

Using a Palm™ PDA with Windows™ 64 bit Computers

In order for you Palm to work correctly on a Windows 64 bit operating system like Vista or Windows 7 you will need to do a bit of extra work. Palm never created a 64 bit USB driver for Windows 64 bit systems. They did however create a desktop version that is compatible with the 64 bit versions. Fortunately another company Aceeca did write a compatible driver for the Palm/Garnet operating systems. Both the desktop and driver software must be installed for your Palm device to work.

Step 1. Go to

http://www.aceeca.com/index.php?option=com_maqmahelpdesk&Itemid=5&id_workgroup=1&task=downloads_product&id=6 and download 64 bit USB Windows Driver for Palm/Garnet OS. Unzip the files onto your hard drive for later access.

Step 2. Go to

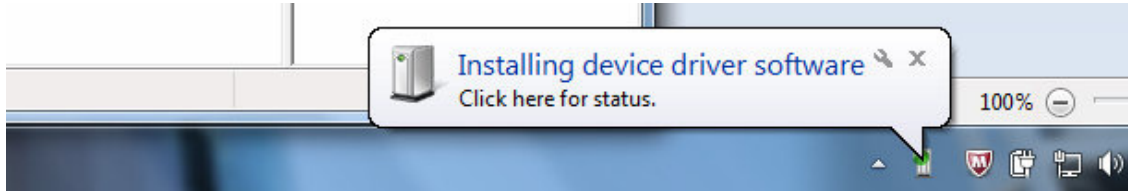
http://kb.hpwebos.com/wps/portal/kb/common/article/33529_en.html and download the Palm Desktop version 6.2 and install the program on your computer. If you have already installed an earlier version you will need to uninstall it and reinstall the version 6.2.

During the installation the Desktop will ask you to HotSync your Palm. Attempt to do so. Windows will indicate that it is looking for the driver to complete the installation. If you have already downloaded the 64 bit driver from Aceeca, select the windows option to locate the driver manually and select the folder you unzipped the Aceeca driver to. After the driver is installed the Palm Desktop will continue and complete the Hotsync. Otherwise the program will eventually give you an error and will not complete the process.

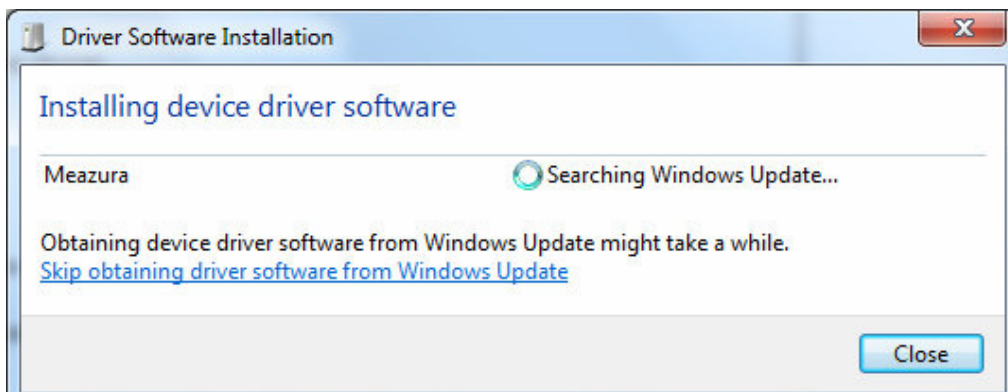
If you have trouble with installing the USB driver, Aceeca has provided the following instructions.

INTRODUCTION:

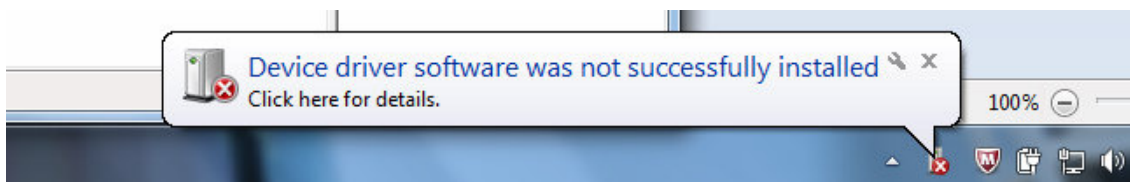
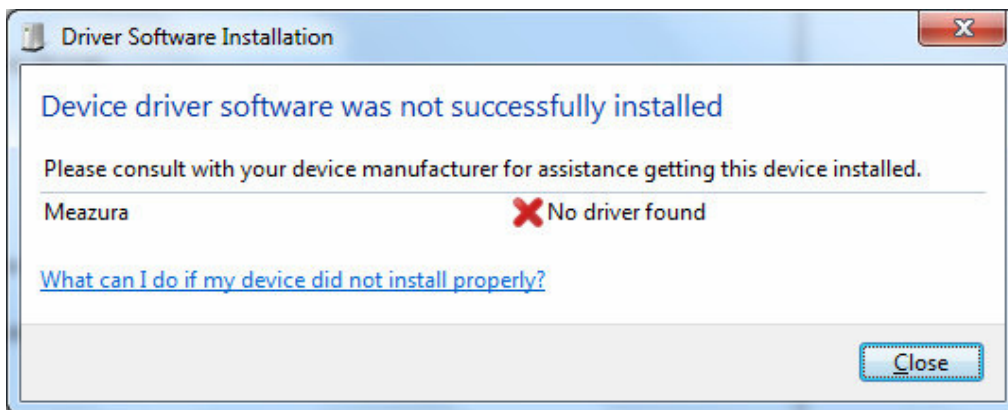
When you first try to Hotsync an ACEECA Palm OS 4.x or Garnet OS 5.x device on your Windows 7 64-bit PC you will get this prompt:



If you click on this status bubble you will see this dialog box:

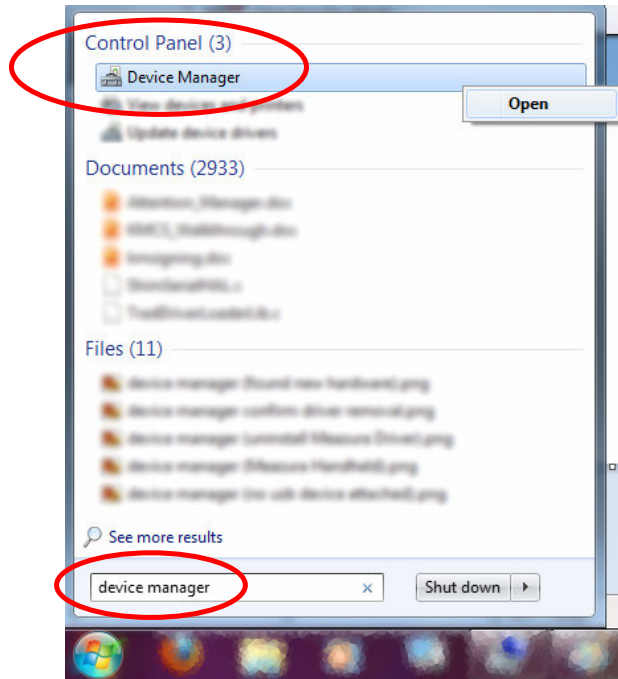


Windows is searching for the appropriate driver using 'Windows Update', which is the default behavior for a typical Windows 7 installation. However this process will fail because ACEECA has proprietary OEM drivers that aren't recognized by 'Windows Update'. You will instead see this dialogue and error bubble:

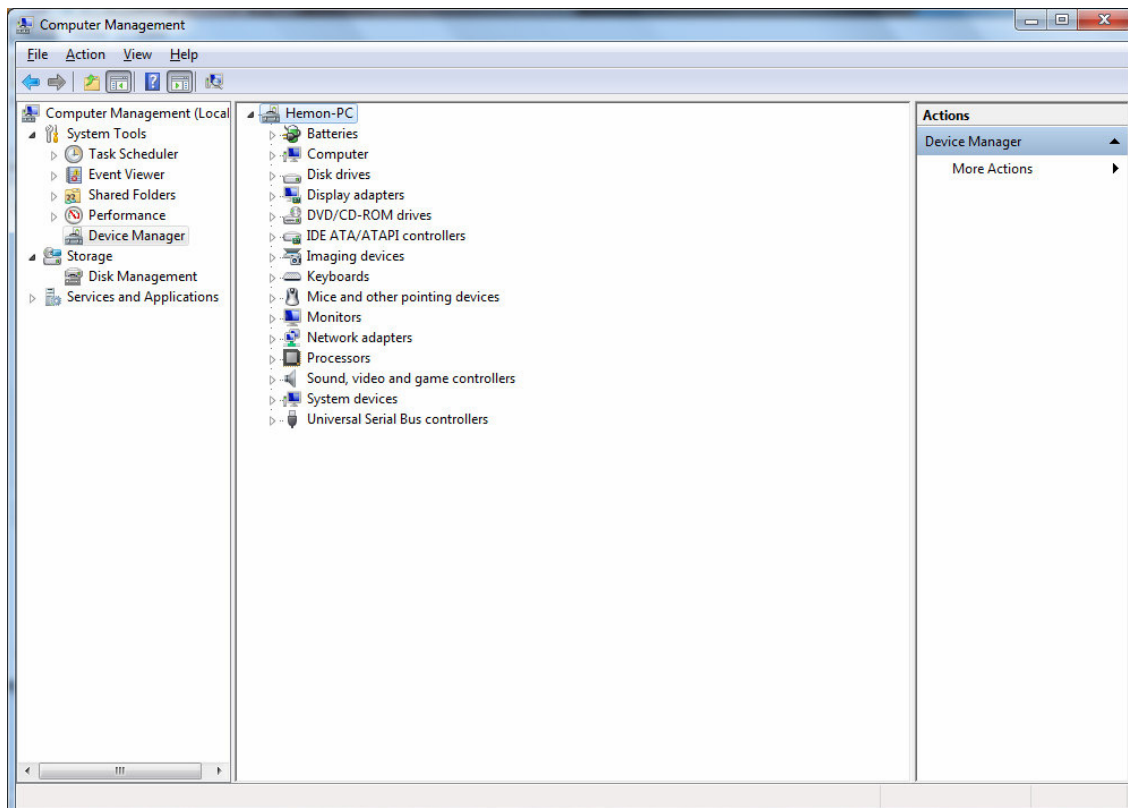


INSTALLATION PROCEDURE:

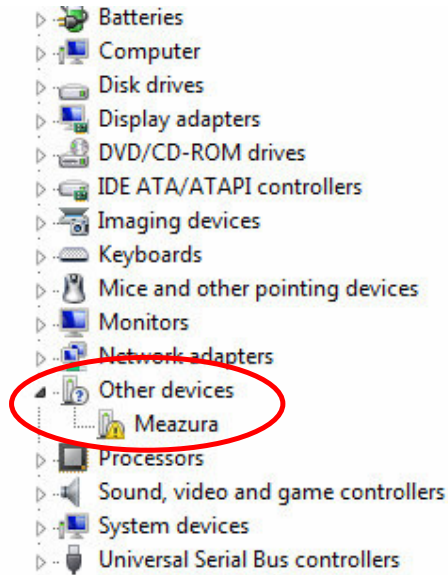
- 1) Launch the 'Device Manager' application. This can be done by clicking on the 'Windows' icon at the bottom left of the screen and typing 'Device Manager' in the search box. Click on the 'Device Manager' application in the 'Control Panel' section as shown below.



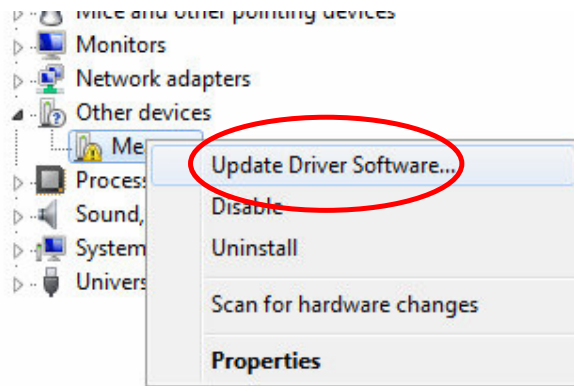
'Device Manager' will launch as below:



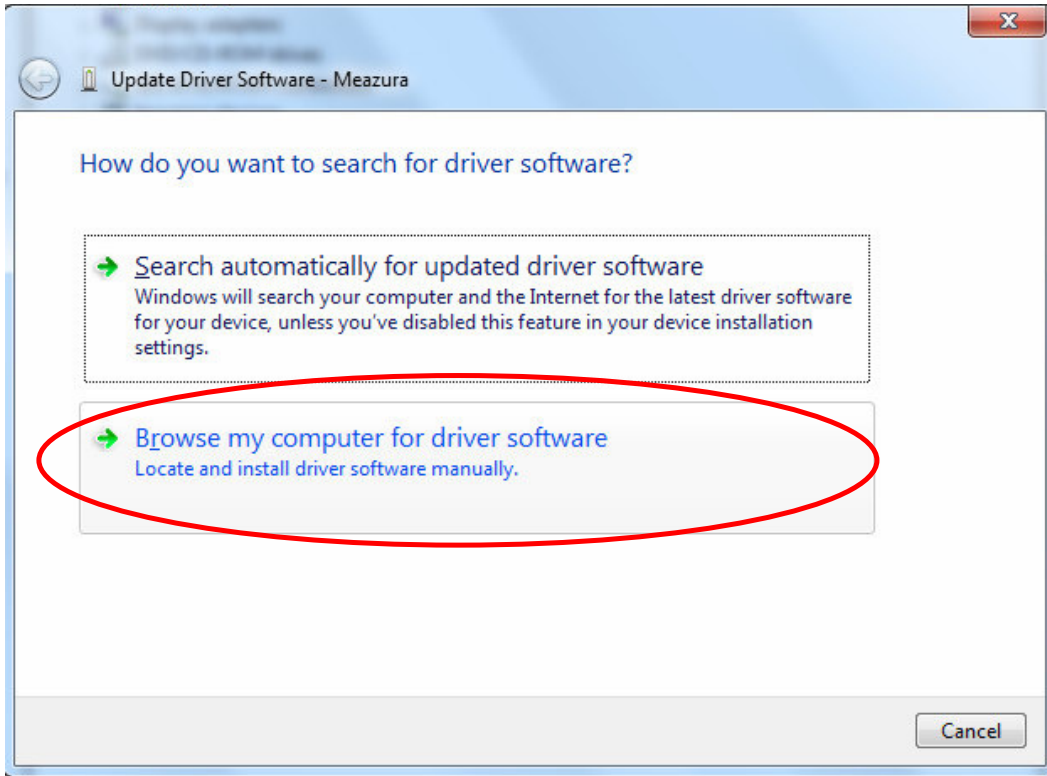
- 2) The USB driver is only active when the ACEECA device is trying to communicate with the PC. Hence you may have to try a USB Hotsync again to see the 'Device Manager' window below. You may have to open the 'Other devices' category by clicking on the little triangle icon to see the 'Meazura' device.



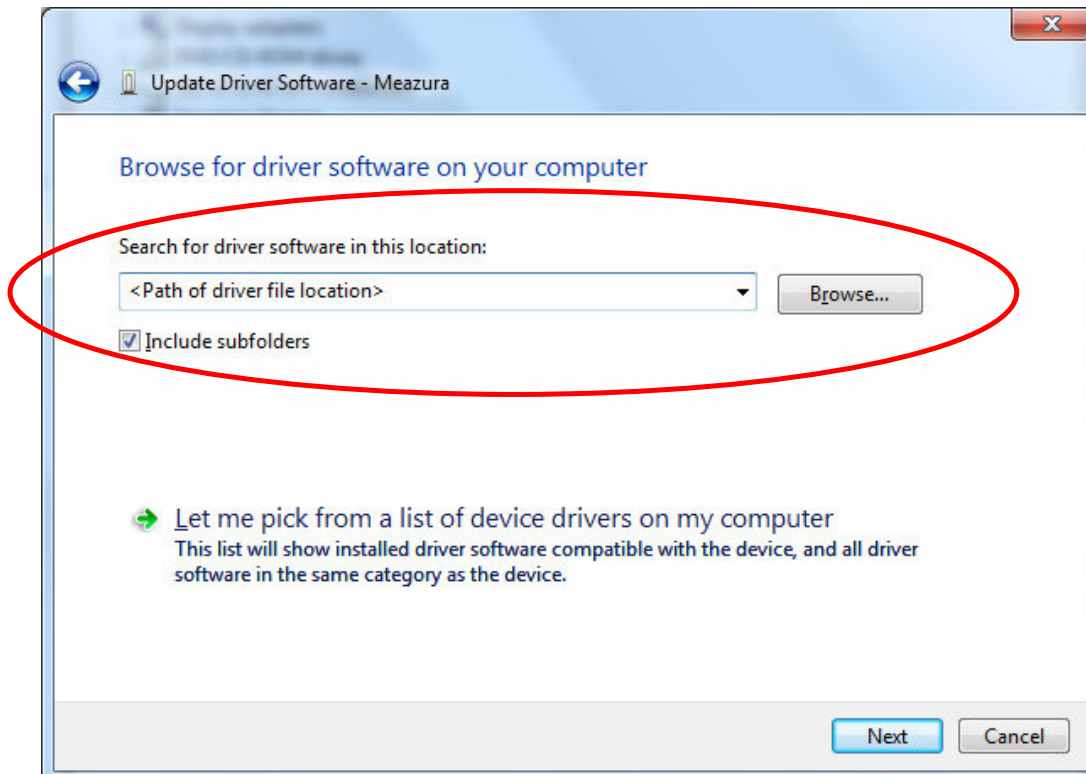
- 3) Right click on the 'Meazura' device and select 'Update Driver Software'.



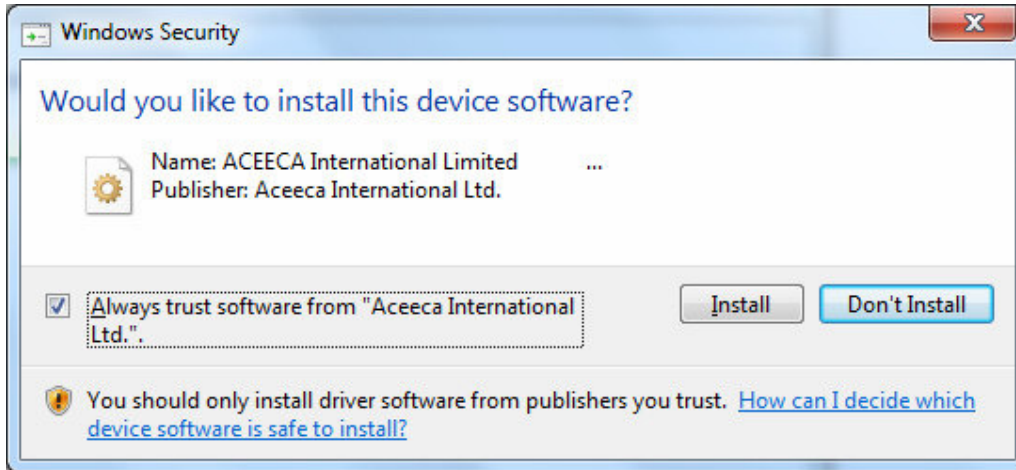
- 4) In the following dialog box select 'Browse my computer for driver software':



- 5) Enter path where you have unzipped the device driver files provided by Aceeca. Then select the 'Next' button to proceed.



- 6) You will see this Windows Security prompt asking you to accept software from Aceeca International Limited. Tick the check box as shown below and click on the 'Install' button. Windows will then install the device driver.



- 7) Once completed you will see the dialog box shown below. If the Aceeca handheld device has timed out waiting for a reply from the PC retry the HotSync connection once more. The driver should work with the existing Palm Desktop installation from that point forward.

