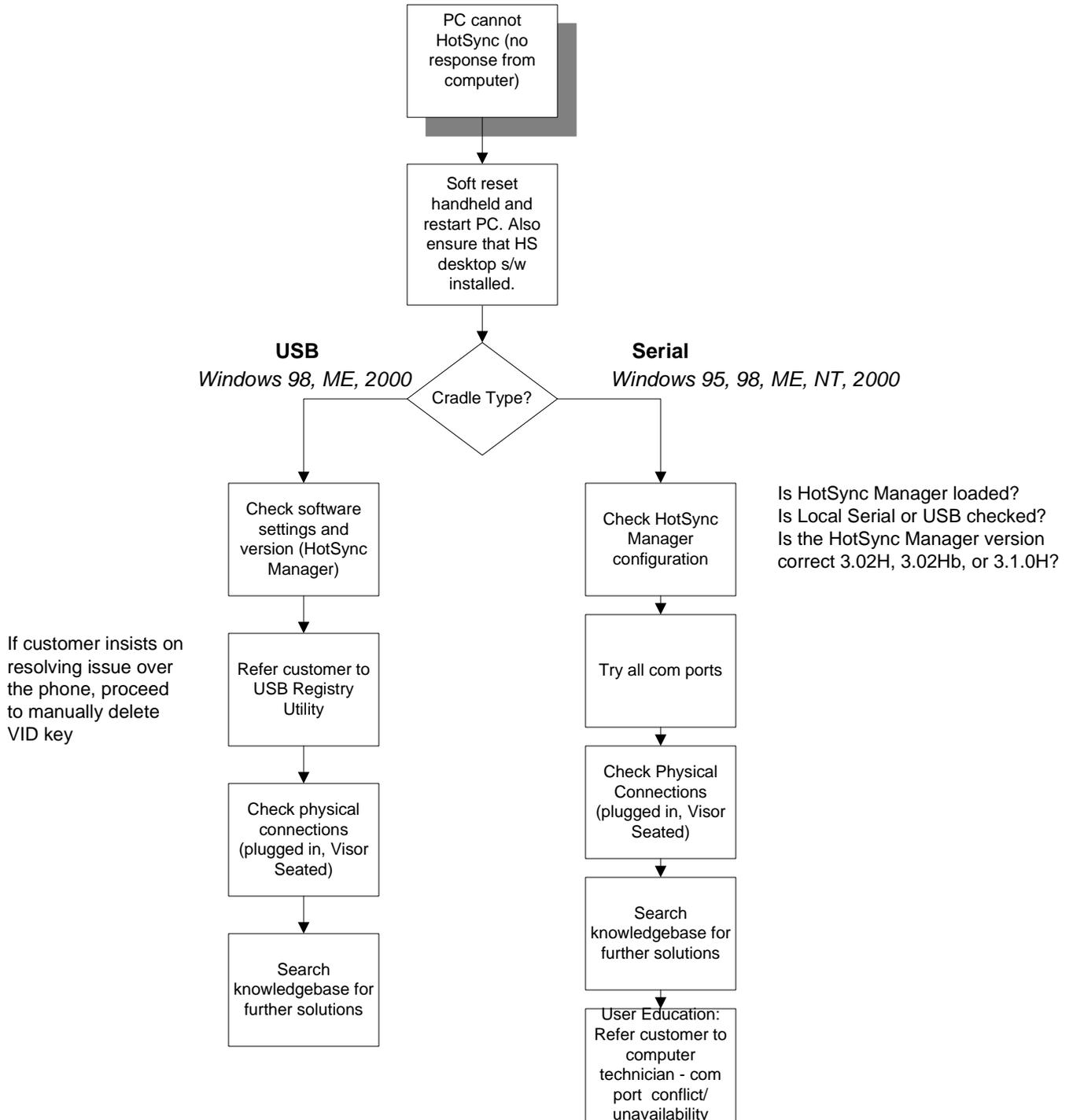
Cannot connect to GPRS with Treo

Example of GPRS error:

"The GPRS connection has failed or GPRS has not been enabled on your account. If the problem persists, please contact your service provider."



**HotSync Troubleshooting -
First time use - no connection initiated between PC and Viewer
Connection was OK - now no hotsync**



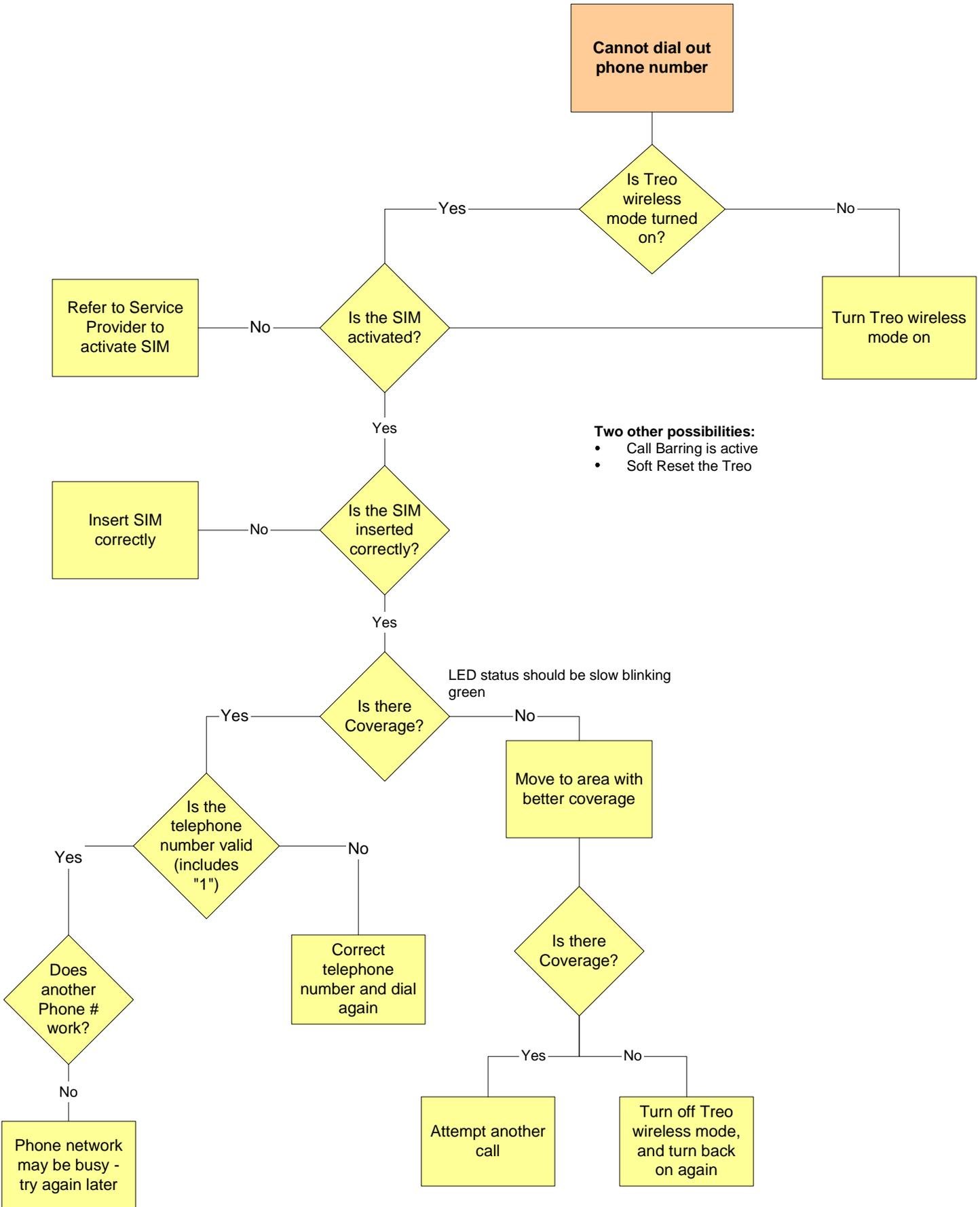
POSITIONING:

There appears to be no communications port free to allow the Handspring Visor to be used. For the Visor (or ANY device) to communicate to your computer using the serial port, an available communications port is necessary. Please have a computer technician help troubleshoot this computer issue.

Likely causes are:

- * Communication port conflicts - conflicts with other devices such as mice, modems, infrared ports, etc.
- * Unavailable com port - if a modem is installed and a serial mouse, both these occupy com ports (ie: com1 and com2). No more devices can be added unless the mouse or modem is removed.

Cannot make a call



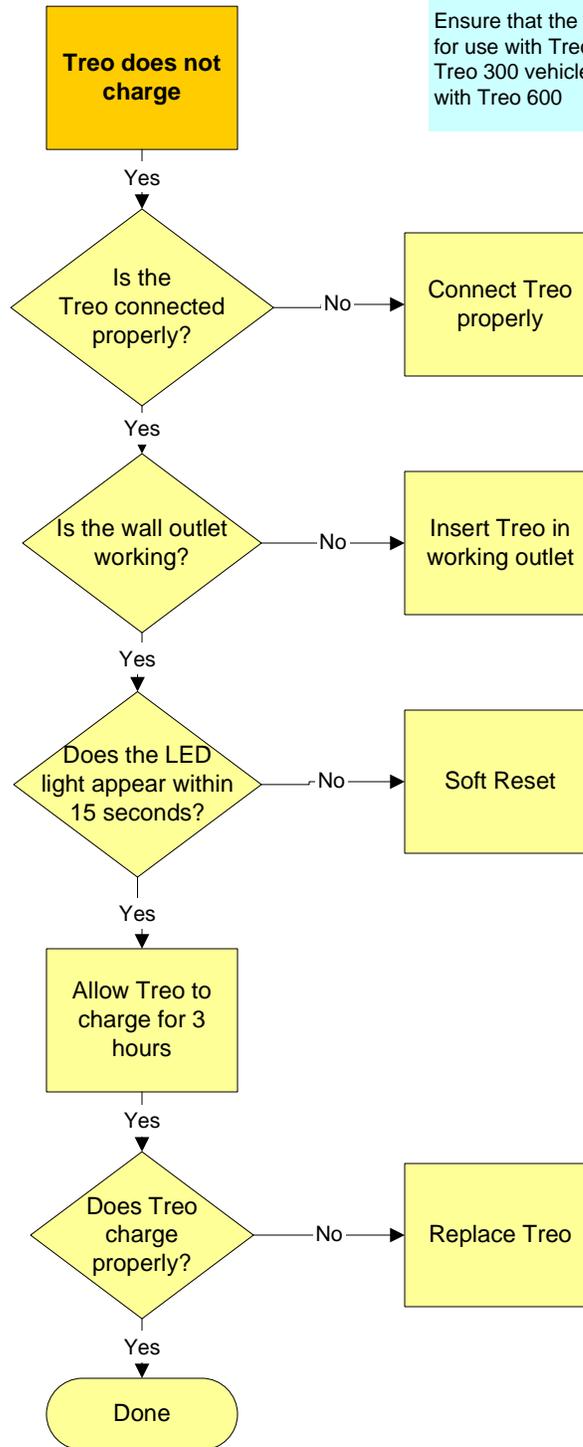
Battery Will Not Charge

* No LED light appears after hour of charging
* Battery indicator of Treo is low after 3 hours of charging

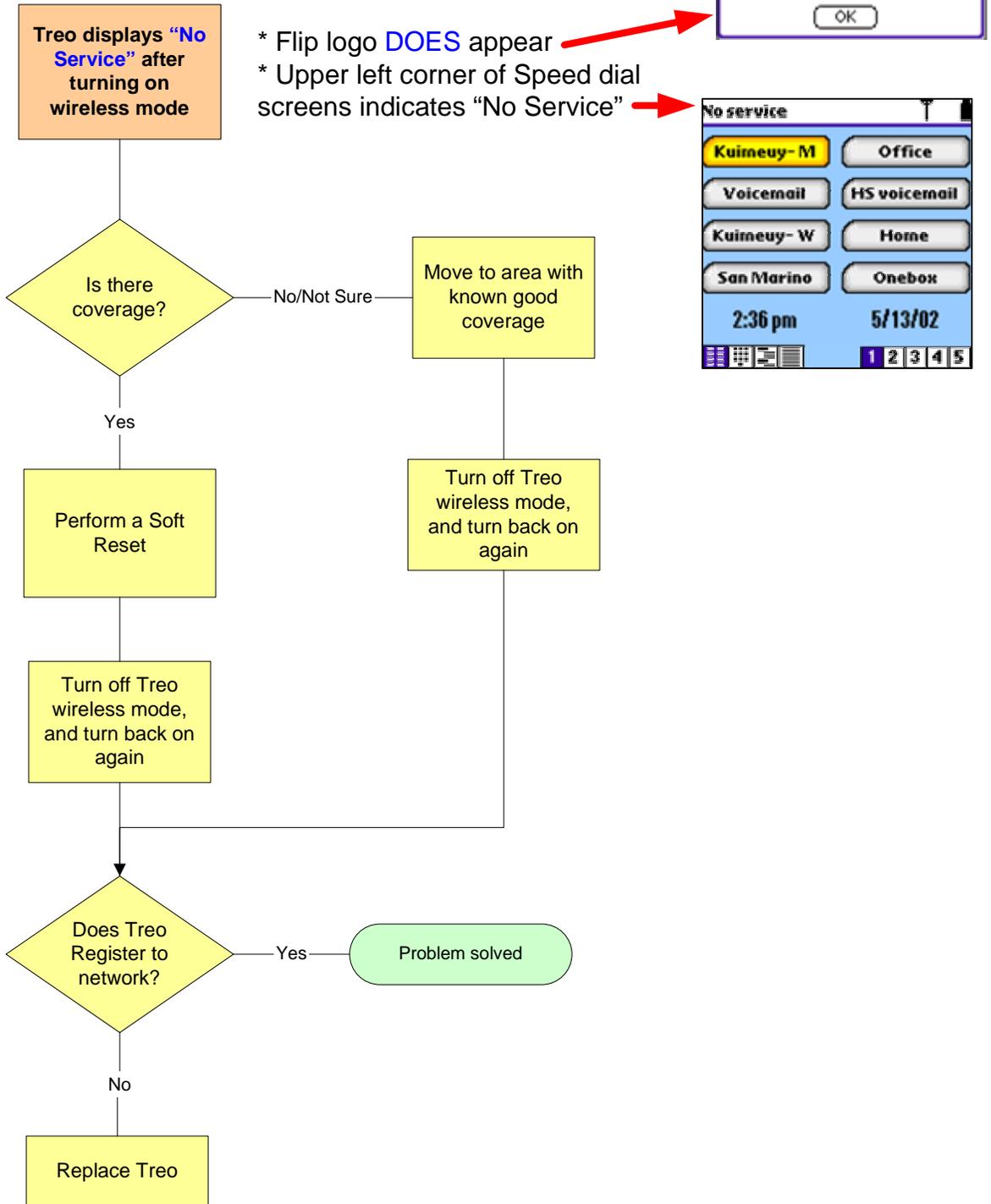
* Make sure the Charging cable is securely connected to the bottom of the Treo
* Make sure charging cable is connected to a wall outlet

Ensure that customer is not in sub-zero temperature.

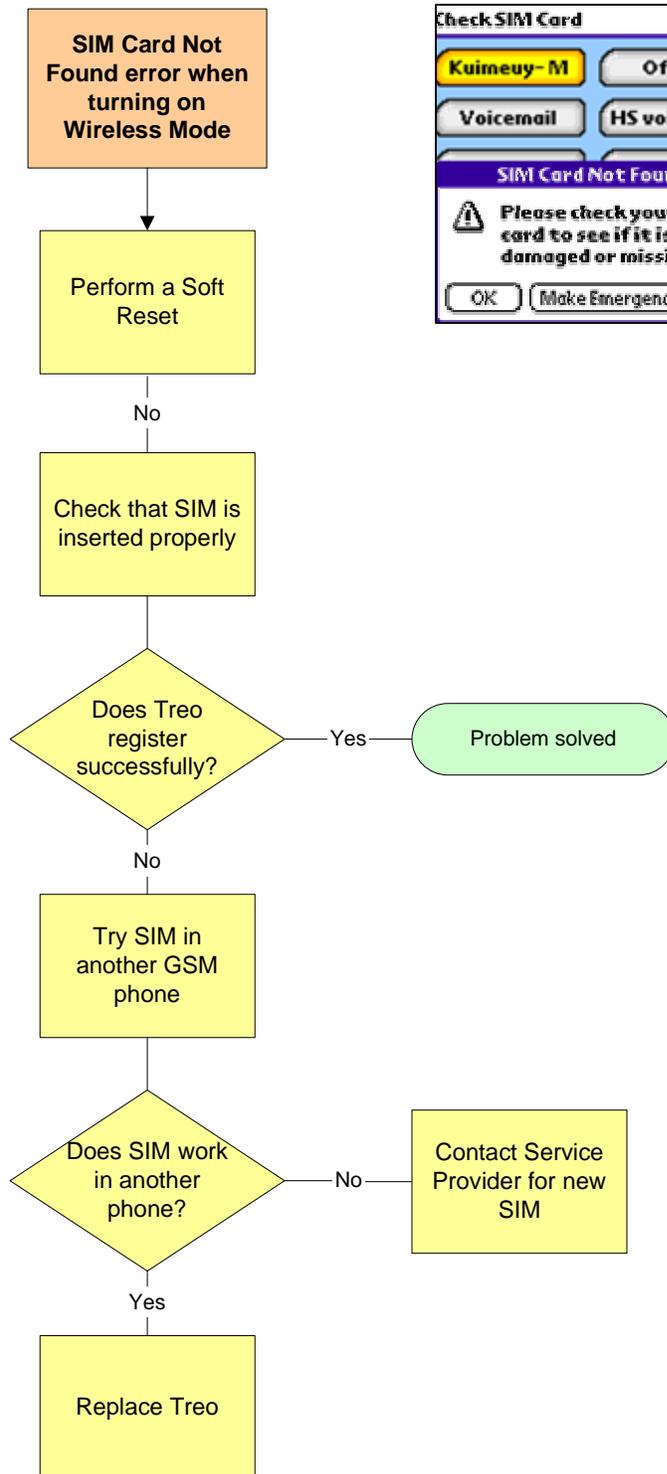
Ensure that the charger being used is intended for use with Treo model you are using. E.g. Treo 300 vehicle power adapter is not tested with Treo 600



"No Service"

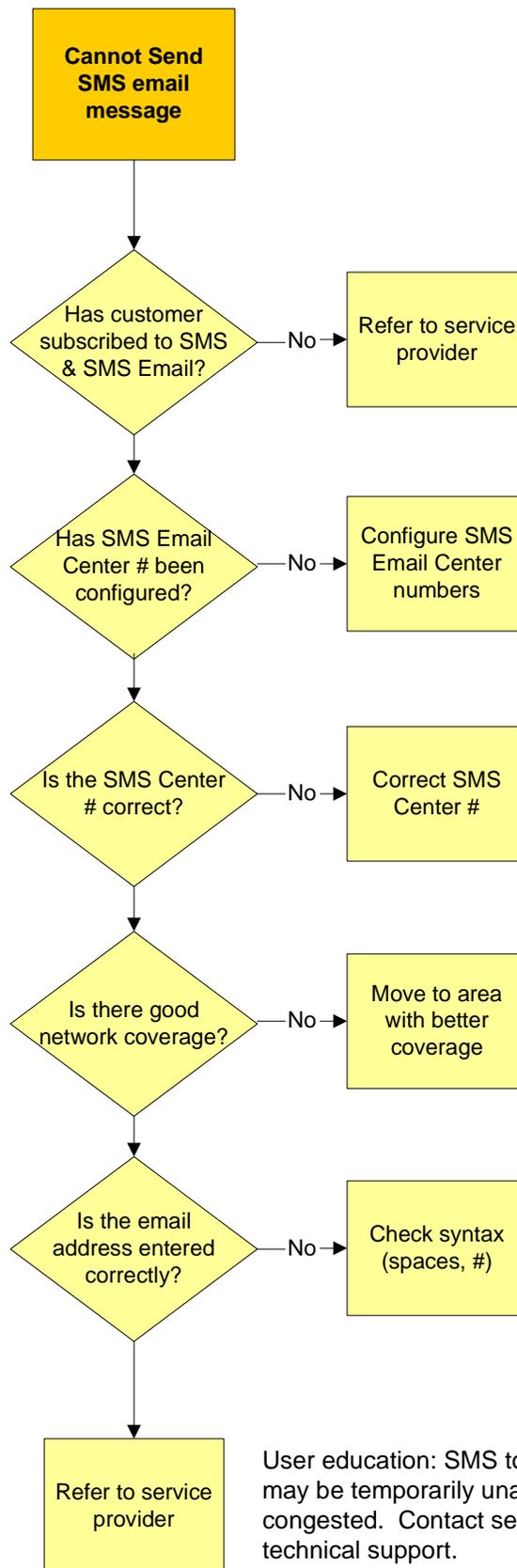


SIM Card Not Found



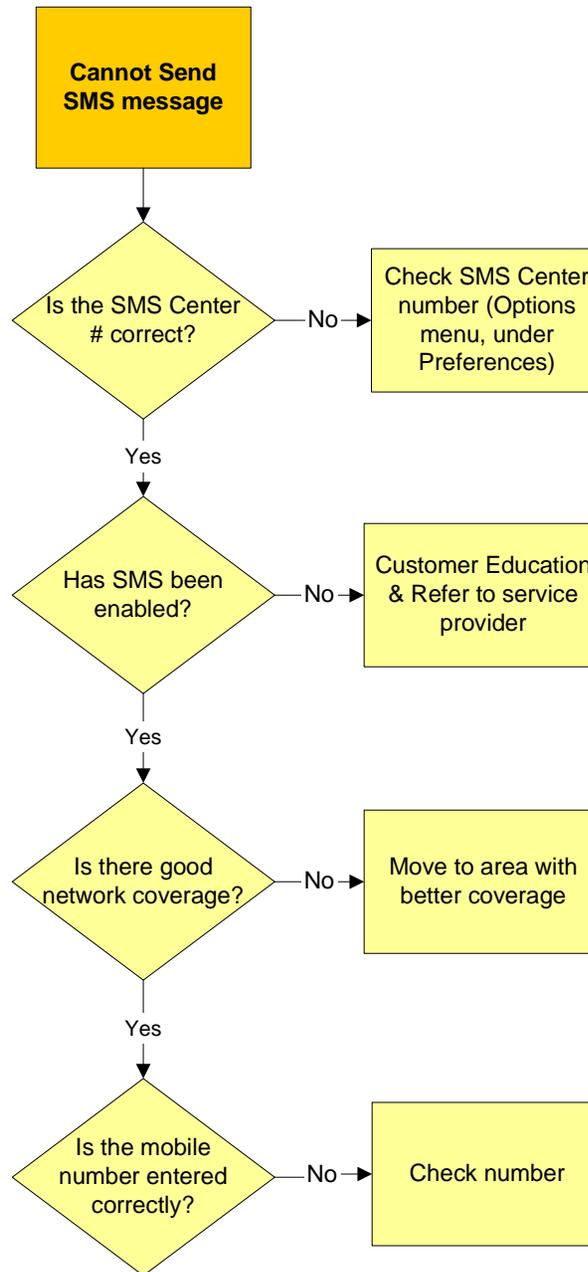
Log in RA Tool as:
SIM Card Slot Contacts Damaged

Cannot Send SMS email message



User education: SMS to email gateway may be temporarily unavailable or congested. Contact service provider's technical support.

Cannot Send SMS message



HELPFUL TIPS

* Customers usually can receive SMS for free, but must subscribe to SMS features to SEND SMS

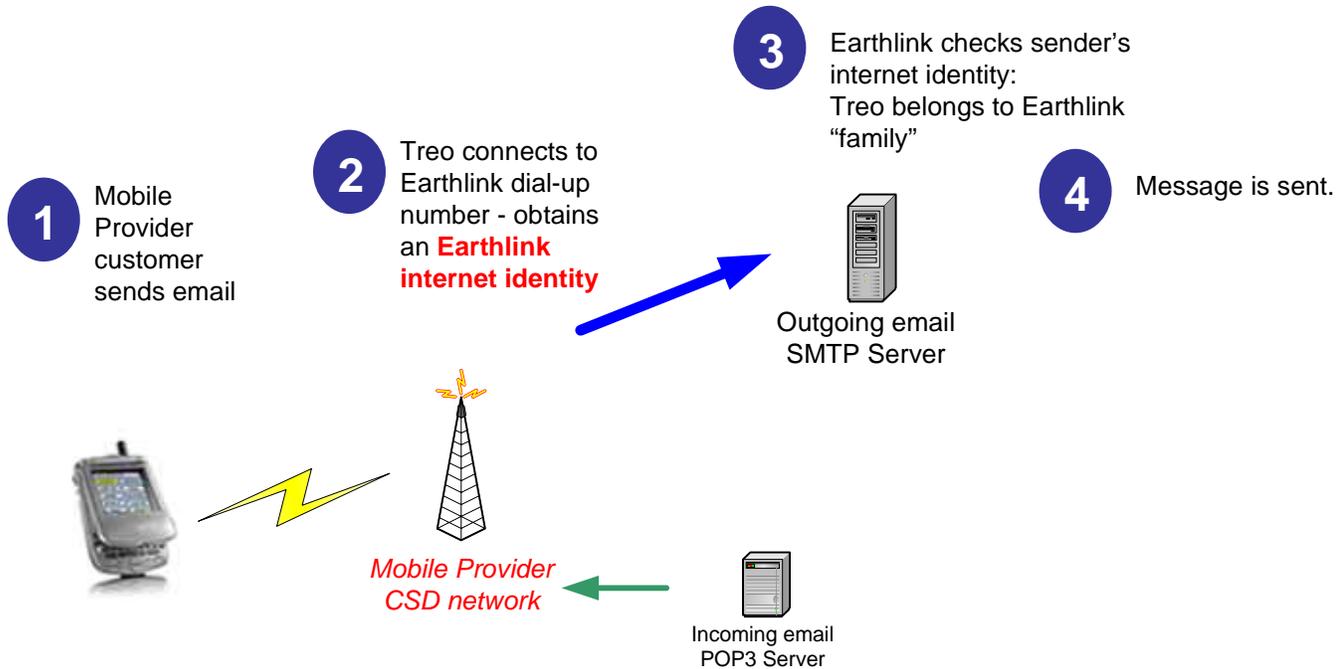
* Have customer send test message to self

* If message is sent while out of coverage, message will be queued and delivered when Treo regains coverage

* Must be sent to another GSM phone
* Include 1+ area code in phone number

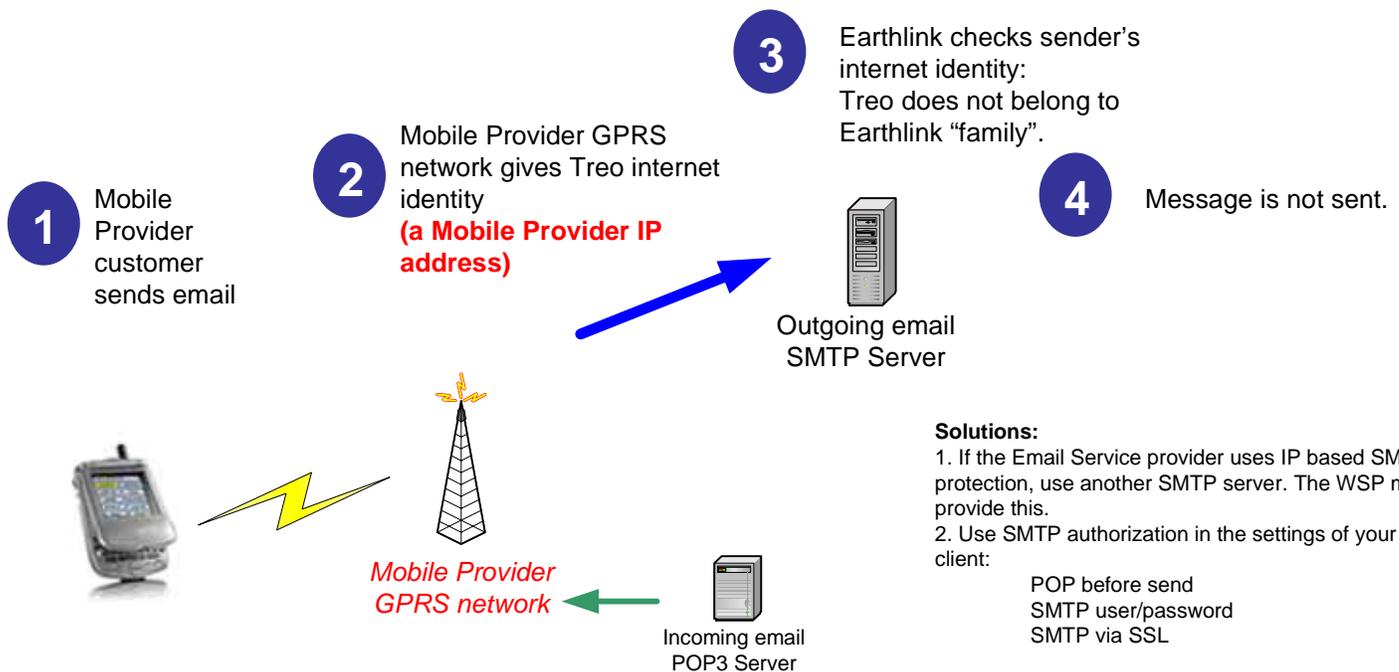
Sending mail on CSD

Example: Mobile Provider CSD & Earthlink

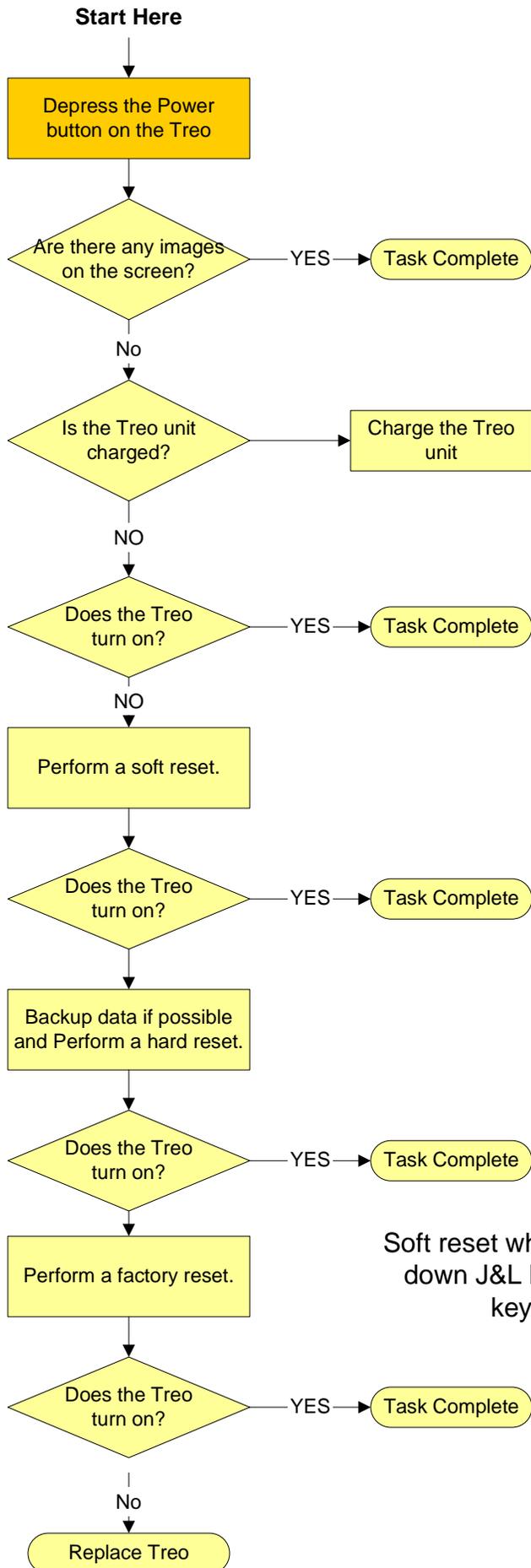


Sending mail on GPRS

Example: Mobile Provider GPRS & Earthlink



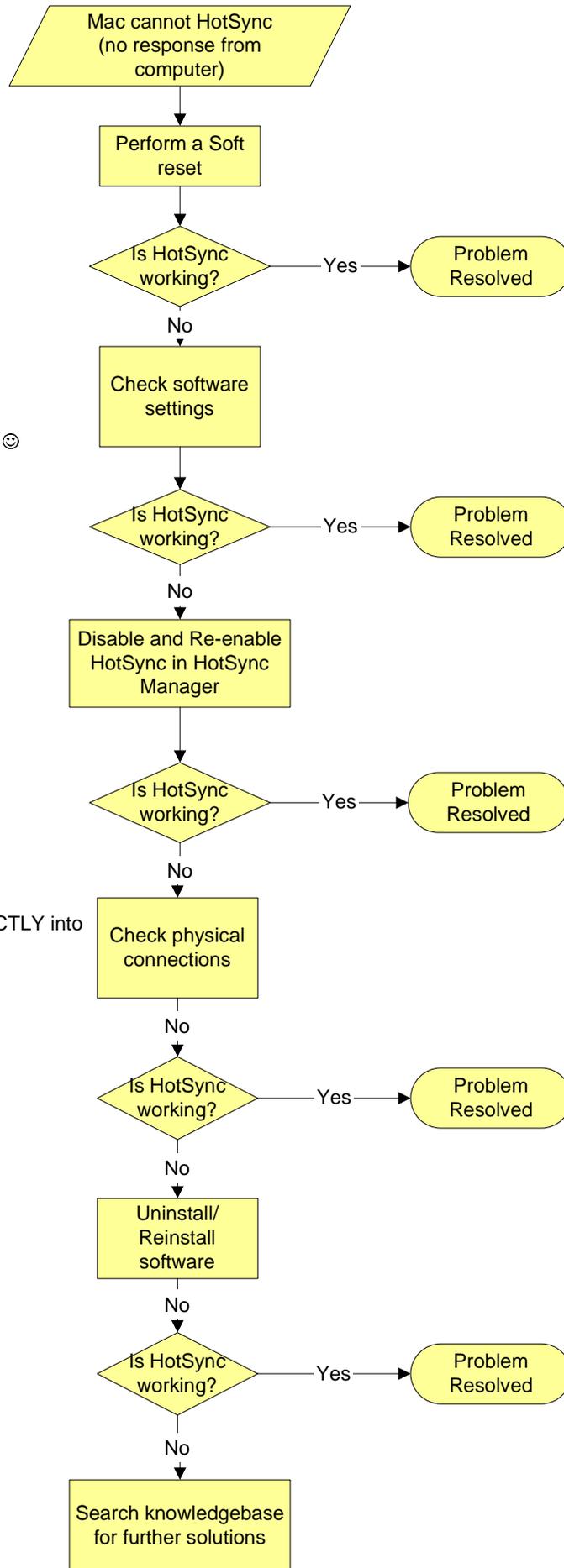
Treo Does Not Turn On



Tip: Check that the contrast is not turned fully to the right. The screen will look dark slate blue.

Soft reset while holding down J&L keyboard keys.

USB HotSync Troubleshooting - No connection initiated between Mac and Treo



- * Has the Treo CD software been installed?
- * Is HotSync Manager Enabled?
- * Is USB configured correctly?
- * Has Mac been rebooted recently? Then do it ☺

- * Unplug and firmly plug in cable DIRECTLY into USB port
- * Unplug other USB devices