

## JanamCare Tutorial: Janam Palm Desktop and Windows 8

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### How to Install Janam Palm Desktop on a Windows 8 PC

To Hotsync a Janam XP Series handheld with a 64-Bit PC running Windows 8, follow these steps.

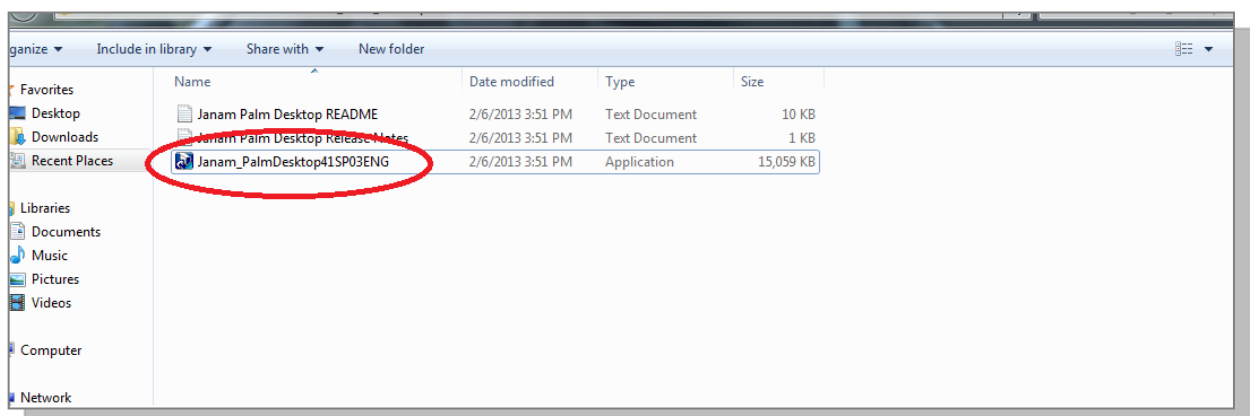
#### Note:

The tools required can be downloaded from: <http://www.janam.com/support/updates-downloads/palm-desktop-software-for-windows>.

1. Download Janam Palm Desktop 4.1.
2. Download the Janam 64-Bit Hotsync Driver Package.
3. Follow the instructions presented in:  
**How to Install the Janam 64-Bit Hotsync Driver Package** at  
<http://www.janam.com/docs/default-source/janamcare-service/janamcare-support-documents/xp-series/how2installjanam64bitdriverpckge.pdf?sfvrsn=4>.

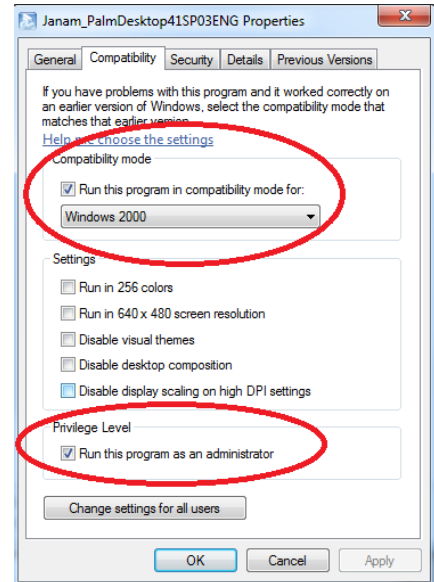
**Important Note:** If you intend to use the USB direct connection, please be aware that the Janam 64-bit driver for Windows is unsigned. You will need to disable driver signature enforcement on your system in order to install.

4. Before installing the Palm Desktop 4.1, right mouse click Janam\_PalmDesktop41SP03ENG.exe or setup file.



5. Click **Properties**, then click the **Compatibility** tab. Change the options as follows:

- Click **Run the program** in Compatibility Mode check box
- Click the drop down box and select **Windows XP SP3**.
- Click **Privilege Level** check box to run this program as an administrator.
- Click **apply** then **ok**.



6. Run setup program:

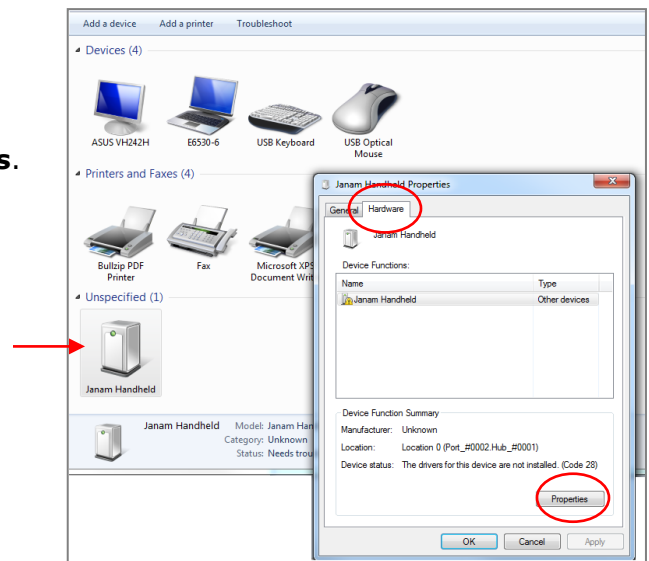
Janam\_PalmDesktop41SP03ENG.exe.

7. Following installation, place the XP20 or XP30 device in cradle. Open *Device* and *Printers* windows in the Start Bar or Control Panel.

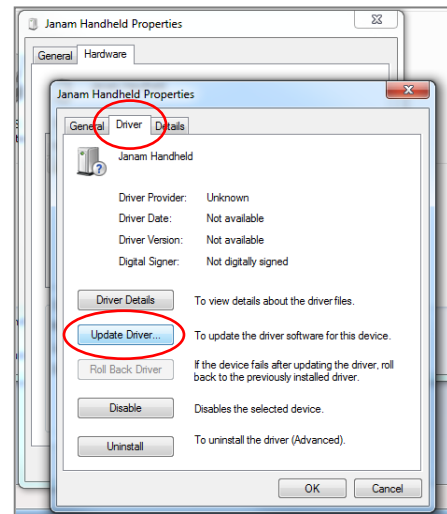
8. Click the HotSync button on cradle to establish connection with Windows and start install.

9. Right mouse click on *Janam Device* or *Unrecognized Device* and select **Properties**.

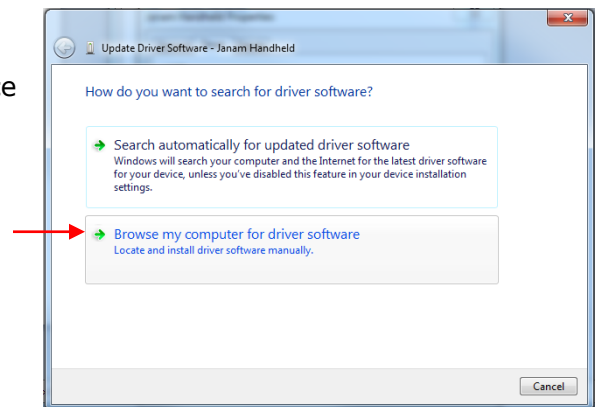
10. Click the **Hardware** tab then select **Properties**.



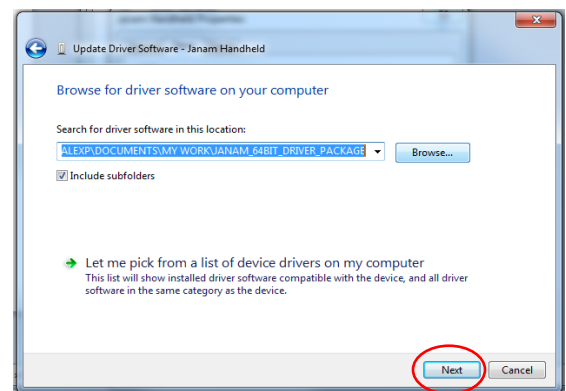
11. Click the *Driver* tab then click **Update Driver**.



12. On the next window, click *Browse My computer for driver software*, then use browse box to find where Janam 64-bit device driver is on your computer.



13. Click **Next** to install.



14. After device drivers are successfully installed, click Hotsync button on device cradle or the on-screen Hotsync button on device to initiate sync. The device should now sync with the computer, transferring files back and forth.