



User Guide

| Your Palm® Treo™ 500v Smartphone

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Welcome

Congratulations on the purchase of your Palm® Treo™ 500v smartphone!

Benefits

- Make and receive phone calls
- Manage you contacts, calendar, and task list
- Receive and send corporate and personal email messages
- Browse the web
- Use a Bluetooth® headset for hands-free operation

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Your new smartphone

In one compact and indispensable device—your new Palm® Treo™ 500v smartphone—you now have all of the following:

- An advanced wireless smartphone
- A Windows Mobile® organiser with portable expansion capability (microSD)
- High-speed data with GPRS and UMTS (3G) support
- A 2-megapixel digital camera
- Support for numerous mobile email solutions
- Text and multimedia messaging
- Windows Media® Player Mobile
- Microsoft® Office Viewer applications

This guide will help you set up your smartphone and quickly learn to use it.

NOTE If you want to use your phone and send and receive text messages, you need a service contract with your network operator. If you also want to browse the

web and send and receive email, you need not only a service contract but also a data service plan from your network operator. You may also need a specific data service plan to send and receive multimedia messages. Data speeds vary based on network availability and capacity.

TIP LOOK HERE: Don't miss the helpful tips and cross-references given in these boxes.

What's in the box?

All of the following items should be in the smartphone box:

Hardware

- Treo 500v smartphone
- Rechargeable battery (1200 mAh)
- AC charger with international adapters
- USB sync cable
- Stereo headset

Documentation and software

- *Quick Start Guide*

- *Introducing Your Treo 500v Smartphone*
- Windows Mobile Getting Started CD, which includes the following:
 - Desktop synchronisation software (ActiveSync® desktop software for Windows XP, Windows Mobile Device Center for Windows Vista)
 - Link to Microsoft Office Outlook® software download
 - Link to *User Guide* (this guide)
- Palm warranty
- End User Licence Agreement

What do I need to get started?

As you work through the instructions in this guide, you need all the items that came in the smartphone box (see [What's in the box?](#)), as well as the following:

- You must have an activated wireless account (using a SIM card from your network operator) with data services.
- If you plan to synchronise personal information between your smartphone and a computer, you need access to that computer during setup.
- You must also have your smartphone within range of your network operator's cellular coverage.

Where to learn more

Websites

Support from Palm and online forums: go.palm.com/treo500v.

Registration

To obtain discounts on software and accessories, faster technical support, updates, and special promotions: palm.com/register. Registration is free.

Customer service from your network operator

For questions about your mobile account or features.



Setting up

■ Congratulations on the purchase of your new Palm® Treo™ 500v smartphone. You're about to discover the many things about your smartphone that will help you better manage your life and have fun, too.

■ As you become more familiar with your smartphone, you'll want to personalise the settings and add applications to make it uniquely yours. But first, follow these few easy steps to set up your smartphone and get it running.

Benefits

- Know where your smartphone controls are located
- Start using your smartphone right away

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Palm Treo 500v smartphone overview

Front view



TIP Be careful not to scratch or crush your smartphone screen. Do not store it in a place where other items might damage it.

DID YOU KNOW? Pressing and holding the Side button opens Internet Explorer Mobile (see [Browsing the web](#)).

TIP To connect a lanyard (sold separately), remove the battery door, connect the lanyard, and then replace the battery door.

Back view

Expansion card tray (located inside battery compartment, beneath battery)

SIM card slot (located inside battery compartment, beneath battery)

Camera lens

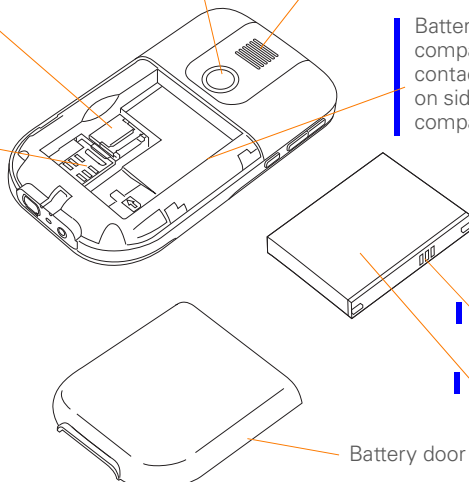
Speaker

Battery compartment contacts (located on side of battery compartment)

Battery contacts

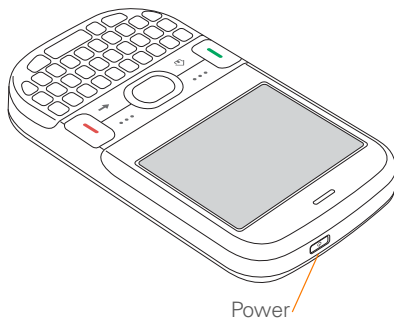
Battery

Battery door



IMPORTANT The smartphone speaker includes a large magnet, so be sure not to store your smartphone near credit cards or other items that could be demagnetised.

Top view



Inserting the SIM card and battery

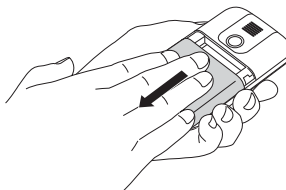
Your SIM card contains account information such as your phone number

and voicemail access number. To use your smartphone's phone, email, or web features, you need to insert a SIM card. If a SIM card is not included in your smartphone box, your network operator will provide you with one.

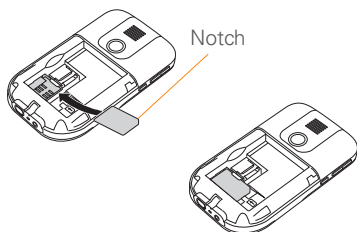
To take advantage of the high-speed data connection available on your smartphone, you need to have a 3G SIM card. A 3G SIM card has "3G" on it.

TIP If you don't have a SIM card, contact your network operator.

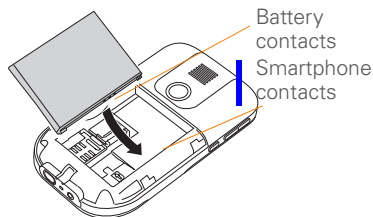
- 1 Holding your smartphone screen side down, use two or more fingers to press against the battery door to release it, and then slide the door off the back of your smartphone.




- 2 If the battery is installed, remove it. Slide your finger under the left side of the battery and lift up to remove it.
- 3 With the metal contacts facing the battery compartment, slide the SIM card into the cutout in the lower-left corner of the compartment until you feel the card click into place. Align the notches to make sure you have the card oriented correctly.



- 4 Align the metal contacts on the battery with the contacts inside the battery compartment, insert the battery into the compartment at a 45-degree angle, and then press it into place.



- 5 Slide the battery door back into place.
- 6 Press and hold **Power**  until the Palm® logo appears.

TIP If your smartphone does not turn on after you insert the battery, you need to connect it to the AC charger to charge it (see [Charging the battery](#)). If it still doesn't start, perform a soft reset (see [Performing a soft reset](#)).

- 7 Follow the onscreen instructions to finish the installation.
- 8 If your SIM card is not already activated, follow the activation steps provided by your network operator, or contact your network operator directly for assistance. If you plan to use email and web browsing, you need a data service

plan from your network operator in addition to your service contract. You may also need a data service plan to send and receive multimedia messages.

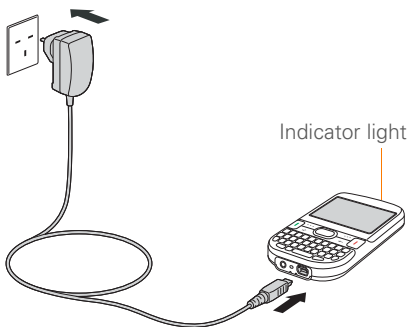
TIP You can buy an extra battery as a spare for long airplane trips or periods of heavy data use. To ensure proper functioning and avoid nullifying the warranty, be sure to use batteries from Palm only. Visit palm.com.

Charging the battery

Although the battery may come with a sufficient charge to complete the setup process, we recommend that after setup you charge your smartphone for three hours (or until the indicator light is solid green) to give it a full charge. See [Maximising battery life](#) for tips on making your battery's power last longer.

BEFORE YOU BEGIN Make sure the battery is inserted in your smartphone before you charge. If you connect your smartphone to a power source without the battery inserted, nothing happens.

- 1 Prepare the AC charger by inserting the adapter that fits the wall outlet you're going to use.
- 2 Plug the AC charger into a wall outlet.
- 3 Connect the charger cable to the bottom of your smartphone.



- 4 Check the indicator light to confirm that your smartphone is charging.
 - Solid red indicates that your smartphone is charging.
 - Solid green indicates that your smartphone is fully charged.

DID YOU KNOW? If the battery is low, the indicator light flashes red.

When your smartphone is on (see [Turning your Palm® Treo™ 500v smartphone on/off](#)), the onscreen battery icon displays the charging status:



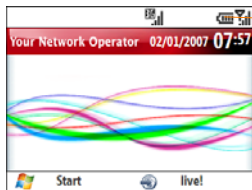
This icon indicates that the battery is being charged.



This icon indicates that the battery is fully charged.



This icon indicates that the battery needs to be charged immediately.



Battery icon


DID YOU KNOW? If your battery ever becomes fully drained, your info remains safely stored on your smartphone. Recharge the battery to access your info.

TIP You can also charge your smartphone from your computer by connecting them with the sync cable.

Maximising battery life

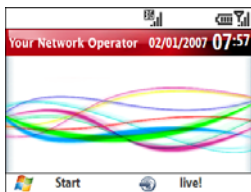
Battery life depends on how you use your smartphone. You can maximise the life of your battery by following a few easy guidelines:

- Charge your smartphone whenever you're at your desk, or charge it overnight each day. The battery in your smartphone has a much longer useful life if you charge it frequently instead of waiting until it's fully drained.
- If you spend a lot of time using the camera, games, media players (including listening to music with wireless headphones using the built-in Bluetooth® wireless technology), or other applications, keep an eye on the battery icon and charge when necessary.

- The wireless features (phone, email, messaging, and web) on your smartphone generally consume more power than the organiser features. If you don't plan to use the wireless features on your smartphone for a while, turn off your wireless services (see [Turning wireless services on/off](#)). You can forward calls to a different number or let all calls be picked up by voicemail (see [Forwarding calls](#)). To see if your wireless services are on, press **Power**  and select **Wireless Manager**.
- If you are synchronising email and other information directly with your corporate Exchange server using Microsoft Exchange ActiveSync®, set the synchronisation interval to a maximum of every 15 minutes during peak times and every hour (or turned off completely) during non-peak times (see [Setting the synchronisation schedule](#)).
- Turn off the Bluetooth feature when you do not need to make a Bluetooth connection (see [Entering basic Bluetooth settings](#)).
- As with any mobile phone, if you are in an area with no wireless coverage, your smartphone searches for a signal, which consumes power. If you cannot move to an area of better coverage, temporarily turn off your phone (see [Turning your phone off \(flight mode\)](#)).
- Turn down the screen brightness (see [Adjusting the brightness](#)).
- Set your screen to turn off automatically after a shorter period of inactivity (see [Optimizing power settings](#)).
- Turn off the option to receive beamed information using Bluetooth technology (see [Beaming an entry or file](#)).

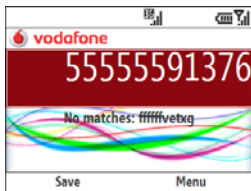
Making your first call



- 1 Press **Home**  to display your Home screen.



TIP You can also press **End** to display your Home screen, unless you are on a call. If you're on a call, pressing End hangs up the call.

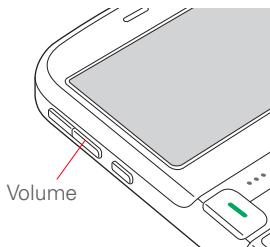
- Using the numbered keys and the * and # keys on the keyboard, enter a phone number.



- Press **Phone/Send**  to dial.
- When your call is complete, press **End**  to end the call.




Adjusting call volume

While a call is in progress, press the **Volume** button on the side of your smartphone to adjust the call volume.



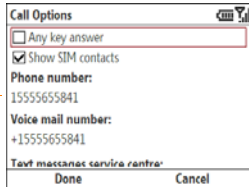
What's my number?

BEFORE YOU BEGIN Make sure your phone is on (see [Turning your phone on](#)).

- Press **Home** , and then press **Start**  (left softkey).
- Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- Select **Phone**, and then select **Call Options**.

Setting up synchronisation

Look here for your phone number



4 Press **Done** [⋮] (left softkey).

TIP If your phone number doesn't appear on the Call Options screen, your network has not yet sent the number to the SIM card (this does not affect SIM card functionality). Turn your phone off, wait a few hours, and then turn on your phone and repeat these steps. If your phone number still does not appear, please contact your network operator for assistance.

After you've finished setting up your smartphone, we recommend that you set up a synchronisation method to get the most out of your smartphone.

Synchronising means that information that has been entered or updated in one place—your smartphone, your computer, or your corporate server—is automatically updated in the other (see [Synchronising information](#)).



Moving around on your Palm® Treo™ 500v smartphone

Have you ever been to a new city and felt a bit lost until you figured out the streets? Learning to move around on your Palm® Treo™ 500v smartphone is similar. Most applications that work on your smartphone use the same set of controls. So once you learn how to use these controls, you'll be driving all over town and you won't even need a map.

Benefits

- Quickly move around and complete tasks in applications using one thumb on the 5-way navigator
- Access extra features with menus
- Find and open applications quickly

In this chapter

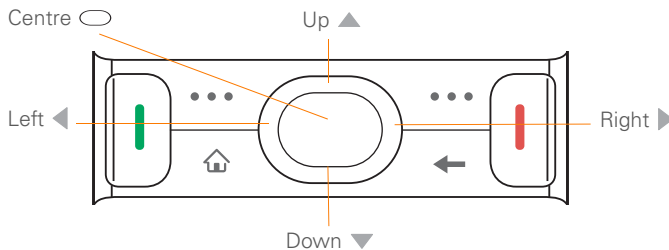
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Navigating around the screen

To navigate around the smartphone screen, you use the 5-way. As you become familiar with your smartphone, you'll find your own favorite way to scroll, highlight, and select items.

Using the 5-way, press **Right** ▶, **Left** ◀, **Up** ▲, or **Down** ▼ to move around the screen. Press **Centre** ○ to highlight and select items.

TIP The arrow icons that indicate directions on the 5-way are different from the onscreen arrows that indicate that a list is available (see [Selecting options in a list](#)).

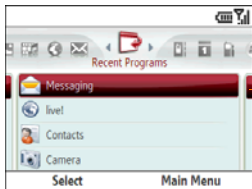


Scrolling through screens

As on a computer, on your smartphone you scroll to move from field to field or page to page, or in some cases to highlight an item or option in a list. There are several methods of scrolling:

- Press the 5-way on the front of your smartphone. Press **Right** ▶, **Left** ◀, **Up** ▲, or **Down** ▼ to move to the next field, button, or action in that direction.

TIP If a scroll bar appears on the right side of a screen, this indicates that more options are available than what is shown on the screen. Press **Up** or **Down** on the 5-way to display additional options.



Scroll bar

- When inside a text field, press **Right** ▶ or **Left** ◀ to move to the next character, and press **Up** ▲ or **Down** ▼ to move between lines.
- When inside a list, press and hold **Up** ▲ or **Down** ▼ to rapidly scroll through the list.

Closing screens

- To accept the information you entered on a screen and to return to the previous screen—or to return to the previous screen without making any changes—press **Back** ◀

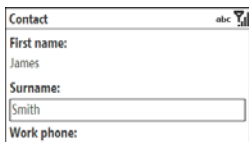
Highlighting and selecting items

On most screens, one item—an icon, a list entry, or a check box—is highlighted by default. The highlight identifies which item is affected by your next action. Use the 5-way to move the highlight from one item to another before opening or selecting it.

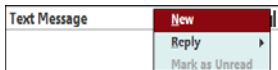
TIP The best way to learn to use the 5-way is to experiment. Press the 5-way buttons, and as you do, follow the movement of the border around the screen. The behavior of the 5-way varies slightly in each application.


The highlight can take one of two forms, depending on what is highlighted:

- **Border:** This rectangular border highlights items such as a text-entry field, a check box, an option, or a web link.






- **Light text on a dark background:** This highlights items such as a phone number, an email address, or an item in a menu or a list.



After highlighting an item with the 5-way, select or activate it by pressing **Centre** .



Highlighting text

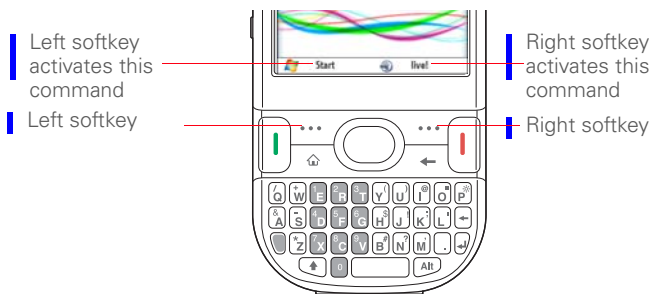
In editable text-entry fields (see [Using the keyboard](#)), you can highlight text.

- 1 Use the 5-way to position the cursor at the beginning or end of the text you want to highlight.
- 2 While pressing and holding **Shift** , press **Right**  or **Left**  to highlight the text you want.

TIP When text is highlighted, you can press **Backspace** to delete the highlighted text.

Using the softkeys

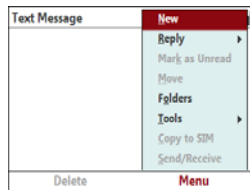
The left and right softkeys give you quick access to tasks that you can do on the current screen, so the softkey items vary from application to application and from screen to screen. Look on the screen directly above the softkey to see the action that it takes in the current context. In some contexts, these keys may do nothing at all. In most cases the right softkey  opens the menu, and the left softkey  activates a specific command, such as New or Done. Remember that softkey functions vary from screen to screen, so be sure to check the onscreen label before pressing the softkeys.








Selecting menu items

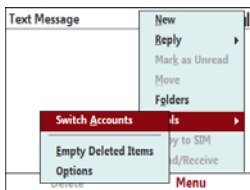
In many applications, a menu provides access to additional features. The menu is hidden until you press Menu **[...]** (right softkey). To get the most out of your smartphone, it's a good idea to familiarize yourself with the additional features available through the menu in various applications.




- 1 Press **Menu** **[...]** (right softkey) to display an application's menu.



- 2 Press **Up** ▲ or **Down** ▼ to highlight a menu item.
- 3 If an arrow appears at the top or bottom of the displayed menu items, press **Up** ▲ or **Down** ▼ to view additional items.

- 4 If an arrow appears next to a menu item, press **Centre**  or **Right**  to display additional options for that item, and then press **Up**  or **Down**  to highlight a menu item. To return to the main menu without making a selection, press **Left** .



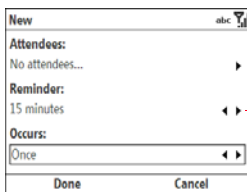
- 5 Press **Centre**  to select the menu item, or press **Left**  or **Menu**  (right softkey) to close the menu and cancel your selection.

DID YOU KNOW? You can select most menu items by pressing a key on the keyboard. To quickly access a menu item, press **Menu** (right softkey) followed by the underlined letter in the menu item's name.

Selecting options in a list

If a rectangle appears around a field and the field contains both a right- and a left-pointing arrow, a list is available. On most screens, the rectangle does not appear until you navigate to the field with the 5-way.

NOTE A list is available for the Subject field in Calendar and Tasks, even though this field does not display arrows.









Arrows indicate list

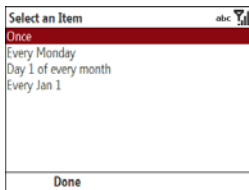
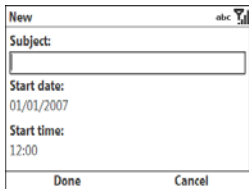
TIP Fields that display a right arrow only do not contain list items. These are either text-entry fields (see [Using text-entry fields](#)), or selection fields (for example, the Attendees field in Calendar or the Categories field in Contacts or Tasks). In a selection field, press **Center** or **Right** to view additional options.

Lists are different from the menus described earlier in this section.

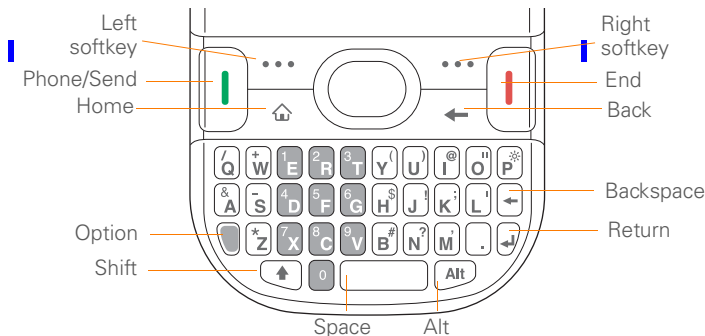
To select from a list, do any of the following:

- Use the 5-way to highlight the field, and then press **Centre**  to display the items in the list. Press **Up**  or **Down**  to highlight the item you want, and then press **Centre**  to make your selection.

- With the field highlighted, press **Right**  or **Left**  to scroll through the list options until the one you want appears.



Using the keyboard



Use the keyboard to enter text and other symbols in many applications on your smartphone, as well as to dial phone numbers (see [Making calls](#)).

Understanding the keyboard backlight



Your smartphone includes a keyboard backlight for low light conditions. The keyboard backlight activates automatically when the screen turns on. The backlight

turns off automatically when the screen turns off or when you are on a call or playing music in the background for longer than the time specified in Backlight Settings. You can set different time intervals depending on whether the smartphone is operating on battery power or is connected to an external power source. The backlight also turns off when an application's power-saving features turn it off.

TIP You can change the backlight shut-off interval. Press **Home**, press **Start** (left softkey), navigate to the **My Settings** content list, and then press **All Settings** (right softkey). Select **More**, and then select **Power Management**. Use the two **Backlight time out on...** lists to specify how long the backlight stays on.


Using text-entry fields

In applications such as Contacts, Calendar, and Tasks, text-entry fields are designated by a rectangle around the field. On most screens, the rectangle does not appear until you navigate to the field with the 5-way. To enter text in a field, highlight the field and begin use the keyboard to enter text.





Some text-entry fields—for example, the Street field in Contacts or the Notes field in Contacts, Calendar, or Tasks—display a right-pointing arrow. In these fields, press **Centre**  or **Right**  to open a text-entry screen that allows you to enter more than one line of text.

TIP Some fields that display a right arrow—for example, the Attendees field in Calendar or the Categories field in Contacts or Tasks—are selection fields, not text-entry fields. In a selection field, press **Center** or **Right** to view additional options.

Entering lowercase and uppercase letters





By default, the first letter of each sentence or field is capitalised and the remaining text you enter is lowercase. The initial capital letter appears after you finish typing the first word and press **Space** .

To enter other uppercase letters, do one of the following:

- Press **Shift**  and enter a letter. You don't need to press and hold Shift while entering a letter.
- Press **Shift**  twice to turn on Caps Lock, and then enter a series of letters. When Caps Lock is on, this symbol  appears at the bottom of the screen: **ABC**. To turn off Caps Lock, press **Shift**  again.






Entering numbers, punctuation, and symbols

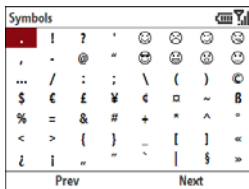
Numbers, punctuation, and symbols appear above the letters on the keys. To enter these characters, do one of the following:

- Press **Option** , and then press the key of the desired character. You don't need to hold Option while pressing the key.
- Press **Option**  twice to turn on Option Lock, and then press the desired keys to enter a series of characters. When Option Lock is on, this symbol  appears at the bottom of the screen: **123**. To turn off Option Lock, press **Option**  again.

Entering other symbols and accented characters

You can enter symbols and accented characters that don't appear on the keys by using the alternate characters list.

- 1 Press **Alt**  to display the alternate character list.
- 2 Press **Prev**  (left softkey) or **Next**  (right softkey) to scroll through the alternate character screens.
- 3 When the character you want appears on the screen, press **Up**  or **Down**  to highlight the character.



- 4 Press **Centre**  to insert the character.

Opening and closing applications

You can open applications in one of four ways:

Recent Programs content list: Contains the ten programs you used most recently.

Other content lists: Contain groups of related applications to give you fast access to frequently used applications.

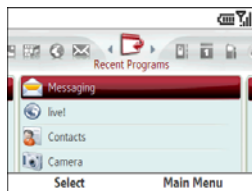
Keyboard shortcuts: Open applications with just two key presses.




Main Menu: Gives you full access to all applications and files on your smartphone.

Your smartphone can run multiple apps at the same time, so when you have finished using one, just open the next one you want to use.

Using the Recent Programs content list

- 1 Press **Home** , and then press **Start**  (left softkey). The Recent Programs content list is displayed.



- 2 Press **Up**  or **Down**  to highlight the desired application.
- 3 Press **Centre**  to open the app.

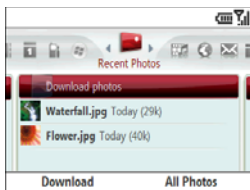
Using other content lists

Other content lists contain a mix of applications, files, and features. If you select a file or feature from a content list, it opens in the related application on your smartphone. For example, selecting a picture opens the Pictures & Videos app, while selecting the “Enter a URL” feature opens the web browser.

NOTE The content list icons and entries may vary according to your network operator.

- 1 Press **Home** , and then press **Start**  (left softkey).

- 2 Press **Right** ► or **Left** ◀ to navigate to the content list containing the application, file, or feature you want.



- 3 Press **Up** ▲ or **Down** ▼ to highlight the desired item.
- 4 Press **Centre** ○ to open the item in the appropriate application.

Using keyboard shortcuts

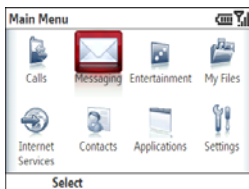
Home [Home] + **Right** ►: Opens the **Favourite Contacts** content list.

Home [Home] + **Left** ◀: Opens the **Message Centre** content list.

TIP You can create additional keyboard shortcuts to quickly open apps (see [Creating keyboard shortcuts](#)).

Using the Main Menu

- 1 Press **Home** [Home], and then press **Centre** ○.



- 2 Navigate to the category or item you want and press **Centre** ○. You may need to navigate through one or more levels of folders to get to the item you want.


DID YOU KNOW? If you have a new email, text, or multimedia message alert, pressing **Home** + **Centre** opens the message. If you have a new voicemail message alert, pressing **Home** + **Centre** dials your voicemail number.








TIP To view all available applications, select **Applications**.

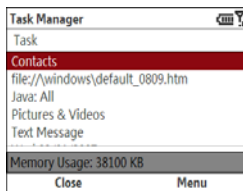
TIP When you open a category from the Main Menu, items appear in a list with a letter to the left of each item. To open an item, either select it with the **5-way** or press the letter on the keyboard.

Closing applications

You can have several applications open at once, so you don't need to exit an application to open another one. In most cases, applications close automatically when available memory is low, but you can also close applications manually.

NOTE If you press **Back**  to leave an application, the current application continues to run in the background. Manually closing applications helps conserve battery power and frees up memory.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Select **Task Manager** .
- 4 Do one of the following:
 - Close a single application:** Highlight the application you want and press **Close**  (left softkey).
 - Close all open applications:** Press **Menu**  (right softkey) and select **Close All**.



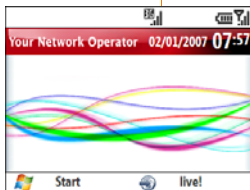
Using your Home screen

From your Home screen you can quickly see your call and connection status and access all of your applications.

To access your Home screen, press **Home** .

TIP You can also open the Home screen by pressing **End**, unless you are on a call. If you're on a call, pressing End hangs up the call.

Title bar and status icons



- **Title bar and status icons:** See [What are all those icons?](#) to learn about the icons that appear in this area.
- **Start [...]** (left soft key): Press this key to open the content lists (see [Using the Recent Programs content list](#) and [Using other content lists](#)).
- **live! [...]** (right soft key): Press this key to open your smartphone's web browser to the Vodafone live! website.

TIP You can select a picture for your Home screen background and select which items appear in the Home screen. See [Home screen settings](#) for details.



Your phone

The phone is your home base for making and receiving calls.

You can creatively manage multiple calls, such as swapping between calls and creating conference calls. You can also access voicemail or talk using a wired or wireless headset. Your Palm® Treo™ 500v smartphone helps you perform all these tasks with ease.

Benefits

- Stay in touch—you choose how
- Work in other applications when on an active call.
- Add contact numbers to your Favourite Contacts content list for quick access

In this chapter

Turning your Palm® Treo™ 500v smartphone on/off	35
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Receiving calls	41
Using voicemail	41
What can I do during a call?	42
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Turning your Palm® Treo™ 500v smartphone on/off

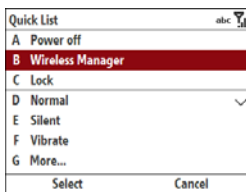
The term *smartphone* refers to the device and its physical aspects. The term *phone* refers to the wireless feature of your Palm® Treo™ 500v smartphone that enables you to connect to your network operator's network so that you can make and receive calls and send and receive data.

The phone and your smartphone can be turned off and on separately. This means you can turn on your smartphone to use just the organiser features without turning on the phone.

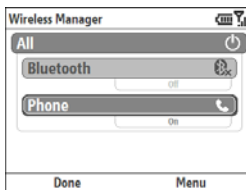
Turning your phone off (flight mode)

When you turn the phone off, you can still use the organiser features of your smartphone. This is sometimes referred to as *flight mode*.


- 1 Press **Power**  and select **Wireless Manager**.





- 2 Select **Phone**.





- 3 Press **Done**  (left softkey).
- 4 Press **Turn On**  (left softkey)

When your phone is off, the **phone-off**  icon appears at the top of the screen and **Phone Off** appears in the upper-left of the screen. Your phone is not connected to any mobile network. Although you can no longer use the phone, you can still use Microsoft Office apps and all the organiser features of your smartphone.

Turning your phone on


- 1 Press **Power**  and select **Wireless Manager**.
- 2 Select **Phone**.
- 3 Press **Done**  (left softkey).

When your smartphone locates a signal, your network operator's name appears in the upper-left of the screen and the signal-strength  icon appears at the top of the screen.

When you turn on your phone, it connects to a mobile network so that you can make and receive phone calls and use other wireless services (if supported by the local network). When you are inside a coverage area, the **signal-strength**  icon has bars in it. If you're outside a coverage area, the indicator light flashes red and no bars appear in the signal-strength icon.


Turning your smartphone on

When you turn on your smartphone, the phone automatically turns on.

- Press and hold **Power**  until the Palm logo appears.


TIP If battery power is extremely low, the screen does not turn on when you press and hold Power. If this happens, you need to charge the battery.

Turning your smartphone off

- Press and hold **Power** . When your phone is off, the screen turns off. You cannot make phone calls or use any of the organiser features on your smartphone.

TIP You can also turn your smartphone off by pressing **Power** and selecting **Power off**.

Waking up the screen

After a designated period of inactivity, your smartphone screen turns off, even though your smartphone is still powered on. If the screen turns off, wake up the screen by pressing any key. If you press **End** , you automatically go to the Home screen after you wake up the screen. If you press any other key, the last screen you were using is displayed.


TIP You can change the time interval for the period of inactivity that takes place before the screen turns off. Press **Home**, press **Start** (left softkey), navigate to the **My Settings** content list, and then press **All Settings** (right softkey). Select **More**, and then select **Power Management**. Select the **Display time out** list and specify how many minutes the screen stays on during a period of inactivity.

Making calls from the Home screen

Your smartphone offers several ways to make phone calls from the Home screen.

Dialling from the Home screen


BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** .
- 2 Using the numbered keys and the +, *, and # keys on the keyboard, enter a phone number.



DID YOU KNOW? When you're dialling a phone number, you can enter +, *, or # without first pressing Option. You can also press **P** to pause. This makes it easy to respond to further dialling instructions.

- 3 Press **Phone/Send**  to dial.

NOTE You do not need to press Option to access the numbers on the keyboard. However, when dialling short numbers, the number may conflict with a contact name. If this occurs, press **Option**  to avoid starting a contact lookup. For emergencies, you can dial your national emergency number (such as 911 or 112) without pressing Option first.

TIP If you lock your smartphone and select Simple PIN as the password type, you can dial an emergency number by entering the number in the password field and pressing **Phone/Send**. You do not need to press Option before entering the number. However, if you select Strong alphanumeric as the password type, you must first press **Option** twice before entering the number in the password field. See [Locking your smartphone](#).

Dialling by contact name

You can look up contacts quickly by entering just a few letters of a contact's name directly from your Today screen.

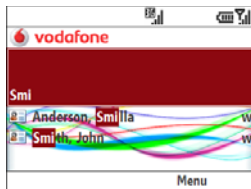
BEFORE YOU BEGIN

- Before you can dial a number by contact name, you must create some contacts (see [Adding a contact](#).) or import them by synchronising (see [Synchronising information](#)).

Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** .

- 2 Using the keyboard, begin entering one of the following for the contact you want to call:



- First name (JOH for John)
- Last name (SMI for Smith)
- First initial, a space, and then last initial (J S for John Smith)
- A few letters of the first name, a space, and then a few letters of the last name (JOH SMI for John Smith)

For example, entering SM finds both Smilla Anderson and John Smith. Entering SM AN finds only Smilla Anderson.

TIP You can type letters from the last name first; for example, typing “S J” or “Smi Joh” also finds “John Smith.”

DID YOU KNOW? The search function offers several features that make it easy to find the contact you want, even if you are not sure of the exact name: 1) Search results include name variations, such as “David” for “Dave.” 2) The search function inserts a space before the last letter typed in if it cannot find a match. So if entering “Davidm” returns to no results, the search function automatically tries to search for “David M.” 3) Search results include soundalike entries, so entering “Dwayne” returns results for “Duane” also.



To delete letters when correcting a misspelled name, press **Backspace**.




- 3 Several options for contacting the person are displayed, depending on what information you have entered for the contact. Highlight the phone number you want to dial for the contact.

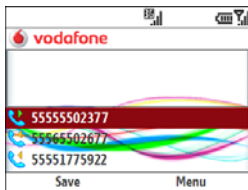
TIP To see a contact’s address, company, and other details, press **Up** on the 5-way to highlight the name, and then press **Centre**.

- 4 Press **Phone/Send**  or press **Centre**  to dial.

Redialling a recently called number

To dial the last number you called: Press **Home** , and then press **Phone/Send**  twice.

To select from your most recently dialed numbers: Press **Home** , press **Phone/Send** , highlight the number or contact name you want to call, and then press **Phone/Send**  to dial.









TIP You can manage information about a recently called number in several ways (see [Working with called numbers](#)).

Other ways of making calls

Your smartphone offers several ways to make phone calls other than from the Home screen. Try them all and you'll discover which methods you prefer.

Dialling by company name

BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).


- 1 Press **Home** , and then press **Right**  to open the **Favourite Contacts** content list.
- 2 Press **All Contacts**  (right softkey).
- 3 Press **Menu**  (right softkey) and select **View By > Company**.
- 4 Press **Phone/Send**  to go to your Today screen.
- 5 Using the keyboard, begin entering the first few letters of the company name.
- 6 Select the number you want to dial.
- 7 Press **Phone/Send**  to dial.

Dialling from a web page or message

Does Otto support this feature? I can't get it to work?

Your smartphone recognises most phone numbers that appear in web pages or in messages (text, email, or multimedia).



- 1 Use the 5-way to highlight the phone number you want to dial in the web page or message.
- 2 Press **Centre**  to open the Phone dialog box, and then select **Yes** to dial.



Receiving calls


To answer calls, your phone must be on. This is different from having only your smartphone turned on (see [Turning your phone on](#)). When your phone is off, your calls go to voicemail.

TIP See a picture of the person calling you! Learn how to assign a caller ID picture in [Adding a contact](#).

If music is playing when a call arrives, the smartphone rings softly. You can answer the phone as you normally would. The audio pauses during your call.


To answer a call, do one of the following:

- Press **Phone/Send** .
- Press **Answer**  (left softkey).
- If the headset is attached, press the headset button.

To ignore a call and send it to voicemail, select **Ignore**  (right softkey) or press **End** .

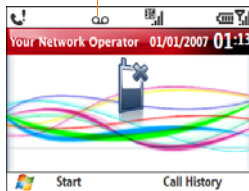
Using voicemail


Setting up voicemail

- 1 Press **Home** .
- 2 Press and hold **1** on the keyboard to dial your network operator's voicemail system.
- 3 Follow the voice prompts to set up your voicemail.

Retrieving voicemail messages from the Home screen

Voicemail icon



When you have unretreived voicemail messages, a Voicemail  icon appears at the top of your screen.

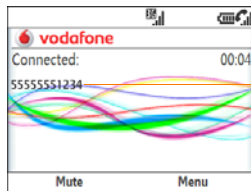
- 1 Press **Home** .

- 2 Press and hold **1** on the keyboard to dial your network operator's voicemail system.
- 3 Enter your voicemail password using the keyboard.
- 4 Follow the voice prompts to listen to your messages.

What can I do during a call?

Your smartphone offers many advanced telephone features, including call waiting, six-way conferencing, and call forwarding. These features depend on your service plan. Please contact your network operator for more information.

When you make or receive a call, the active call info appears on your Home screen.



Caller's name and/or number

During a call, you can do any of the following:

Navigate around the Home screen: Use Up ▲ and Down ▼ to move around or highlight items.

Put the call on hold: Press **Menu** [⋮] (right softkey) and select **Hold**. To take the call off hold, press **Unhold** [⋮] (left softkey).

Mute the microphone so you can't be heard: Press **Mute** [⋮] (left softkey). To turn the microphone back on, press **Unmute** [⋮] (left softkey).

DID YOU KNOW? The dialer screen must be displayed if you want to place a call on hold or mute a call. If the dialer screen is not displayed, press **Back** until it appears.

Use the built-in speakerphone: Press **Menu** [⋮] (right softkey) and select **Speakerphone On**. To turn the speakerphone off, press **Menu** [⋮] (right softkey) and select **Speakerphone Off**.

Switch to another application: Press **Home** [⏏], press **Start** [⋮] (left softkey), and then select the application.

DID YOU KNOW? When you are on a call, the screen dims to conserve battery power. Press any key except End to light up the screen.

DID YOU KNOW? You can send and receive text messages during a call. This is a great way to stay connected with colleagues during a long call.

Ending a call

Do one of the following:

- Press **End** [⏏].
- Press the headset button (if the headset is attached and has a button on it). Some headsets do not have a button.

Switching applications during an active call

You can use many other applications on your smartphone, including the organiser and text message features, while holding a phone conversation. You cannot, however, make some data connections during an active call while connected to a GPRS network. If you're connected to a GPRS network, you cannot browse the web or send and receive email or MMS messages while on a voice call. If you're connected to a UMTS (3G) network, you can perform simultaneous voice and data functions. How can you tell which kind of network you're connected to? See [What are all those icons?](#)

To open an application, see [Opening and closing applications](#).

From any application, press **Home** [⏏] to return to your Home screen.

Saving phone numbers

After you hang up a call, you can add the number of the person you were talking with to Contacts if it's not already in your

list. If an incoming call uses caller ID blocking, you cannot save the number.

- 1 After you hang up the call, press **Save** [⋮] (left softkey).
- 2 Do one of the following:

Create a new contact: Select **<New Contact>**.

Add this number to an existing contact: Select the contact name.

Decline adding the number: Press **Cancel** [⋮] (right softkey).

TIP You can also save contact info from email messages.

If you don't add a number right away, follow these steps to add it later:

- 1 Press **Home** [⏏], and then press **Phone/Send** [1].
- 2 Highlight the number you want to save.
- 3 Press **Save** [⋮] (left softkey).
- 4 Do one of the following:

Create a new contact: Select **<New Contact>**.

Add this number to an existing contact: Select the contact name.

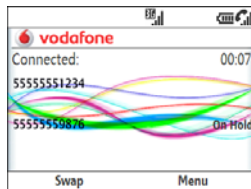
Decline adding the number: Press **Cancel** [⋮] (right softkey).

Making a second call

You can make a second call while your first call is still active:


- 1 Make your first call on hold by pressing **Hold** [⋮] (left softkey).
- 2 Dial a second number using any of the methods described in [Making calls from the Home screen](#).



When two calls are active, your Home screen includes two call status sections, each representing one of the calls.

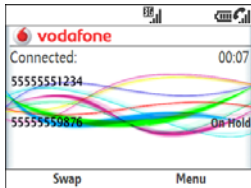



Answering a second call (call waiting)

When you're on a call and you receive a second call, the call waiting notification appears if you have chosen to be notified (see [Setting call waiting notification](#)). You can do any of the following:

Send the new call to voicemail: Press **Ignore**  (right softkey).

Place the current call on hold and answer the new call: Press **Answer**  (left softkey) or **Phone/Send** . After you answer the call:




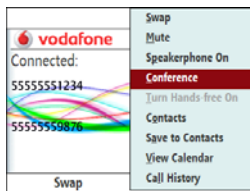
- Press **Swap**  (left softkey) to move between callers by placing the current active call on hold and talking on the other line.
- Make the calls a conference call. See [Making a conference call](#).

Making a conference call

BEFORE YOU BEGIN Not all service plans support the conference call feature. Even if your home network supports conference calling, the feature may not be supported if you are roaming. If you experience problems, check with your network operator to confirm that your service plan includes conference calling. If you are roaming, try a test call to see if conference calling is supported.

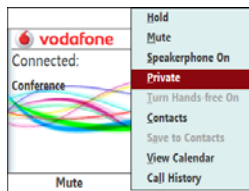
IMPORTANT You can join up to 5 calls into a 6-way conference call. The number of calls you can join in conference depends on your service plan. Additional charges may apply, and minutes in your mobile account may be deducted for each call. Please contact your network operator for more information.

- 1 Answer a second call (see [Answering a second call \(call waiting\)](#)), or put the first call on hold and make a second call (see [Making a second call](#)).
- 2 Press **Menu**  (right softkey) and select **Conference**. This joins the two calls with you in a conference.



- 3 (Optional) Do one or more of the following:


- Make or answer more calls and join them into the conference call. The number of calls you can join in conference depends on your service plan.
- Extract a caller from the conference call to talk with them privately by pressing **Menu** (right softkey), selecting **Private**, and then selecting the phone number. The extracted call becomes the active call. To return that call to the conference, press **Menu** (right softkey) and select **Conference**.






- Swap between the conference call and the private call by pressing **Swap** (left softkey).
- 4 When you're done, do one of the following:
- If you have extracted a call, press **End** twice to hang up all calls or press **End** once to hang up the active call.
 - If you have not extracted a call, press **End** once to hang up all calls.

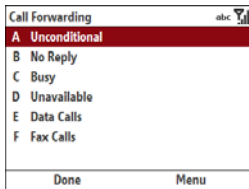
Forwarding calls

You can forward calls to another phone number. Please check with your network operator about availability and pricing of forwarded calls; additional charges may apply.

When all calls are forwarded, the call forwarding  icon appears in the title bar.

BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Phone**, and then select **Call Forwarding**.
- 4 Select when you want calls to be forwarded. Select **Unconditional** if you want all calls to be forwarded. Some of the settings may already be set by your network operator to send your calls to voicemail.



- 5 Press **Done**  (left softkey).

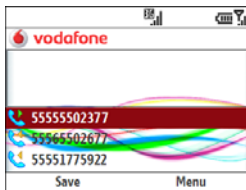
TIP To turn off call forwarding, press **Menu** (right softkey) and select **Disable All**.

Working with called numbers

You can redial a number you've recently called (see [Redialling a recently called number](#)). You can also view call details, send a text message to a number, save the number to your contact list, and more.

Working with recently called numbers

- 1 Press **Home** , and then press **Phone/Send** .



DID YOU KNOW? On the recent calls list, outgoing calls are designated by a right-pointing green arrow, and incoming calls are designated by a left-pointing yellow arrow. Missed calls are designated by a red exclamation point.

- 2 Do one or more of the following:

Save the phone number to a contact:

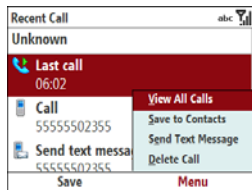
See [Saving phone numbers](#).

Send a text message to the number:

Press **Menu** [⋮] (right softkey) and select **Send Text Message**. Enter the message text and press **Send** [⋮] (left softkey).

View more details about the number:

Press **Menu** [⋮] (right softkey) and select **Open Call**. The first entry shows the length of your last call with this number. Use the other entries to call the number or send a text message.



- 3 With the call open, do either of the following:

View all calls with this number: Press **Menu** [⋮] (right softkey) and select **View All Calls**. All calls with this number are shown, including their duration.

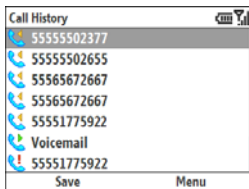
Delete the call from the recent calls list: Press **Menu** [⋮] (right softkey) again and select **View All Calls**. Press **Send** [⋮] (left softkey) to confirm the deletion.

TIP To filter the calls shown on the recent call list, press **Menu** (right softkey), select **View**, and then select the option you want.

Viewing all of your calls


Your Call History list contains the numbers for all incoming and outgoing calls.


- 1 Press **Home** , and then press **Centre** .
- 2 Select **Calls <ICON>**.






DID YOU KNOW? On the Call History list, outgoing calls are designated by a right-pointing green arrow, and incoming calls are designated by a left-pointing yellow arrow. Missed calls are designated by a red exclamation point.


- 3 Highlight a call and do one or more of the following:

Save the phone number to a contact: Press **Save**  (left softkey) and refer to [Saving phone numbers](#).



Open the contact associated with the phone number: Press **Menu**  (right softkey) and select **Find Contact**.

Send a text message to the number: Press **Menu**  (right softkey) and select **Send Text Message**. Enter the message text and press **Send**  (left softkey).

Send an email message to the contact associated with the number: Press **Menu**  (right softkey) and select **Email**. Enter the message text and press **Send**  (left softkey).

View timers for the most recent call, all calls, and more with this number: Press **Menu**  (right softkey) and select **View Timers**.

TIP To reset call timers to zero for this number, press **Menu** (right softkey) and select **Reset Timers**. Press **Yes** (left softkey) to confirm that you want to reset all timers.

Delete the number from the list: Press **Menu**  (right softkey) and select **Delete**. Press **Yes**  (left softkey) to confirm the deletion.

Delete the entire Call History list:

Press **Menu** (right softkey) and select **Delete List**. Press **Yes** (left softkey) to confirm the deletion.

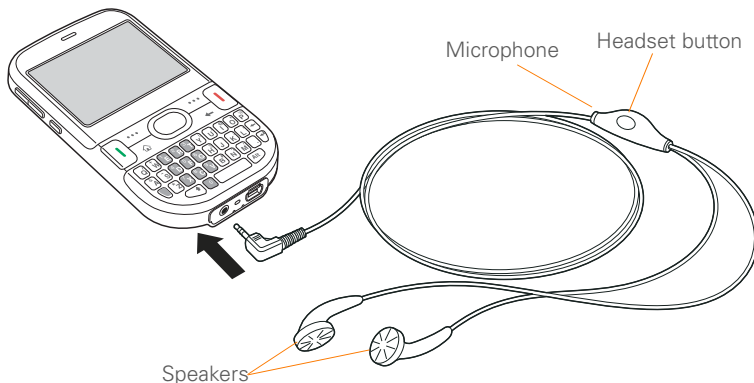
TIP To filter the calls shown on the Call History list, press **Menu** (right softkey), select **Filter**, and then the type of calls you want to view.

Using a phone headset

You can connect a phone headset for hands-free operation. You can use either the headset that came with your smartphone or a compatible third-party headset.

IMPORTANT If driving while using a smartphone is permitted where you are and you need to make a call, we recommend using a phone headset or a hands-free car kit (sold separately). If you must use the wired headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises. Make such a call only if it is legal to do so and you can do so safely.

Using a wired headset



The headset button is context-sensitive, and it performs various actions based on the situation. You can press the headset button to perform tasks such as the following:

- Answer an incoming call
- Respond to call waiting
- Hang up a single active call or all calls on a conference call if there is no extracted call
- Swap between calls if there is one active call and one call on hold

NOTE Your smartphone works with headsets that have a 2.5mm, 3-pin connector (look for three coloured bands on the plug). When in doubt, ask the third-party headset manufacturer if the product is compatible with your smartphone. If you hear a headset buzz or poor microphone performance, your headset may be incompatible with your smartphone.

Connecting to a Bluetooth® hands-free device



Your smartphone is also compatible with many headsets and car kits (sold

separately) enabled with Bluetooth® wireless technology version 2.0 or earlier.

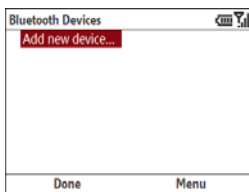
For a list of compatible hands-free devices with Bluetooth wireless technology, go to go.palm.com/treo500v.

After you set up a connection with a Bluetooth headset or hands-free car kit, you can communicate with that device whenever it is within range and the Bluetooth feature on your smartphone is turned on. The range varies greatly, depending on environmental factors. The maximum is about 9 meters.

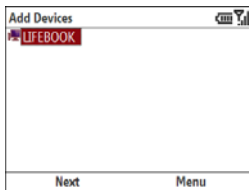
DID YOU KNOW? If you have both a compatible Bluetooth headset and a car kit, the one you connected to your smartphone last becomes the active device.

- 1 If necessary, prepare the device with which you want to connect to accept a new connection. Check the device's documentation for details. Be sure to find out if the device has a predefined passkey that you need to enter on your smartphone in step 9.
- 2 Press **Home** , and then press **Start**  (left softkey).

- 3 Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).
- 4 Select **Connections**, and then select **Bluetooth**.
- 5 Press **Menu** [⋮] (right softkey) and select **Turn On Bluetooth** if it is not already on.
- 6 Select **Add new device**.



- 7 Wait for your smartphone to search for devices and to display the device list.



- 8 Select the device you want to connect to and press **Next** [⋮] (left softkey).
- 9 Enter a passkey between 1 and 16 digits long and press **Next** [⋮] (left softkey).

IMPORTANT Some hands-free devices have a predefined passkey. If your hands-free device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your smartphone and your hands-free device. We recommend that you use a passkey of 16 digits, where possible, to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered.

DO YOU KNOW? The Bluetooth icon on your Today screen indicates the status of the Bluetooth feature. See [The Bluetooth status icon](#) for details.

- 10 If the passkey is not predefined, enter the same passkey on the other Bluetooth device.

11 Press **OK** [⋮] (left softkey).

You can now communicate with this device whenever it is within range and the Bluetooth feature on your smartphone is turned on. The range varies greatly, depending on environmental factors. The maximum is about 9 meters.

Using a Bluetooth hands-free device

To learn how to set up and connect to Bluetooth devices, see [Connecting to a Bluetooth® hands-free device](#).

Here are tips for working with a Bluetooth hands-free device:

- To transfer a call from the handset to a Bluetooth hands-free device during a call, press **Menu** [⋮] (right softkey) and select **Connect Bluetooth**. To transfer the call back to the handset, press **Menu** [⋮] (right softkey) and select **Cancel Bluetooth**.
- To transfer a call from a wired headset to a Bluetooth headset or car kit that is within range and with which you've previously set up a partnership (Bluetooth headset or car kit required, sold separately), unplug the wired

headset and press the button on the Bluetooth headset or car kit.






- To find out how to transfer your contacts from your smartphone to your car kit, go to go.palm.com/treo500v.

DID YOU KNOW? If you're using a Bluetooth hands-free device and it is within range, your smartphone routes all calls to the hands-free device instead of to the earpiece on your smartphone. Bluetooth range is up to 9 meters in optimum environmental conditions.

Customising phone settings

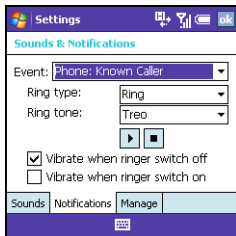
Selecting ringtones and alert sounds

You can set tones for incoming phone calls, notifications, and voicemail messages. You can download MP3, MIDI, AMR, WAV, and WMA ringtones directly to your smartphone (see [Downloading files and images from a web page](#)). You can also download ringtones to your computer and then email them to your phone.



- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Sounds**.
- 4 Select one or more of the following lists, and then press **Right**  or **Left**  to make your selection:

Ring tone: Sets the ring sound for incoming calls.

TIP Select **Vibrate** to have your smartphone vibrate when a call arrives (see [Selecting a sound profile](#)).

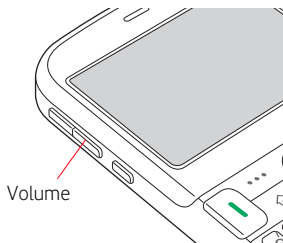


New voice message: Sets the sound when you receive a new voicemail message.

- 5 (Optional) To preview the selected sound, press **Menu**  (right softkey) and select **Play**.
- 6 Press **Done**  (left softkey).

TIP You can also set sounds for messaging notifications, calendar reminders, and other events (see [Selecting Sounds & Notifications](#)).






Adjusting call and ringer volume



When the phone is ringing, press **Volume** (on the side of your smartphone) to adjust the ring volume.

While a call is in progress, press **Volume** to adjust the call volume.

Assigning a caller ID ringtone



- 1 Press **Home** , and then press **Right**  to open the **Favourite Contacts** content list.
- 2 Press **All Contacts**  (right softkey).
- 3 Highlight the contact's name.
- 4 Press **Menu**  (right softkey) and select **Edit**.
- 5 Select the **Custom ring tone** list, and then select a tone for this contact entry.
- 6 Press **Done**  (left softkey).

Automatically answering calls

You can set your smartphone to automatically answer calls when you are using a hands-free device.

NOTE Automatic answering is not available when the sound profile is set to Silent (see [Selecting a sound profile](#)).



- 1 Press **Home** , and then press **Start**  (left softkey).


- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Phone, and** then select **Auto Answer**.
- 4 Select an option for how quickly calls are automatically answered when using a hands-free device.
- 5 Press **Done**  (left softkey).

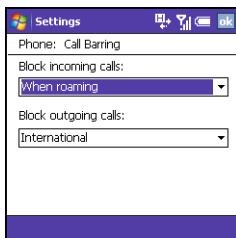
Blocking calls

You can block (bar) incoming or outgoing calls.

BEFORE YOU BEGIN You need to do the following:

- Make sure that call barring is supported by your service plan. Check with your network operator for more information.
 - Get a call barring password from your network operator.
 - Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).
- 1 Press **Home** , and then press **Start**  (left softkey).

- Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- Select **Phone, and** then select **Call Barring**.





- Select the **Block incoming calls** list, and then select one of the options:
 - Off:** No incoming calls are blocked.
 - When roaming:** All incoming calls are blocked when roaming.
 - All calls:** All incoming calls are blocked.
- Select the **Block outgoing calls** list and then select one of the options:
 - Off:** No outgoing calls are blocked.

Int'l except to home: All outgoing international calls are blocked except to the country where the phone is based.

Int'l calls: All outgoing international calls are blocked.




All calls: All outgoing calls are blocked.

- Press **Done**  (left softkey).
- Enter the call barring password and press **Done**  (left softkey).

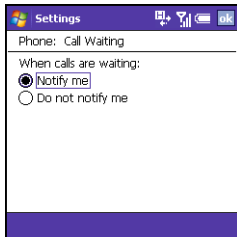
Setting call waiting notification

You can choose to be notified when you receive a call while you are on a call. You can choose to accept the call or not. See [Answering a second call \(call waiting\)](#).

BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- Press **Home** , and then press **Start**  (left softkey).
- Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- Select **Phone, and** then select **Call Waiting**.

- 4 Check the box if you want to receive call waiting notifications.



- 5 Press **Done** [...] (left softkey).

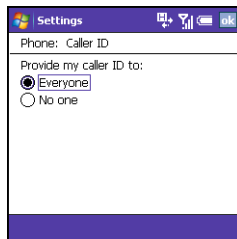
Setting caller ID

You can turn caller ID on or off.

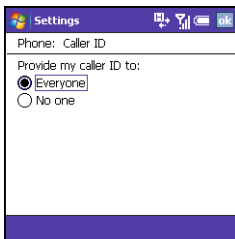
BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** [Home], and then press **Start** [...] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [...] (right softkey).
- 3 Select **Phone**, and then select **Caller ID**.

- 4 Select the appropriate option to provide your caller ID to **Everyone**, **No one**, or **Only my contacts**.



- 5 Press **Done** [...] (left softkey).
- 1 Press **Home** [Home], and then press **Start** [...] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [...] (right softkey).
- 3 Select **Phone**,
- 4 Select **More**, and then select **Channels**.



- 5 Select any of the following options:

Enable channels: Allows you to receive channels.

Receive channel list: Downloads the list of channels to your smartphone.

Language: Specifies the language for the channel list you want to receive. To receive channel lists in all languages, select All.

- 6 Press **Done** (left softkey).

TIP To add, delete, or edit a channel, on the Channels screen, press **Menu** (right action key) and select **Edit Channels**. Highlight the channel you want, press **Menu** (right action key), and select **Add**, **Edit**, or **Delete**.

Enabling fixed dialling

Fixed dialling allows you to restrict your outgoing calls and messages to selected phone numbers included in your fixed dialling list. After the service is activated, you can call and send messages only to the phone numbers from the list.

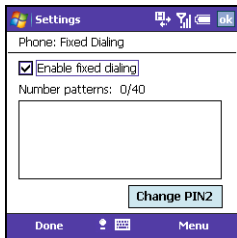
The list is protected by a PIN2 code. If you enter an incorrect PIN2 more times than allowed by your network operator, the SIM card locks. After the SIM card locks, you need the PUK2 (pin unblocking key) to unlock the SIM card. Contact your network operator for more information and your PIN2 and PUK2.





BEFORE YOU BEGIN

- Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).
- Get your PIN2 from your network operator

- 1 Press **Home** , and then press **Start** (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** (right softkey).

- 3 Select **Phone**,
- 4 Select **More**, and then select **Fixed Dialling**.






- 5 Check the **Enable fixed dialling** box and press **Done**  (left softkey).
- 6 Enter your PIN2 and press **Done**  (left softkey).
- 7 Press **Menu**  (right softkey) to add, delete, or edit the phone numbers in the list.
- 8 Press **Done**  (left softkey).

TIP If your network operator provides you with a new PIN2 number, you can easily change it on your smartphone. Press **Home**, press **Start**, and navigate to the **My Settings** content list. Press **All Settings** (right softkey), select **More**, and then select **Security**. Select **Change PIN2** and enter your new PIN2 number.

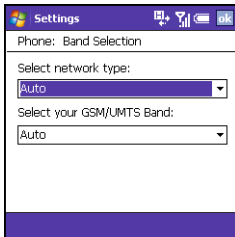
Manually selecting your wireless band

IMPORTANT The wireless band setting is preset for optimum performance. Do not change this setting unless instructed to do so by a representative from your network operator.

BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Phone**,

4 Select **More**, and then select **GSM/3G Networks**.



5 Select the **Network** list, and then select one of the following:

Automatic: Automatically selects a network.

GSM: Connects only to GSM networks.

6 Press **Done** (left softkey).




7 If prompted, turn off your smartphone (see [Turning your smartphone off](#)).

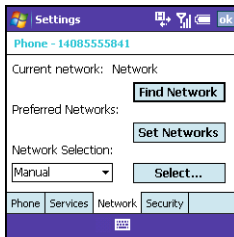
Manually selecting your network settings


IMPORTANT The network settings are preset for optimum performance. Do not change these settings unless instructed to do so by a representative from your

network operator. The network settings options vary according to your wireless service provider.

BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start** .
- 2 Navigate to the **My Settings** content list and press **All Settings** .
- 3 Select **Phone**,
- 4 Select **More**, and then select **Networks**.



- 5 To search for other available networks, press **Menu** , select

Find a New Network, and select an available network.

- 6 To switch to another network, press **Menu** [⋮] (right softkey), select **Select a Network**, and select an available network.
- 7 To change your preferred network, select **Preferred Networks**, check the box next to the networks you want, and then select your order of preference.
- 8 From the **Network selection** list, select an option:

Automatic: The network connection is automatically made.

Manual: Network connections are manually made. If you are manually selecting a network, select a network from the list of available networks.

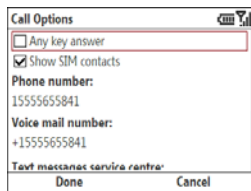
- 9 Press **Done** [⋮] (left softkey).

Setting other call options

You can change your voicemail number, enter a country or dialling code, and more.

- 1 Press **Home** [⏏], and then press **Start** [⋮] (left softkey).

- 2 Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).
- 3 Select **Phone**, and then select **Call Options**.



- 4 Select one or more of the following options:

Any key answer: Check the box if you want to answer incoming calls by pressing any key.

Show SIM contacts: Check the box if you want contacts on your SIM card displayed when you do a contact lookup.

Voice mail number: Your network operator's voicemail number is entered by default. Enter a new number only if your network operator changes its voicemail number.

Text messages service centre: The number for your network operator's text message service centre is entered by default. Enter a new number only if your network operator changes its text message service centre number.

Country code: Enter a country code that you want to be dialled automatically when you enter a phone number. All numbers you dial are preceded by this code.





Dialling code: Enter any other dialling code, such as a "1," that you want to be dialled automatically when you enter a phone number. All numbers you dial are preceded by this code.

- 5 Press **Done**  (left softkey).

Using the SIM toolkit

The SIM toolkit is a set of small applications that are stored on your SIM card and enable you to do certain tasks. For example, using the SIM toolkit you might be able to check your prepaid balance or call customer service.

IMPORTANT Not all network operators offer the SIM toolkit on their SIM cards. For those network operators that do support the SIM toolkit, features vary by network operator. If your network operator does not support the SIM toolkit, you cannot open this application on your smartphone.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** .
- 3 Select **SIM Toolkit** .

What are all those icons?

You can monitor the status of several items using icons at the top of your Home screen:



You missed an incoming call.



You have a voicemail message.



You have a new text, multimedia, or email message.



You have a new text message.



You have a new instant message.



No SIM card is inserted.



There is a problem reading the SIM card.



The ringer on your phone is off.



Your phone is on. The bars display the signal strength. The stronger the signal, the more bars that appear.



Your phone is on but there is no signal.



Your phone is on but you are in an area where there is no service, or the SIM card is locked and you have exceeded the number of tries permitted to unlock the SIM card (see “Locking the SIM card” on page 106).



Your phone is off.



The SIM card is locked. You need to enter a PIN or a PUK to unlock the SIM card (see “Locking the SIM card” on page 106).



A voice call is in progress.



A voice call is on hold.



All calls are being forwarded.



A data call is in progress.



The speakerphone is turned on.



You are in a roaming coverage area. Additional fees may apply for calls or data transmission.



Your phone is connected to a 3G UMTS network, but you are not actively transmitting data. You can still make or receive calls.



Your phone is on and a 3G UMTS data connection is active. You can make and receive calls and transmit data simultaneously.



You are in a roaming coverage area and your phone is connected to a 3G UMTS network, but you are not actively transmitting data. Additional fees may apply for calls or data transmission.



Your phone is connected to a GPRS network, but you are not actively transmitting data. You can still make or receive calls.



Your phone is on and a GPRS data connection is active. You can still make or receive calls, but the data transmission is automatically interrupted.



You are in a roaming coverage area and your phone is connected to a GPRS network, but you are not actively transmitting data. Additional fees may apply for calls or data transmission.



No battery is inserted into your smartphone.



Your smartphone's battery is low.



Your smartphone's battery is being charged.



Your smartphone battery is fully charged.

Network operator name Your phone is on. When you turn off your phone, **Phone Off** appears instead.



A synchronisation error occurred.



The vibrate profile is enabled.



The Bluetooth® wireless technology feature is turned on.



A call is in progress and your smartphone is connected to a Bluetooth headset or car kit.



Music files are playing from your smartphone through a connected Bluetooth headset.

abc Lowercase text entry is enabled.

Abc Shift is enabled.

ABC Caps Lock is enabled.

123 Option is enabled.

123 Option Lock is enabled.



You have an alert from
Microsoft.



Synchronising information

Synchronising means that information that has been entered or updated in one place—your Palm® Treo™ 500v smartphone, your computer, or your corporate server—is automatically updated in the other. There's no need to enter information twice. Some types of synchronisation can happen on an automated schedule, so you don't even have to think about it.

After you get into the habit of synchronising regularly, you'll know what a powerful tool synchronisation is for transferring, updating, and backing up large amounts of information on your smartphone.

Benefits

- Quickly enter and update information on your computer and your smartphone
- Send photos and videos to your smartphone from your desktop computer
- Protect your information

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How do I synchronise?	69
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Synchronising using the sync cable	83
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Synchronisation overview

This chapter discusses using desktop sync software and other methods to synchronise your smartphone and your computer.

When you synchronise, info you enter on your smartphone, your computer, or your corporate server is automatically updated in the other location. There's no need to enter the info twice. This is true whether you sync wirelessly with your company's Exchange server using Microsoft Exchange ActiveSync (see [Setting up wireless synchronisation](#)) or with your computer using desktop synchronisation software (see [Setting up your computer for synchronisation](#)).

How do I synchronise?

There are a number of ways to make synchronisation occur. You may be able to synchronise wirelessly with an Exchange server, or you can install desktop sync software on your computer to synchronise in one of several ways. You can also maximise your sync options and sync with both an Exchange server and desktop sync software to maximise your sync options.

Synchronising wirelessly with the server

You can set up your smartphone to synchronise email and other information wirelessly with Microsoft Exchange Server 2003 or Exchange Server 2007 using Microsoft Exchange ActiveSync (see [Setting up wireless synchronisation](#)). If you choose this method, synchronisation takes place automatically after setup. You do not need to install the software from the Windows Mobile Getting Started CD.

NOTE We recommend that you install the desktop sync software from the CD even if

you synchronise wirelessly with the server. You need the desktop sync software to synchronise pictures, videos, music files, and other info directly with your computer.

Synchronising with desktop sync software

BEFORE YOU BEGIN Install the software from the Windows Mobile Getting Started CD, which came with your smartphone. You must install this software even if you have already installed a previous version of desktop sync software. See [Installing ActiveSync desktop software: Windows XP](#) or [Installing Windows Mobile Device Center: Windows Vista](#) for instructions.

After you install desktop sync software, you can synchronise in either of the following ways:

- By connecting your smartphone to your computer using the sync cable (see [Synchronising using the sync cable](#))
- By connecting your smartphone to your computer using Bluetooth® wireless technology (see [Synchronising over a Bluetooth connection](#))

If you have a Windows XP computer:

The desktop sync software is called ActiveSync® desktop software.

If you have a Windows Vista computer:

The desktop sync software is called Windows Mobile Device Center. The sync application on your smartphone is called ActiveSync.

What can I synchronise?

If you have Microsoft Office Outlook® 2002 or later installed on your computer, by default, the following information is synchronised when you synchronise using either desktop sync software or Microsoft Exchange ActiveSync:

 Contacts  Calendar

 E-mail  Tasks

You can, however, customise sync settings to suit your needs and sync only some of these applications.

TIP If you don't already have Outlook 2002 or later installed on your computer, you can install a trial version of Outlook 2007 from the Windows Mobile Getting Started CD. Insert the CD into your computer's CD drive, select **Add Programs** (Windows XP) or **Bonus Software** (Windows Vista), and then select the link to download a trial version of Outlook 2007.

If you set up synchronisation with your computer using the desktop sync software, information in the Favourites application is synchronised by default as well. These are your web favourites, not favourite contacts.

DID YOU KNOW? Synchronising Favourites gives you an easy way to get web favourites from the web browser on your computer into the web browser on your smartphone. Just add them to the folder called Mobile Favourites, which shows up in your computer's browser. When you sync, they become available on your smartphone as well. Backup copies of any favourites that you add on the smartphone browser are also stored in the Mobile Favourites folder.

You can also change settings to synchronise Word, Excel, PowerPoint, and PDF files, as well as pictures, music, videos, and other types of files (see [Changing which applications sync](#)).

TIP If you want to synchronise with a personal information manager (PIM) other than Microsoft Office Outlook, you must install a third-party solution. Contact the PIM's vendor to learn if software is available for your smartphone

This table lists the types of info you can synchronise and the methods to use.

Info type	Method	Where to learn more
Outlook Contacts, Calendar, Tasks	Desktop sync software (sync with computer) <i>or</i> Exchange ActiveSync (direct sync with server)	<u>Setting up your computer for synchronisation</u> <i>or</i> <u>Setting up wireless synchronisation</u>
Outlook Email	Desktop sync software <i>or</i> Exchange ActiveSync	<u>Setting up your computer for synchronisation</u> <i>or</i> <u>Setting up wireless synchronisation</u>
Word, Excel, PowerPoint, PDF files	Desktop sync software	<u>Setting up your computer for synchronisation</u> <u>Synchronising your Microsoft Office files</u> <u>Changing which applications sync</u>
Music and video files	Desktop sync software <i>and</i> Windows Media Player	<u>Setting up your computer for synchronisation</u> <u>Changing which applications sync</u> <u>Transferring media files to your smartphone</u>
Pictures	Windows XP: Desktop sync software Windows Vista: Desktop sync software <i>and</i> Windows Media Player	<u>Setting up your computer for synchronisation</u> <u>Changing which applications sync</u> <u>Transferring media files to your smartphone</u> (Windows Vista)

Info type	Method	Where to learn more
Outlook Notes	Desktop sync software	Setting up your computer for synchronisation Changing which applications sync
Files to be transferred to an expansion card	Desktop sync software	Setting up your computer for synchronisation Changing which applications sync

TIP If you want to synchronise music and videos, you need to have Windows Media Player 10 or later installed on your computer. If you don't already have Windows Media Player on your computer, you can download it from microsoft.com.

Setting up wireless synchronisation

Does your company use Microsoft Outlook as its email solution? Does your company also use Microsoft Exchange Server 2003 or 2007 as its email server? If so, you may be able to wirelessly synchronise the email and other Outlook info on your smartphone

and the same info stored on the Exchange server using Microsoft Exchange ActiveSync.

If you are using Exchange Server 2007 or Exchange Server 2003 that has been upgraded to Service Pack 2, you may be able to take advantage of the additional features of Direct Push Technology. Direct Push Technology is a two-way wireless delivery method that keeps your Outlook information always up-to-date and provides more efficient communication between the server and your smartphone. It includes features like Global Address List; Tasks Over The Air (OTA); and IP-based push updating of Calendar, Messaging, and Inbox (email).

DID YOU KNOW? Because your desktop copy of Outlook also syncs with the server, whatever is synchronised to the server from your smartphone also shows up in Outlook; and whatever you enter or change in Outlook on your computer syncs to the server and then shows up on your smartphone.

DID YOU KNOW? You cannot synchronize email distribution lists wirelessly with the Exchange Server. However, you can search for a Global Address List in Contacts (see [Finding a contact in an online address book](#)) and add it as a single entry in your contact list. This contact entry can then synchronize with the server.

NOTE Even if you sync with an Exchange Server, we recommend that you install the desktop sync software as well, to take full advantage of your smartphone's capabilities.

BEFORE YOU BEGIN To synchronise wirelessly, you need to set up an Exchange Server account. Work with your system administrator to gather the following info, and then follow the steps in this section to set up an account:





- Mail server address and domain name.

DID YOU KNOW? If you use Outlook Web Access (OWA) services, the mail server address is usually the same as your OWA address.

TIP If you use hosted Exchange services, contact the host company to get the domain name.

- The username and password you use to access your corporate mail server.
- Security connection: Does your server use an encrypted (SSL) connection?

TIP If you installed ActiveSync desktop software on a Windows XP computer, you may have already set up your smartphone to synchronise wirelessly with the server. To check, press **Home**, press **Center** on the 5-way, and then select **Applications**. Select **Organiser & Tools**, and then select **ActiveSync**. Press **Menu** (right softkey). If Configure Server appears instead of Add Server Source, wireless sync is already set up, and you can skip this procedure.

- 1 Press **Home** , and then press **Center** .
- 2 Select **Applications** , and then select **ActiveSync** .