

From time to time, it isn't uncommon to receive the following error message on your Pocket PC: You are running low on available memory. If you are experiencing problems where Palm-Tech will not save an inspection and gives you an error message such as that, then you will need to delete some files from your Pocket PC. This step-by-step guide will show you how to do just that, and give you some helpful tips as to what kinds of things to watch out for in case this happens.

## **I. Locating large files on your Pocket PC**

1. Make sure Palm-Tech is closed on your Pocket PC.
2. From the main screen, click on your "Start" button and select "Settings".
3. You will see 3 tabs at the bottom of this window, click the middle tab that reads "System".
4. Scroll down slightly until you see "Memory" and select it.
5. You will see a link near the bottom that says "Find large files using storage memory".
6. Click on "Find".
7. This will bring up the search window, leave the search field blank and make sure you have "Larger than 64kb" selected in the "Type" field.
8. Click "Search".
9. On this screen you will see all files on your Pocket PC that use more than 64kb of space on the handheld.
  - a. You'll notice that the files will be organized by biggest to smallest, this helps you determine which files should go first.
  - b. It also tells you conveniently where the files are located.

## **II. Deleting the files from your Pocket PC**

1. Determine which files need to be deleted first.
2. Click on your "Start" button and select "Programs"
3. Select "File Explorer"
4. Navigate to where one of your large files are located.
5. Tap and hold the stylus on it until a popup menu appears, then select "Delete".
6. Continue to do this with all files you wish to delete.

## **III. Common causes**

Many things can cause your Pocket PC to run out of storage space, however some things are more common than others, and this section of the guide will go over a few of the more common causes and how to prevent them.

1. The record button.
  - a. On the side of the HP iPAQ 110 and 210 models there is a small, rectangular button with an audio cassette printed on it. This is your record button. Occasionally when carried around in an inspector's pocket, the record button will be pressed and record up to an hour of background noise. This will cause your memory to fill up faster than any other cause, as these recordings can be up to and over 80mb in size.

## How To: Free up memory on your Pocket PC

2. Picture files.
  - a. Many inspectors like to include lots of pictures in their reports, and while we encourage this we also need to point out that pictures, in bulk, can fill up the limited space on a Pocket PC very quickly. What we recommend, instead of keeping the pictures on the built-in storage of the Pocket PC is to take the memory card out of your camera and insert it directly into the handheld. This will give you the same results you want without sacrificing the built-in memory.
  
3. Lots of inspection files.
  - a. A Pocket PC is built to last you quite awhile, and as such you will no doubt begin to amass many inspections in this time. It is important to routinely synch your Pocket PC with your desktop or laptop computer, and perform routine deletions of your old inspection files. They will still exist if you need them on the desktop or laptop, but you will have all of your storage on the Pocket PC freed up so that way you never run into a memory error while out on the field.