

## Troubleshooting the Star Tac. Clip-On Organizer

The main problems we face with the clip on organizer are when after a function the screen on the clip-on defaults to “please set the clock”. With the clip-on there are only a few troubleshooting steps available. You can try to delete and overwrite the clip on or change the batteries. However if this does not work the only real troubleshooting option is to reset the clip-on to factory fresh settings. To do so, follow the steps below.

- 1) Press and hold down the view/square key on the clip on organizer.
- 2) Insert a paper clip into the reset hole on the back of the clip on.
- 3) Press the reset button with the paper clip and remove it.
- 4) Release the view/square key on the clip on.
- 5) This will bring you to the system mode/factory test mode screen.
- 6) Use the arrow keys and scroll down to the 2<sup>nd</sup> option, which is “erase data”.
- 7) Press the circle key to initiate the erasure.
- 8) Screen will say done. Press circle key again to go to back to options screen.
- 9) Select memory test and press the circle key.
- 10) **If any portion of the memory test fails, the clip-on will need to be replaced.**
- 11) If all tests pass, press the circle key to get back to menu.
- 12) Scroll to the last option of restart to reboot the clip on.
- 13) Walk through the welcome wizard to set up the device.

At this point you are ready to attempt to sync again. If the problem still persists, you will need to have the clip-on replaced.