

Many of you, for the sake of convenience and ease, use a Pocket PC to perform your inspections on the field. The Pocket PC is a very robust tool capable of performing nearly every action the desktop version of Palm-Tech can. However, like the best of tools your Pocket PC does require maintenance and will occasionally run into slight errors. This guide features a few of the more common issues, and the ways to fix them quickly.

### **Pocket PC doesn't sync reports with desktop**

As this is one of the most common issues we hear about, we will address this first. When you click on your "Synch Pocket PC" button and your reports aren't coming up, there are a number of things to check.

1. Verify you have the proper software installed for your computer. For Windows XP you will need to have Active Sync. For Windows Vista and 7, you will need Windows Mobile Device Manager.
  - a. You can download those here:
    - i. ActiveSync: <http://www.microsoft.com/windowsmobile/en-us/downloads/microsoft/activesync-download.aspx>
    - ii. Windows Mobile Device Manager: <http://www.microsoft.com/windowsmobile/en-us/downloads/microsoft/device-center-download.aspx>
2. Verify that before you ok to synch data, the box next to "Copy inspections from handheld to desktop" is checked.
3. Verify that they are transferring to the proper location. The default location is in My Documents -> Palm-Tech6.
  - a. If you upgraded from V5 and cannot see your PPC inspections, this may be because you are looking for them in the "My Inspections" folder. In V6 these files will not automatically copy to there, look in the Palm-Tech6 folder listed above.

If you have checked the above and still have issues where it is not copying over, try performing a soft reset. This is different for every model, however there is always a "Reset" button somewhere on your device. It is small, round and recessed. You will need to poke it with your stylus. After it finishes the startup process, try performing the synch again.

## Pocket PC is out of memory

The Pocket PC being a portable device, does not come with as much storage space or RAM as a full laptop or desktop computer. This does not make it so much a lesser device, however you do need to be mindful of the more limited specs. Some things to try if you find you are getting this message.

1. Tap on the memory icon on your main screen. This will look like 2 microchips next to each other.
2. On the main memory screen you will see how much of your available memory is being used. Verify that you have an adequate amount to work with. This will generally be considered to be a value greater than 25MB.
3. Verify that there are not a lot of programs running in the background. Do this by tapping on the tab that reads "Running Programs".
  - a. This will show you all of the programs running the background. Some of you will be using your Pocket PC for more than just Palm-Tech, and if that statement applies to you then this may very well be the issue. Tap on "Stop All" if there is a lot in the running program list, and try to use Palm-Tech again.

## Pocket PC fonts are garbled and/or distorted

Some of you have reported text on the Pocket PC becoming distorted, displaying seemingly random symbols in place of letters and/or generally strange looking fonts. Unfortunately, when your Pocket PC gets in this condition something in the Windows Mobile operating system itself has become corrupted.

The way you fix this is by performing a hard reset on your device. Before doing this, we recommend backing up any inspections you haven't been able to synch lately first as this will wipe **all data** on your device and start over new. Refer to our document on manually retrieving your files on how to do this.

Performing a hard reset on your device is different for every model of Pocket PC. It will always involve holding a certain button(s) and then pressing the reset button. For more details on the exact buttons to hold, refer to the manufacturer's website or check the instruction manual.