

JANAMCARE Troubleshooting

Contact: janamcare@janam.com

Issue: XP20 automatically enters sleep mode after initial boot where device appears not to boot past Palm Logo screen.

Resolution: Load ROM 20120514.

Model	Ending In	ROM File Name	Released
XP20N	MLYC00	20120514_XP20_MLYC00.bin	May, 2012

Once you have downloaded the ROM, follow the instructions below to load the ROM on your XP20s.

To install the latest ROM:

1. Remove battery door from unit.
2. Place fully charged battery in device.
3. Press and hold the right trigger button (LCD display facing you) while you press and release the reset button, which is located in the battery compartment. You MUST KEEP right trigger button pressed until USB appears on the screen.
4. When the USB screen appears, release the right trigger button.
5. Insert the XP20 into a Janam USB XP cradle or attach to USB cable.
6. Connect other end of cable to the USB port of your PC. When connected, a removable drive will appear in My Computer on your desktop.
7. Locate the appropriate ROM BIN file that you received from Janam earlier. Copy the ROM BIN file to the drive window that opened when you connected the device to the PC.
8. Go to My Computer on your PC.
 - Select the drive that appeared when the cable was attached by left-clicking on it.
 - Then, right-click to obtain the pull-down menu.
 - From the pull-down menu, click eject.
9. DO NOT DISCONNECT CABLE FROM PC OR DEVICE. Device will start to boot up about 10 seconds after the drive is ejected. Wait for device to power down. Remove cable or remove device from cradle.

10. Hard reset the device by following these steps:

- Locate the power button on the top of the device. While holding down the power button, gently press the reset button with the tip of the stylus.
- Release the reset button.
- Watch the screen. When the Palm Powered logo appears, release the power button.
- When a message displays on the device screen warning that you are about to erase all the data, press the up or down key to erase.
- The new ROM is now loaded on your Janam XP20.
- Reinstall the battery door.
- Check the ROM version again. The updated ROM build date and time should appear.