


Performance and range are affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

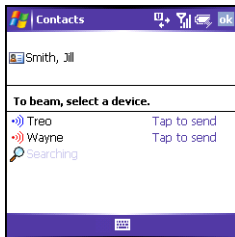
TIP For best results, the path between the two devices must be clear of obstacles, and both devices kept stationary. If you have difficulty beaming, shorten the distance and avoid bright sunlight.

DID YOU KNOW? The type of information you can beam depends on the type of device you are beaming to. Other Windows Mobile 6 Standard devices are always compatible with your Treo 500v smartphone.

Beaming an entry or file

- 1 Highlight the entry or file you want to beam.
- 2 Press **Menu**  (right softkey) and select **Beam...** (the menu item changes names based on the type of item you highlighted).

- 3 Select the name of the receiving device.






- 4 Wait for “Done” to appear next to the name of the receiving device before you continue using your smartphone.

TIP The regional setting determines the list of characters that can be used when info is beamed between devices. If you try to send or receive a character that is not on the list, it appears as a question mark (see [Setting display formats](#)).

Turning on the option to receive beamed information

By default, the option to receive beamed information on your smartphone is turned off. You need to turn the beam option on before you can receive information being beamed from another device.

- 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 **Connections**, and then select **Beam**.
- 4 Check the **Receive incoming beams** box.

Receiving beamed information

- 1 Turn on your screen if it is not already on.
- 2 When the Receiving Data message appears, select **Yes** to receive the beam.

TIP If you can't receive beamed info, press **Start** and select **Settings**. Select the **Connections** tab, and then select **Beam**. Make sure the **Receive all incoming beams** box is checked. If you still can't receive info, try a soft reset (see [Resetting your smartphone](#)).

Using expansion cards

The expansion card slot on your smartphone enables you to add microSD expansion cards to extend the storage capacity of your smartphone. For example, expansion cards can store the following:

- Pictures
- Videos
- MP3 audio files
- Email attachments
- Games
- Applications
- Databases

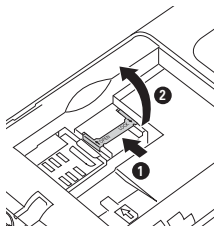
Expansion cards are sold separately.

TIP We recommend that you purchase preformatted expansion cards. To format a card on your own, you need to connect a card reader (sold separately) to your computer.

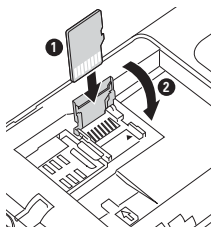
DID YOU KNOW? You can print pictures from an expansion card or use one with your computer. Most cards are sold with a card adapter that allows you to use your card in the same way as a regular-sized expansion card. If your expansion card does not come with an adapter, you can purchase one separately.

Inserting and removing expansion cards

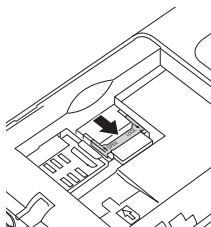
- 1 Slide the battery cover off the back of your smartphone and remove the battery.
- 2 Gently push the guide on the expansion card tray toward the side of battery compartment (1) until it pops up (2).




- 3 Lift the tray until it is fully extended, and then insert the expansion card into the tray (1). The gold contacts on the card should be toward the bottom of your smartphone and should be visible.



- 4 Press the tray down toward the bottom of the battery compartment (2).
- 5 Gently push the guide away from the side of the battery compartment until it locks into place.






- 6 Reinsert the battery and replace the battery cover.
- 7 Press and hold **Power**  until the Palm® logo appears.

NOTE Repeat these steps when you want to remove or replace an expansion card.

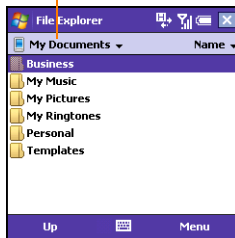
Opening applications on an expansion card

After you insert an expansion card into the expansion card slot, you can open any of the applications stored on the expansion card.

TIP To run an application on an expansion card, your smartphone must have enough free space in the internal memory to run the application.

- 1 Insert the expansion card into the expansion card slot.
- 2 Press **Home** , and then press **Centre** .
- 3 Select **My Files <ICON>**.
- 4 Press **Menu**  (right softkey) and select **Storage Card**.

Show list



- 5 Select the application you want to open.

Saving files to an expansion card

You can save space on your smartphone by saving files to an expansion card. For example, when you create new Word Mobile documents, notes, Excel Mobile workbooks, pictures, videos, and audio files, you can save them directly to an expansion card. Saving files to an expansion card also makes it easy to share those files with others. (Some applications may not support this feature.)

- 1 Insert an expansion card into the expansion card slot.
- 2 Open the application containing the file you want to save.
- 3 Press **Menu** [⋮] (right softkey) and select the option to save the file. The option name and location may change depending on the type of file you are sending.

TIP If you don't see a save option when you press Menu (right softkey), look in the submenus (if present). If you still can't find a save option, the application may not support this feature.

- 4 Select the option for where to save info, and then select **Storage Card**. The option name changes depending on the application you are in.
- 5 Press **Save** [⋮] (left softkey)

Copying or moving applications and files between your smartphone and an expansion card

- 1 Insert the expansion card into the expansion card slot.

- 2 Press **Home** [⏠], and then press **Centre** [○].
- 3 Select **My Files <ICON>**.
- 4 Select the file or application you want to copy or move (see [Exploring files and folders](#)).

TIP Your applications are usually located in the My Device/Program Files folder.

- 5 Press **Menu** [⋮] (right softkey) and select **Edit > Copy** or **Edit > Cut**.
- 6 Press **Menu** [⋮] (right softkey) and select **Storage Card**.
- 7 Go to the folder where you want to place the selected item.
- 8 Press **Menu** [⋮] (right softkey) and select **Edit > Paste**.

Exploring files on an expansion card





- 1 Insert the expansion card into the expansion card slot.
- 2 Press **Home** [⏠], and then press **Centre** [○].
- 3 Select **My Files <ICON>**.
- 4 Press **Menu** [⋮] (right softkey) and select **Storage Card**.

- 5 Select the folder or files you want to view.

Renaming an expansion card

If you change the contents of an expansion card, you may at some point want to rename the card to better match its contents.





TIP Before copying information to or renaming the files or folders on an expansion card, or renaming the card itself, make sure the card is not write-protected. See the instructions that came with your card for details.

- 1 Insert the expansion card into the expansion card slot.
- 2 Press **Home** , and then press **Centre** .
- 3 Select **My Files** <ICON>.
- 4 Press **Menu**  (right softkey) and select **My Device**.
- 5 Highlight the current expansion card name (Storage Card by default).
- 6 Press **Menu**  (right softkey) and select **Rename**.
- 7 Enter a new name for the card.

- 8 Press **Centre** .

Encrypting an expansion card

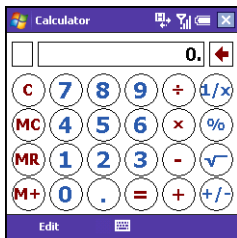
When you encrypt an expansion card, the info on the card can be read only by your smartphone—so no one can see what's on the card if it gets lost or stolen.

- 1 Insert the expansion card into the expansion card slot.
- 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 **More**, and then select **Security**.
- 4 Select **Encryption**.
- 5 Check the **Encrypt files placed on storage cards** box.
- 6 Press **Done**  (left softkey).





NOTE If your organisation enforces an encryption policy, you can see that the box is checked but cannot uncheck it.

Calculator

You can use Calculator for basic arithmetic calculations, such as addition, subtraction, multiplication, and division.



Performing calculations

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Select **Calculator** <ICON>.
- 4 Use the number keys to enter numbers.
- 5 To perform calculations, do any of the following:

Add numbers: Press **Up** .

Subtract numbers: Press **Down** .


Multiply numbers: Press **Left** .


Divide numbers: Press **Right** .


Calculate the result: Press **Centre** .

Enter a decimal point: Press the ***** key.


Switch a number between positive and negative: Press the **#** key.

Express the displayed number as a percentage: Press **Menu**  (right softkey) and select %.

Calculate the square root of the displayed number: Press **Menu**  (right softkey) and select $\sqrt{\quad}$.

Calculate the displayed number as the fraction 1/[displayed number]: Press **Menu**  (right softkey) and select

$1/x$.

Clear the current calculation and displayed number: Press **Clear**  (left softkey).

TIP For more advanced calculations, use Excel Mobile. See [Excel Mobile](#) for details.

Using the Calculator memory

To store only the displayed number in memory: Press **Menu** (right softkey) and select **MS**.

DID YOU KNOW? When you store a number in memory, it replaces the number that is currently stored.

To add the displayed number to any number already stored in memory: Press **Menu** (right softkey) and select **M+**.

To display the number stored in memory: Press **Menu** (right softkey) and select **MR**.

To clear the memory: Press **Menu** (right softkey) and select **MC**.



Your personal settings

Customising is optional. But why not personalise your Palm® Treo™ 500v smartphone to make it match your lifestyle and work even harder for you?

You can easily customise the sounds, fonts, screen colours, and more on your smartphone. Take advantage of various levels of security. Prevent making an accidental (and expensive) phone call by locking the keyboard. Some preference settings can help extend the life of your battery. There are lots of ways to make your smartphone work better for you.

Benefits

- Conserve power
- Make your screen easy to read
- Secure your phone and your data
- Streamline smartphone use





In this chapter

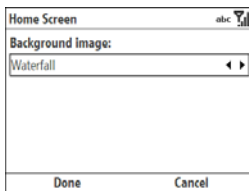
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Home screen settings

Selecting your Home screen background

You can use any picture that is stored on your smartphone as the Home screen background, or on an expansion card (sold separately) inserted into your smartphone, as the background for your Home screen. Your smartphone automatically detects all supported picture files on your smartphone or an expansion card and displays them as options in the background selection list.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and select **Home Screen**.
- 3 Press **Right**  or **Left**  to select the picture you want to use.






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

DID YOU KNOW? In addition to setting a background image for your Home screen, you can change the colour theme for your smartphone (see [Changing the system colour scheme](#)).

Selecting your Home screen layout

You can select a Home screen option to display or hide items such as recently used application icons, upcoming calendar appointments, and new text or email messages.

- 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 **Home Screen**.

- 4 Select the **Home Screen layout** list, and then select the layout you want.
- 5 Press **Done** [⋮] (left softkey).

DID YOU KNOW? The default Home screen layout on your smartphone is called Vodafone. This layout allows you quick access to content lists and the Main Menu. If you choose another layout, to access the content lists from the Home screen, press **Start** (left softkey). With the content lists open, to access the Main Menu, press **Main Menu** (right softkey).

System sound settings

When you're in a meeting, at the movies, or anywhere that silence is required, you can silence all sounds on your smartphone, including Calendar notifications and system sounds. This does not mute the speaker during phone calls. You can also set a different sound profile such as having your smartphone vibrate.

DID YOU KNOW? If you download a sound file, insert an expansion card (sold separately) containing a sound file into your smartphone, or install a sound file onto your smartphone, the sound becomes available to use for any of the sound settings described in this section.

Selecting a sound profile

- 1 Press **Power** [⏻]
- 2 Select the sound option you want: **Normal**, **Silent**, or **Vibrate**. To select additional options, select **More** and then select **Outdoor** or **Automatic**.




NOTE When the profile is set to Silent, you can still listen to music through your smartphone's speaker. System sounds such as the battery charge alert and camera shutter are also still audible.

DID YOU KNOW? The Automatic profile switches from the Normal profile to Vibrate when your calendar indicates that you currently have an appointment.

Customising sound profiles

For each sound profile except Automatic, you can customise the settings for that

profile. The Automatic profile uses whatever options you set for the Normal and Vibrate profiles.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and select **Profile**.
- 3 Highlight the profile you want to customise.
- 4 Press **Menu**  (right softkey) and select **Edit**.
- 5 Set any of the following options:

Name: Specifies a name for the profile.

Ring type: Sets the ringtone associated with this profile.

Ring volume: Sets the ringer volume associated with this profile.

Alarm type: Sets how your smartphone presents an alarm when using this profile.

Alarm volume: Sets the alarm volume associated with this profile.

Reminder type: Sets how your smartphone presents a reminder when using this profile.

Reminder volume: Sets the reminder volume associated with this profile.

Notification type: Sets how your smartphone presents a notification when using this profile.



Notification volume: Sets the notification volume associated with this profile.

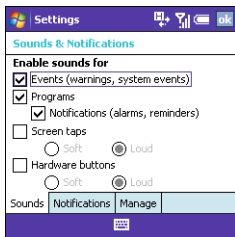
System sound volume: Sets the volume for all system sounds when using this profile.

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

TIP To restore a profile's default settings, highlight the profile, press **Menu** (right softkey), and then select **Reset to default**.

Selecting Sounds & Notifications

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and select **Ring Tone**.
- 3 Set any of the following options:



NOTE To select sound options associated with phone calls, see [Selecting ringtones and alert sounds](#).

Reminders: Sets the alert tone for calendar and task reminders.

New email: Sets the alert tone for new incoming email messages.

New Text/MMS message: Sets the alert tone for new incoming text and multimedia messages.

New instant message: Sets the alert tone for new incoming instant messages, if you have set Windows Live Messenger (see [Using Windows Live Messenger](#)).

New channel message: Sets the alert tone for new incoming system messages from your network operator.

Alarm clock: Sets the alarm clock tone (see [Setting system alarms](#)).

SIM toolkit messages: Sets the alert tone for new incoming messages associated with the SIM toolkit, if your network operator has activated SIM toolkit services (see [Using the SIM toolkit](#)).

Exclamation/Question/Warning: Sets the tones for the various types of system alerts on your smartphone.

DID YOU KNOW? Exclamations, questions, and warnings are alerts that require some type of input from you. They represent three different levels of importance, with exclamations representing critical errors that require input.

Keypad control: Specifies whether you hear a tone or a click when you press keys.




TIP For most alert types, you can select **Vibrate** to have your smartphone vibrate rather than make a sound. You can also select **None** to receive no alert.

DID YOU KNOW? When you select a sound, the sound plays briefly after a few seconds so you can preview it.

TIP To delete sounds, press **Menu** (right softkey) and select **Delete Sounds**. You can delete sounds that you have added to your smartphone only.

Setting alert options

You can set a timeout interval for alerts that require user interaction (such as warnings and questions), and set the volume for alerts that arrive when you are on a call.

- 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 **More**, and then select **Accessibility**.
- 4 Set either of the following options:






Confirmation time out: Sets the time interval that alerts requiring user interaction are displayed before timing out.

In-call alert volume: Specifies the volume for alerts that arrive while you are on a call.

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







Display and appearance settings

Adjusting the brightness




- 1 Press **Option**  and then press .
- 2 Press **Left**  and **Right**  to adjust the brightness.
- 3 Press **Done**  (left softkey).

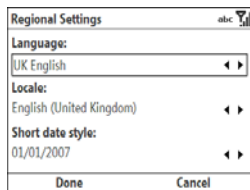
Changing the text size

You can make the onscreen text larger for easier viewing. This affects text within all applications and settings screens; it does not affect text on the Home screen, content lists, or the Main Menu.

- 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 **More**, and then select **Accessibility**.
- 4 Select **System font size**.
- 5 Press **Right**  or **Left**  to adjust the text size.
- 6 Press **Done**  (left softkey).

Setting display formats

- 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 **More**, and then select **Regional Settings**.



- 4 Scroll among the fields and customise the format settings. Note the following:

Locale: Sets the default format settings. The locale setting determines all display formats (date, time, and so on) on your smartphone unless you use another Regional Settings field to select a different format for a specific type of display item.

X date style: Sets the short date style and long date style.

Time formats: Sets the time style, separators, and AM and PM symbols.

Positive/Negative number: Sets the decimal symbol and number of decimal places, the digit grouping symbol and group size, list separators, negative number sign symbol and format, leading





zero display, and measurement system (metric vs. U.S.).

Positive/Negative currency: Sets the currency symbol and position, the decimal symbol and position, digit grouping symbol and group size, and negative number format.

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

Changing the system colour scheme





TIP You can also set the background for your Home screen (see [Selecting your Home screen background](#)).

- 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 **Home Screen**.
- 4 Select the **Colour scheme** list, and then select the layout you want.
- 5 Press **Done**  (left softkey).

Application settings

Creating keyboard shortcuts

You can create keyboard shortcuts for applications you use frequently so that you can quickly access them. On your smartphone, shortcuts are called speed dials.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** .
- 3 Highlight the application for which you want to create a shortcut.
- 4 Press **Menu**  (right softkey) and select **Add Speed Dial**.
- 5 (Optional) To change the name of this shortcut, select **Name** and enter the new name.

DID YOU KNOW? The Value field always displays the actual application name, even if you change the shortcut name.

- 6 Select the **Keypad assignment list**, and then select the key you want to assign to this application.

DID YOU KNOW? You can select a key that is already assigned to another application. An alert appears asking you to confirm that you want to replace the existing application with the new one. The 1 key is reserved for dialing your network operator's voicemail system and cannot be overwritten.

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

To access the application, press and hold the shortcut key.

TIP To view all of your current shortcuts, press **Home**, select **Center** on the 5-way, and then select **Applications**. Select **Speed Dial**. To delete a shortcut, highlight the shortcut you want, press **Menu** (right softkey), and then select **Delete**. Press **Yes** (left softkey) to confirm the deletion.

Setting input options

- 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 **More**, and then select **More** again.

- 4 Select **Text Input Settings**.
- 5 Set any of the following options:

Input Language: Specifies the language to be used when you enter information using the keyboard.

Suggest words when typing:

Indicates whether word suggestions appear as you enter text. You can also specify how many letters you want to enter before a suggestion appears and how many suggestions you want to see.

TIP To enter a suggested word, press **Down** to highlight the suggestion, and then press **Centre** to accept it.

TIP To delete all entries from the list of word suggestions, press **Menu** (right softkey) and select **Clear Input History**.

Add a space after word: Specifies whether a space appears after you insert a suggested word.

Enable Auto Correct: Indicates whether common misspellings such as "teh" are corrected automatically.

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

TIP You can also set the time interval the must pass before the keyboard recognizes a second press of the same key. Press **Home**, press **Start**, and then navigate to the **My Settings** content list. Press **All Settings** (right softkey), select **More**, and then select **Accessibility**. Select the **Multipress time out** list, and then select a time interval.

Locking your smartphone and info

Your smartphone includes several features that help you protect your smartphone from inadvertent use and keep your information private. The built-in security software lets you use your smartphone for emergency calls, such as dialling your national emergency number, such as 112, even if it is locked. You can lock any of the following:

Keyboard: Manually disable all buttons and the screen's touch-sensitive feature to prevent accidental presses in your briefcase or pocket.

SIM card: Require a PIN to turn on your phone so you can make and answer calls.

Smartphone: Require a password to see any information on your smartphone.

Locking your keyboard

Do either of the following:

- Press and hold **End** .
- Press **Power**  and select **Lock**.


TIP If you're using a headset or hands-free device and your smartphone is in a pocket or bag, you can lock the keyboard during a call to prevent accidental key presses.

TIP If you're using a headset or hands-free device and your smartphone is in a pocket or bag, you can manually turn on Keyguard during a call to prevent accidental key presses.

Unlocking the keyboard

When the keyboard is locked, follow these steps to unlock it.

1 Press **Unlock**  (left softkey).

- 2 Press the * key. (You do not need to press Option  first.)

Locking the SIM card




You can lock your SIM (Subscriber Identity Module) card to prevent unauthorised use of your mobile account. When your SIM card is locked, you must enter the PIN to power on your phone to make or receive calls, except for emergency numbers. The SIM card remains locked even if you move the card to another phone.

When your SIM card is locked, you can unlock your SIM card by trying to turn on the phone. A dial pad appears for you to enter your PIN.

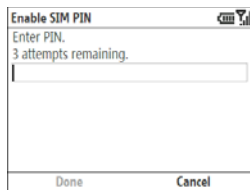
BEFORE YOU BEGIN


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

- Get your default PIN 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 **More**, and then select **Security**.
- 4 Select **Enable SIM PIN**.



- 5 Enter the PIN and press **Done**  (left softkey).
- 6 Turn your phone off to activate the SIM card lock feature.

When your SIM card is locked, you can unlock your SIM card by turning on your smartphone and entering your PIN when prompted.

DID YOU KNOW? You can permanently unlock your SIM card. Follow the steps in the preceding procedure, but select **Disable SIM PIN** in step 4.







NOTE You need your PIN number to edit your PIN number or remove the locking feature. If you enter an incorrect PIN more



times than allowed by your network operator, the SIM card locks. After the SIM card locks, you need the PUK (PIN Unlock Key) to unlock the SIM card. Contact your network operator for more information and the PUK.

Locking your smartphone

To protect your personal information, you can lock the system so that you need to enter your password to access any of your information or use other features of your smartphone.

IMPORTANT If you lock your system, you must enter the exact password to unlock it. If you enter an incorrect password, you are given another chance. Each time an incorrect password is entered, you are given progressively longer time periods between your chances to enter the password. If you forget the password, you need to perform a hard reset to resume using your smartphone. Performing a hard reset deletes all the entries in your smartphone. However, you can restore all previously synchronised info the next time you sync (see [Synchronising information](#)).

- 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 **More**, and then select **Security**.
- 4 Select **Device Lock**.
- 5 Check the **Prompt if device unused for** box to turn on the password feature.
- 6 Select the first field, and then select how long a period of inactivity must pass before your smartphone locks.
- 7 Select **Password type**, and then select a format for your password:
Strong alphanumeric: A strong alphanumeric password must contain at least 7 characters and must contain a combination of letters, numerals, and punctuation. You must press Option  or Alt  before entering numerals or punctuation.
Simple PIN: A simple PIN must contain at least 4 characters and includes numerals only. You do not need to press Option  before entering the PIN numerals.


- 8 Select **Password** and enter your password.
- 9 Select **Confirm password** and enter the password again.
- 10 Press **Done**  (left softkey).
- 11 Press **Yes**  (left softkey) to confirm your password.

TIP If you lock your smartphone and use a Simple PIN as the password, 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 an emergency number in the password field.

Entering owner information

You can enter personal information that you want to associate with your smartphone, such as your name, company name, and phone number. If you lose your smartphone, this feature can help the person who finds it return it to you.

- 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 **More**, and then select **More** again.
- 4 Select **Owner Information**.
- 5 Enter any of the information you want to include. Use the Notes field to enter any additional text you want to include



Settings	
Owner Information	
Name:	Sam Pull
Company:	Company Inc.
Address:	123 Company CA
Telephone:	1(555) 555-8794
E-mail:	sam@company.com
Identification	Notes Options




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

System settings

Setting the date and time

Use Clock & Alarms Settings to set the time zone, time, and date for your home location and a location that you visit.

To set the display format for the date and time, see [Setting display formats](#).



- 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 **Clock & Alarm**, and then select **Date and Time**.



- 4 Select the **Time zone** list, and then select the time zone for your location.

- 5 Select **Date** and enter the date.



- 6 Select **Time** and enter the time.

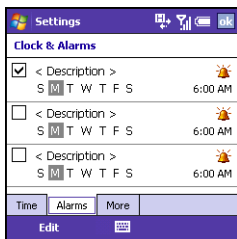
If your time format displays AM and PM, press the **A**  or **P**  key to select the option you want, or press any number key to switch between AM and PM.

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

Setting system alarms

System alarms let you set alarms that are not associated with a task or appointment. For example, you can use your smartphone as an alarm clock when you travel, or set alarms to remind you when it's time to take medication or pick up the kids.

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



- 3 Select **Alarm time** and enter the time you want the alarm to go off.

If your time format displays AM and PM, press the **A** (A) or **P** (P) key to select the option you want, or press any number key to switch between AM and PM.

- 4 Select the **Alarm** list, and then select whether you want the alarm to go off on weekdays only or every day.
- 5 Press **Done** (⋮) (left softkey).

TIP Use the Sounds & Notifications settings to change the alarm sound (see [Selecting Sounds & Notifications](#)).

Managing identity certificates

Your smartphone may include preinstalled certificates. Certificates are digital documents that are used to authenticate and exchange information on networks. Certificates can be issued for a user, a device, or a service.

- 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 **More**, and then select **Security**.
- 4 Select **Certificates**.
- 5 Select the type of certificate you want to view:

Personal: Displays certificates that establish your identity when you log in

to a secured network, such as a corporate network.

Intermediate: Displays certificates issued by the root whose purpose is to then issue personal certificates.

Root: Displays certificates that identify the computers, such as servers, to which you connect. These certificates help prevent unauthorised users from accessing your smartphone and information.

6 Do either of the following:

View certificate details: Highlight the certificate, press **Menu** [⋮] (right softkey), and then select **View**. Press **Done** [⋮] (left softkey) when you have finished viewing the certificate details.

Delete a certificate: Highlight the certificate, press **Menu** [⋮] (right softkey), and then select **Delete**. Press **Yes** [⋮] (left softkey) to confirm the deletion.

7 Press **Done** [⋮] (left softkey)

TIP To delete a certificate, tap and hold the certificate in the list, and then select **Delete** from the shortcut menu.

How much storage space do I have left?




- 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 **More**, and then select **More** again.
- 4 Select **About**.

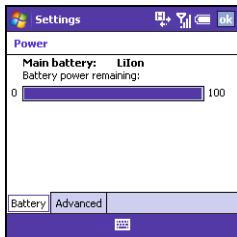
TIP If storage memory is low, consider using an expansion card to store files (see [Using expansion cards](#)). If program memory is low, close some applications to avoid slow smartphone performance (see [Closing applications](#)).

TIP On the Settings screen, select **System Information** to view other information about your smartphone, such as the serial number, software version, and more. This information can be useful if you need to contact support.

- 5 Press **Done** [⋮] (left softkey)

Optimizing power settings

- 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 **More**, and then select **Security**.
- 4 Select **Power Management**. The Main battery bar displays the power remaining in your battery.



- 5 Select any of the following options:

Backlight time out on battery: Specifies how long the keyboard backlight remains lit during a period of inactivity when your smartphone is running on battery power.

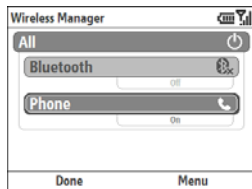
Backlight time out on AC: Specifies how long the keyboard backlight remains lit during a period of inactivity when your smartphone is connected to the AC charger.

Display time out: Specifies how many minutes the screen stays on during a period of inactivity.

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

Turning wireless services on/off

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



- 2 Turn the wireless features on your smartphone on/off. Select **All** to turn all wireless features on/off.

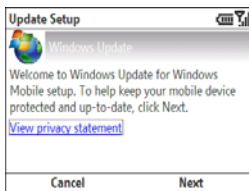
TIP To change the settings for one of the displayed wireless features, press **Menu** (right softkey) and select the wireless feature you want to change.

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

Updating the system software

Windows Update lets you download security updates and other important updates to the Windows Mobile operating system software on your smartphone.

- 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 **More**, and then select **More** again.
- 4 Select **Windows Update**.



- 5 On the Update Setup screen, press **Next** [⋮] (right softkey).

TIP Select **View privacy statement** to read about how using Windows Update affects the personal information on your smartphone.

- 6 Select whether you want to run Windows Update manually or you want it to check for updates automatically, and then press **Next** [⋮] (right softkey).
- 7 If you selected automatic updates, check the **Use my data plan to check for and download updates** box if you want to use your data plan instead of your basic wireless plan to update your smartphone. Using your data plan means that updates may occur more frequently but may result in additional

data charges. Press **Next** [⋮] (right softkey).

- 8 Press **Done** [⋮] (left softkey).
- 9 If you select Automatic in step 4, Windows Update periodically checks for and downloads updates automatically. If you selected Manual in step 4, you can check for updates at any time by opening Windows Update and pressing **Check Now** [⋮] (left softkey).

TIP To switch between manual and automatic updates, open Windows Update, press **Menu** (right action key), and then select **Change Schedule**. To select or deselect the option to use your data plan to check for and download updates, press **Menu** (right action key) and select **Connections**.

- 10 To view detailed results of the last check for updates, press **Menu** [⋮] (right softkey) and select **View details**

Connection settings

Manually entering dial-up connection settings



Your smartphone is already set up to connect to the Internet using a high-speed data connection on your network operator's network. To connect to the Internet, simply start Internet Explorer Mobile.

For special situations, such as connecting to your internet service provider (ISP) or to a remote access server (RAS), you can set up another connection.

BEFORE YOU BEGIN Obtain the following information from your ISP or system administrator:

- The type of network you are connecting to: Internet, MMS, WAP, or other
- ISP server phone number or access point
- Username
- Password

- 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 **Connections**, and then select **Dial-up**.
- 4 Select the connection you want to view or change, or to create a new connection, select **New**.
- 5 If this is a new network, select **Description** and enter a descriptive name for the connection.
- 6 Select the **Connects to** field, and then select the type of network you are connecting to.
- 7 Select **Phone number, User name**, and **Password** and enter the information you obtained from your ISP or system administrator.
- 8 Press **Done**  (left softkey).

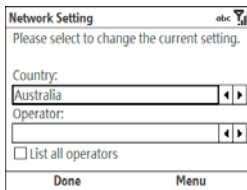
TIP To delete a dial-up connection, highlight the connection, press **Menu** (right softkey), and then select **Delete**. Press **Yes** (left softkey) to confirm the deletion.




Changing your network connection

If you travel outside of your home region and use a SIM card from another Vodafone network operator, you can change the settings on your smartphone to work with the new SIM card.

IMPORTANT If you use a different SIM card from a network operator that is not associated with Vodafone, you need to manually enter network settings. Do not use this procedure; instead, see [Manually entering network connection settings](#) below.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** .
- 3 Press **More**  (left softkey) and select **Auto Network Setting** .



Network Setting atc 	
Please select to change the current setting.	
Country:	<input type="text" value="Australia"/> 
Operator:	<input type="text"/> 
<input type="checkbox"/> List all operators	
Done	Menu

- 4 Select the **Country** list, and then select the country associated with your new SIM card.
- 5 Select the **Operator** list, and then select the operator associated with your new SIM card.

DID YOU KNOW? You can leave the **List all operators** box unchecked. All operators appear in the Operator list.

TIP To quickly find the optimal settings for the card that is currently inserted into your smartphone, press **Menu** (right softkey) and select **Auto Detect**.

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

Manually entering network connection settings

Your smartphone is already set up to connect to the Internet using a high-speed data connection on your network operator's network. To connect to the Internet, simply start Internet Explorer Mobile.




For special situations, for example, if you use a different SIM card associated with a


different network operator, you need to manually enter network settings.

IMPORTANT If you are using a different SIM card associated with a Vodafone network operator, follow the procedure [Changing your network connection](#) instead.

BEFORE YOU BEGIN Obtain the following information from your network operator:

- The type of network you are connecting to: Internet, MMS, WAP, or other
- The access point name (SSID)
- Username
- Password
- Authentication type, if any
- Primary and secondary DNS server addresses
- IP address

- 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 **Connections**, and then select **GPRS**.

- 4 Select the connection you want to view or change, or to create a new connection, select **New**.
- 5 If this is a new network, select **Description** and enter a descriptive name for the connection.
- 6 Select each field and enter the information you obtained from your network operator.
- 7 Press **Done**  (left softkey).

TIP To delete a dial-up connection, highlight the connection, press **Menu** (right softkey), and then select **Delete**. Press **Yes** (left softkey) to confirm the deletion.

Connecting to a VPN




If you want to use your smartphone to access your corporate email account or other files on your corporate server, you may need to set up a VPN (virtual private network). A VPN enables you to log in to your corporate server through the company's firewall (security layer).

BEFORE YOU BEGIN Check with your company's system administrator to see if a VPN is required to access the corporate network. If you need a VPN, you

must purchase and install a third-party VPN client to use this feature.

Ask your corporate system administrator for the following information:

- The VPN type: IPSec/L2TP or PPTP
- Your server name
- The type of network you are connecting from and the type you are connecting to: Internet, MMS, WAP, or other
- Your username and password
- Your server's domain name
- The IPSec authentication type, if any
- The IPSec preshared key, if any

- 1 Install your third-party VPN client (see [Installing applications](#)).
- 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**, select **More**, and then select **VPN**.

- 5 Select the connection you want to view or change, or to create a new connection, select **New**.
- 6 If this is a new network, select **Description** and enter a descriptive name for the connection.
- 7 Select each field and enter the information you obtained from your network operator.
- 8 Press **Done** (left softkey).

Setting up a proxy server

BEFORE YOU BEGIN Obtain the following information from your ISP or system administrator:

- The type of network you are connecting from, and the type you are connecting to: Internet, MMS, WAP, or other
 - The proxy server name, port number, and type
 - Username
 - Password
- 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 **Connections**, select **More**, and then select **Proxy**.
- 4 Select the connection you want to view or change, or to create a new connection, select **New**.
- 5 If this is a new network, select **Description** and enter a descriptive name for the connection.
- 6 Select each field and enter the information you obtained from your network operator.
- 7 Press **Done** (left softkey).

Entering advanced connection settings

- 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 **Connections**.
- 4 Press **Menu** (right softkey) and select **Advanced**.

- 5 For each connection type, select the connection option.
- 6 Do either of the following:
Set connection options: Highlight a connection, press **Menu** [⋮] (right softkey), and then select **Options**. Set the number of redial attempts, the interval for disconnecting after a period of inactivity, and the type of connection. Press **Done** [⋮] (left softkey).

Exclude a work URL from these settings: Highlight a connection, press **Menu** [⋮] (right softkey), and then select **Work URL Exceptions**. Press **Menu** [⋮] (right softkey), select **Add**, and then enter the pattern for the URL to be excluded. Press **Done** [⋮] (left softkey).

TIP On the Work URL Exceptions screen, highlight a URL, press **Menu** (right softkey), and then select **Edit** or **Delete** to make changes to or delete the exception.

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

Ending a data connection

If your service plan includes minutes-of-use fees for data connections, you can reduce costs by ending the data connection when you've finished browsing the web.

- 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 **Connections**, and then select **Wireless Manager**.
- 4 Press **Menu** [⋮] (right softkey) and select **Disconnect Cellular Data**.



CHAPTER

14

Troubleshooting

Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions. For additional information and answers to other common questions, visit go.palm.com/treo500v.

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Transferring info from another device

For information on transferring your info from a previous Windows Mobile® device or from a Palm OS® device to your new Palm® Treo™ 500v smartphone, visit go.palm.com/treo500v for instructions.

DID YOU KNOW? You can purchase a third-party application that lets you run Palm OS® applications on your smartphone.

DID YOU KNOW? If you have questions about Windows Mobile, you can go to the [Microsoft Windows Mobile website](#). Search for Palm devices for information.

IMPORTANT Do not use a backup utility to transfer your info from another device to your new smartphone. This can cause your smartphone to malfunction.

Reinstalling the desktop software

If you have problems synchronising using your desktop sync software, you may need to reinstall the software.

BEFORE YOU BEGIN Make sure your computer profile includes administrator rights to install software. In large organisations, these are usually granted by the system administrator.

- 1 Shut down your computer and turn it on again.
- 2 On your computer, click **Start > Control Panel > Add or Remove Programs**.
- 3 Remove your desktop software. For computers running Windows XP, the software is called Microsoft ActiveSync. For computers running Windows Vista, the software is called Windows Mobile Device Center.
- 4 Quit any active applications, including virus scanners and Internet security applications.

- 5 To reinstall the software, insert the Windows Mobile Getting Started CD into your computer's CD drive, and follow the onscreen instructions. See [Installing ActiveSync desktop software: Windows XP](#) or [Installing Windows Mobile Device Center: Windows Vista](#) for detailed instructions.

You must install the desktop sync software that you can download from the link on the Windows Mobile Getting Started CD, included with your smartphone. Other versions do not work with this smartphone.

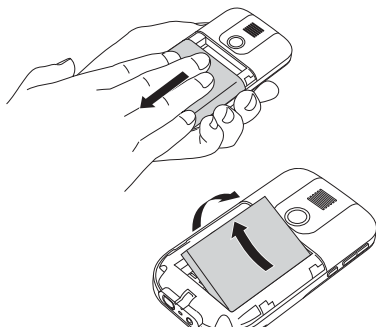
DID YOU KNOW? The Windows Mobile Getting Started CD installs the software and drivers that let you synchronise with Microsoft Office Outlook®. If you want to synchronise with a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's vendor to learn if software is available for your smartphone.


Resetting your smartphone

Performing a soft reset

Performing a soft reset is similar to restarting a computer. If your smartphone is not responding or you have trouble synchronising with your computer, a soft reset may help.

- 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 Reinsert the battery and replace the battery cover.
- 3 Press and hold **Power**  until the Palm® logo appears.

DID YOU KNOW? If the phone or the Bluetooth® wireless technology feature was on before a reset, these automatically turn on after the reset.

Performing a hard reset

A hard reset erases all personal information, such as appointments, contacts, and tasks, as well as programs you have added, such as third-party software on your smartphone. Never do a hard reset without first trying a soft reset.

You can restore previously synchronised information the next time you sync.

IMPORTANT Synchronise to restore your Outlook data, such as Outlook email, Calendar, Contacts, and Tasks. You can use a backup and restore solution. Make sure it's an application that's approved by Palm.

TIP Some third-party applications do not create a backup on your computer when you synchronise. If you do a hard reset, you may lose info in these applications and you need to reinstall the application on your smartphone after the hard reset. Please contact the application vendor to find out if your info is backed up during synchronisation.




DID YOU KNOW? When you synchronise after a hard reset, the source folder in My Documents changes from Treo My Documents to WM_ your name.

DID YOU KNOW? We recommend performing a hard reset before selling, repairing, or recycling your smartphone so that your information is deleted.

A hard reset can tell you whether a problem stems from your smartphone or from an application installed on it. If you do not experience the problem after you perform a hard reset, the problem may be related to software you installed. See [Third-party applications](#) for suggestions on diagnosing third-party software issues.

- 1 Synchronise your smartphone with your computer so that your smartphone applications and info can be restored by

synchronising again after you perform the hard reset.

- 2 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.
- 3 Reinsert the battery and replace the battery cover.
- 4 While pressing and holding **End** , press and hold **Power**  until the screen wakes up.
- 5 When prompted, press **Up**  to erase all data
- 6 (Optional) Synchronise to restore your previously synchronised info. If you use a backup utility, you may also need to restore a backup to recover additional info and settings.

TIP You can also perform a hard reset using the Default Settings application on your smartphone. Press **Start**, press **Center**, and then select **Applications**. Select **Organiser & Tools**, and then select **Default Settings**. Enter **1234** (you do not need to press **Option**) and press **OK** (left softkey).


Replacing the battery

Your smartphone comes with a replaceable battery. Be sure to use a replacement battery from Palm that is compatible with Treo 500v models. Do not use a battery from any earlier model of smartphone.

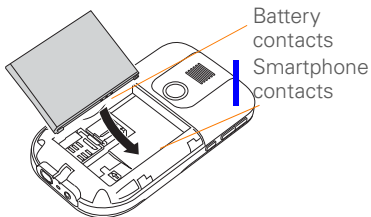
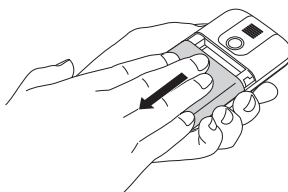
CAUTION There is a risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.


TIP Be sure to dispose of your old battery in an environmentally responsible and legal way. In some areas, disposal in household or business trash is prohibited. Visit palm.com/environment for more information.

DID YOU KNOW? Your smartphone stores all your info even when you remove the battery.

- 1 Press and hold **Power**  to turn your smartphone off.
- 2 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.









- 3 Place a finger in the notch between the stylus and the battery, and lift the battery at a 45-degree angle.
- 4 Align the new battery's contacts with the phone contacts inside the battery compartment.
- 5 Insert the new battery into the compartment at a 45-degree angle, pressing it into place. Slide the battery door onto the back of the smartphone until it clicks into place.



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

Performance

The applications are running slower than usual

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Select **Task Manager**  .
- 4 Press **Menu**  (right softkey) and select **Close All** to close all your open applications.
- 5 Press **Done**  (left softkey).

If the previous steps don't fix the problem, try doing a soft reset (see [Performing a soft reset](#)).

TIP Be sure that third-party applications are designed for Windows Mobile 6 Standard. Applications written for Windows Mobile 6 Professional or earlier versions of Windows Mobile software do not work with your smartphone.

If you can try a free version of the software before purchasing it, you can test it first to make sure it works properly.



My battery seems to drain quickly

If you have a Microsoft Direct Push email solution (such as MyMail) or if you have set up a schedule for wireless synchronisation, check with your email provider or system administrator to make sure that the server is set up properly to work with your smartphone. Incorrect server setup can cause excessive drain on your battery.

For more tips on conserving battery life, see [Maximising battery life](#).

Screen

The screen appears blank

- 1 If you're on a call, when the time period specified in Power Management expires, the screen dims. Press any key except End  to wake up the screen. Pressing End  hangs up the call.
- 2 Look closely at the screen. If you can see a dim image, try adjusting the screen brightness (see [Adjusting the brightness](#)).
- 3 If that doesn't work, perform a soft reset (see [Performing a soft reset](#)).

- 4 If that doesn't work, connect your smartphone to the AC charger (see [Charging the battery](#)) and perform a soft reset again.
- 5 If that doesn't work, perform a hard reset (see [Performing a hard reset](#)).

TIP If you are using a third-party application, make sure that the application supports 320x240 screen resolution.

Network connection

Signal strength is weak

- 1 If you're standing, move about 3 meters in any direction.
- 2 If you're in a building, move near a window. Open any metal blinds.
- 3 If you're in a building, move outdoors or to a more open area.
- 4 If you're outdoors, move away from large buildings, trees, or electrical wires.
- 5 If you're in a vehicle, move your smartphone so that it's level with a window.

TIP Become familiar with low coverage areas where you live, commute, work, and play so you know when to expect signal strength issues.

My smartphone won't connect to the mobile network

- 1 Try the suggestions above for weak signals.
- 2 Turn off your phone and turn it on again (see [Turning your Palm® Treo™ 500v smartphone on/off](#)).
- 3 Perform a soft reset (see [Performing a soft reset](#)).

My phone seems to turn off by itself

If a system error and reset occur, the phone automatically turns on if it was on before the reset. However, if your smartphone can't determine if your phone was on before the reset, it does not automatically turn on the phone (see [Turning your phone on](#)).

I can't tell if data services are available

The following icons appear in the title bar to indicate whether data services are available:



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.

My smartphone won't connect to the Internet

Your smartphone supports GPRS or UMTS (3G) wireless data networks. To connect to the Internet, you must subscribe to data services with your network operator.

- Contact your network operator to verify that your subscription plan includes data services and that these services have been correctly activated. Your network operator should also be able to tell you if there are any outages in your location.
- Press **Power** , select **Wireless Manager**, and then select **Phone** to

- turn off your phone; then repeat these steps to turn it back on.
- Perform a soft reset (see [Performing a soft reset](#)).
 - Confirm that data services are correctly configured on your smartphone by doing the following:
 - 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 **Networks**.
 - 5 If your network operator's name appears in the list, press **Done**  (left softkey). If not, contact your network operator for assistance.

I can't send or receive text or multimedia messages

- Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).
- Contact your network operator to verify that your plan includes messaging services, that these services have been correctly activated, and that they are available at your location. Your network operator should be able to tell you if messaging services have been experiencing transmission delays.
- If possible, contact the recipient or sender of the message, and make sure the receiving device can handle the type of message you're sending.
- If a text message arrives but does not display a notification, perform a soft reset (see [Performing a soft reset](#)).
- The network settings for text and multimedia messaging are preset by the network operator associated with the SIM card included with your smartphone. If you use a different SIM card associated with a different network operator, you need to manually enter network settings to use messaging services (see [Manually entering network connection settings](#)).

I can't make or receive calls using a hands-free device with Bluetooth® wireless technology





Verify all of the following:

- The Bluetooth feature on your smartphone is turned on (see [Entering basic Bluetooth settings](#)).
- Your Bluetooth device is charged and turned on.
- Your smartphone is within range of the hands-free device. Bluetooth range is up to 9 meters in optimum environmental conditions, which include the absence of the following: obstacles, radio interference from nearby electronic equipment, and other factors.
- The Bluetooth Settings screen is closed.
- You are away from other devices using the 2.4 GHz radio frequency, such as cordless phones, microwaves, and Wi-Fi equipment. If this is impossible, move the phone closer to the hands-free device.
- The device specifications are compatible with your smartphone.

I lost the connection between my smartphone and my Bluetooth headset

If the headset doesn't work, delete the existing partnership and create a new one.

To delete the partnership:

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and select **Bluetooth**.
- 3 On the Bluetooth Devices list, highlight your headset.
- 4 Press **Menu** , select **Delete**, and then press **Yes**  (left softkey) to confirm the deletion.
- 5 Create a new partnership (see [Connecting to devices with Bluetooth® wireless technology](#)).

Synchronisation

Synchronisation enables you to back up the information on your smartphone onto your computer or your server. If you ever need to perform a hard reset or otherwise erase all your information on your smartphone,

you can synchronise your smartphone with your computer to restore the info. To make sure you always have an up-to-date backup of your info, synchronise frequently.

You can synchronise email and other information directly with Microsoft Exchange Server 2003 with Service Pack 2 or Exchange Server 2007 using Microsoft Exchange ActiveSync®, or you can synchronise your smartphone with your computer, using the desktop sync software from the Windows Mobile Getting Started CD that came with your smartphone.

DID YOU KNOW? You can go to the Windows Mobile website for more information at windowsmobile.com.

DID YOU KNOW? A common cause of sync problems is the presence of protective software, such as VPNs or firewalls, on your computer or network.

Desktop sync software


This section covers issues with synchronising using the desktop sync software that came with your smartphone. 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.

NOTE See [Exchange ActiveSync \(wireless synchronisation\)](#) for help with direct wireless synchronisation with an Exchange server.






The desktop sync software does not respond to sync attempt

As you complete the following steps, synchronise after each step. If the synchronisation is successful, you do not need to complete the remaining steps.

- 1 Verify that the USB sync cable is securely connected at all points (see [Setting up your computer for synchronisation](#)).
- 2 Make sure that all of the files you're trying to sync are closed on both your computer and your smartphone.
- 3 On a Windows XP computer, look for the ActiveSync  icon in the taskbar on your computer to make sure

ActiveSync desktop software is running on your computer.


If the correct icons are not displayed, do the following:

Smartphone: Press **Home** , and then press **Centre** . Select **Applications** , and then select **ActiveSync** . Press **Menu**  (right softkey) and select **Connections**. Make sure the **Synchronise all PCs using this connection** box is checked, and that **USB** is selected from the list.

Windows XP computer: Click **Start**, navigate to **Programs**, and then select **Microsoft ActiveSync**.

Windows Vista computer: Click **Start**, select **All Programs**, and then select **Windows Mobile Device Center**.




4 Do one of the following:

Windows XP computer: Double-click the **ActiveSync**  icon in your taskbar. From the **File** menu, select **Connection Settings**. Make sure the **Allow USB connections box** is checked, and then click **Connect**.


Windows Vista computer: Click **Start**, select **All Programs**, and then select **Windows Mobile Device Center**. Select **Connect without setting up your device**, and then select **Connection settings**. Make sure the **Allow USB connections box** is checked, and click **Connect**.

5 Perform a soft reset (see [Performing a soft reset](#)).

6 Restart your computer and make sure the desktop sync software is running.

7 If the problem persists, you can enable advanced ActiveSync network functionality. Press **Home** , and then press **Start**  (left softkey). Navigate to the **My Settings** content list and press **All Settings**  (right softkey). Select **Connections**, select **More**, and then select **USB to PC**. Check the **Enable advanced network functionality** box.

8 If problem persists, and you're synchronising through a USB hub, try connecting the sync cable to a different USB port or directly to your computer's built-in USB port.

- 9 If you're already synchronising through a built-in USB port on the front of your computer, move the sync cable to a USB on the back of your computer if your computer has USB ports in both places.
- 10 Uninstall the desktop software that came with your smartphone, and then insert the Windows Mobile Getting Started CD, which came with your smartphone, and repeat the installation process (see [Reinstalling the desktop software](#)).
- 11 For a Windows XP computer only, delete the existing partnership between your smartphone and your computer and create a new one by doing the following steps in turn:
 - Disconnect your smartphone and your computer from the sync cable.
 - Right-click the grey **ActiveSync**  icon in the taskbar in the lower-right corner of your computer screen, and then select **Open Microsoft ActiveSync**.
 - Click **File**, and then click **Delete Mobile Device**. When asked to confirm, click **Yes**.
 - Connect your smartphone and your computer to the sync cable.
 - When the Synchronisation Setup Wizard appears, follow the steps to establish a sync relationship between your smartphone and your computer.
- 12 If your organisation uses a firewall or a VPN connection, synchronising with ActiveSync may not work. For a Windows XP computer only, go to microsoft.com and search for the following topics to help with specific firewall setup situations:
 - ActiveSync USB Connection Troubleshooting Guide
 - ActiveSync with Sygate Personal Firewall
 - ActiveSync with TrendMicro PC-cillin Internet Security
 - ActiveSync with Norton Personal Firewall
 - ActiveSync with Zone Alarm Security Suite
 - ActiveSync with McAfee Personal Firewall
 - ActiveSync with Windows Firewall

- 13** Verify with your computer hardware vendor that your operating system supports your internal USB controller.

Synchronisation finishes but info doesn't appear where it should

- With the included desktop sync software, your smartphone can synchronise with the root folders of Microsoft Office Outlook Contacts, Calendar, and Tasks (Outlook sold separately; a free trial version is available for download from the Windows Mobile Getting Started CD). If you want to synchronise with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Microsoft Office Outlook (right-click the addresses and select **Add to Personal Address Book**).
- Microsoft Office Outlook subfolders and public folders are not accessible with the included software. You may want to use a third-party solution instead.
- If you're trying to sync offline, be sure to set your Microsoft Office Outlook Calendar, Contacts, and Tasks to be available offline.

- If you're still having problems, try the following:

- 1** Make sure you're synchronising with the intended desktop personal information manager (PIM). The Windows Mobile Getting Started CD lets you synchronise with Microsoft Office Outlook for Windows. If you use a different PIM, you need to install third-party software to synchronise. For more information, consult the company that makes the PIM.
- 2** Open the desktop sync software on your computer, and make sure the Files synchronisation option is selected (see [Changing which applications sync](#)).
- 3** Uninstall the desktop sync software, reboot your computer, insert the Windows Mobile Getting Started CD, which came with your smartphone, and then repeat the installation process (see [Reinstalling the desktop software](#)).

Synchronisation starts but doesn't finish

Make sure that you installed the desktop software that came with your smartphone. If you're not sure whether this software is

installed, reinstall it (see [Reinstalling the desktop software](#)).

My video and music files won't sync

- 1 Make sure you have Windows Media Player 10 or later installed on your computer.
- 2 Reinstall the desktop sync software from the Windows Mobile Getting Started CD, which came with your smartphone (see [Reinstalling the desktop software](#)). Media file synchronisation fails if you installed the desktop sync software before you installed Windows Media Player.







My appointments show up in the wrong time slot after I sync

- 1 Make sure that you installed the desktop sync software that came with your smartphone. If you're not sure whether this software is installed, reinstall it (see [Reinstalling the desktop software](#)).
- 2 Open Microsoft Office Outlook and correct the wrong entries.

- 3 Manually enter any information you added to your smartphone since the last time you synchronised.
- 4 Synchronise your phone and your computer.

My scheduled sync doesn't work

By default, a scheduled sync does not work while you are roaming. This is to prevent roaming charges on your account. If roaming charges are not a concern, follow these steps to continue your sync schedule while roaming:

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **ActiveSync** .
- 3 Press **Menu**  (right softkey) and select **Schedule**.
- 4 Check the **Use above setting when roaming** box.
- 5 Press **Done**  (left softkey).

An alert tells me that ActiveSync encountered a problem on the server

There is a temporary problem with the server or the server may be temporarily

overloaded. Try again later, and if the problem persists, contact your system administrator.

An alert tells me that there is not enough free memory to sync my info

The ActiveSync application on your smartphone ran out of storage space. Try the following:

- 1 Close all running programs (see [Closing applications](#)).
- 2 If the problem persists, see [Making room on your smartphone](#) for suggestions on other ways to free up space on your smartphone.

An alert tells me that ActiveSync encountered a problem with [item type] [item name]

An error occurred during the sync of a single item. This error can usually be corrected only by removing the item that caused the error. If you sync again to see if the error persists, be aware that items causing this type of error are skipped and do not show up again.

My Home screen settings are not restored after a hard reset

Settings such as the background image are not backed up during synchronisation, so they can't be restored after a hard reset. If you use a backup utility, you may be able to restore a backup to recover your Home screen setting and other additional info.

Exchange ActiveSync (wireless synchronisation)

This section covers issues with direct wireless synchronisation with an Exchange server. See [Desktop sync software](#) for help with synchronising using your desktop sync software.

TIP If you are synchronising with an Exchange server and you're unable to change your lock settings, check with your system administrator to find out if a systemwide locking policy is in place.

An alert tells me that the server could not be reached

Your smartphone had to wait too long to connect to the Exchange server. The connection may have been lost, the server

may be temporarily overloaded, or the server may have encountered an internal error. Check your Exchange server name and proxy server settings (see [Setting up wireless synchronisation](#)), and try again later.

An alert tells me that my account information could not be detected

When you set up the Exchange server sync options, the credentials page was left blank. Correct the credentials (see [Setting up wireless synchronisation](#)), or set up your smartphone to sync only with a computer, and try to sync again.

An alert tells me the device timed out while waiting for credentials

The Exchange server credentials screen was left open too long. Re-enter the Exchange server credentials, and try to sync again.

Email

I have problems using my account

Occasionally you may experience problems using an email account after you set it up. If you followed the account setup procedure (see [Setting up email](#)) and are experiencing problems in using the account, verify that the account complies with your email provider's requirements by following these steps:

- Verify both your password and your username for your email account.
- Some email service providers require you to be on their network to use your email account. If this is the case, be sure to use your provider's network as the connection type for the account.
- Some email service providers have other requirements specific to their service. For example, Yahoo! requires you to set up POP mail forwarding for your Yahoo! account to download email messages to your smartphone. Check with your service provider to see if any provider-specific requirements exist.

- Service provider settings frequently change. If your email account was working but you are currently experiencing problems, check with your service provider to see if any of the account settings have changed.






I have problems sending and receiving email

Short periods of time when email is unavailable are common due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly.

Scheduled email synchronisation is not working






If email synchronisation is occurring and you turn your smartphone off or the connection to your email service provider is disconnected, the synchronisation fails.

- Check the synchronisation schedule to make sure that email sync is set to occur at the expected day and time. See [Setting the synchronisation schedule](#) for details.

- Press **Home** , and then press **Centre** , and then select **Applications** , and then select **ActiveSync** . Press **Menu**  (right softkey) and select **Configure Server**. Make sure the verify password setting is on. This is required for over-the-air synchronisation.

I have problems sending email

If you are able to receive email messages but cannot send them, try the following steps, in turn:

- Make sure your ISP or email provider allows you to access email on a smartphone. Some providers do not offer this option at all; other providers require an upgrade for accessing email on a smartphone.
- Press **Home** , and then press **Centre** , and then select **Applications** , and then select **ActiveSync** . Press **Menu**  (right softkey) and select **Configure Server**. Make sure the **This server requires an encrypted (SSL) connection** box is checked.
- Enter the name of a different outgoing mail server for sending mail. Many ISPs, such as cable companies, require that

you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server (see [Setting up a POP/IMAP account: Common email providers](#)).

My vCard or vCal email attachment isn't forwarding correctly





Microsoft Office Outlook provides several features including vCard and vCal that work with email client software on a Windows computer. For these features to work correctly, the email client software must be properly set up. Follow these steps to check the settings:


- 1 Click **Start** on your computer, and then select **Settings**.
- 2 Select **Control Panel**.
- 3 Select **Internet Options**, and then click the **Programs** tab.
- 4 Make sure that the email field is set to the correct email client software.
- 5 Click **OK**.

- 6 Start the email client software and make sure it is configured as the default MAPI client. Consult the documentation for your desktop email application for more information.

When I sync with my Exchange server my info is not downloading to my smartphone



Check with your system administrator to obtain the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out, because they do not want wireless access to their servers), you cannot use Exchange ActiveSync to synchronise with the Exchange server. You can also check the following setting:

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

- 3 Press **Menu**  (right softkey) and select **Configure Server**.
- 4 Make sure the **This server requires an encrypted (SSL) connection** box is checked.

Web

I can't access a web page

First, make sure you have Internet access: Open Internet Explorer Mobile and try to view a web page you've loaded before. To ensure that you're viewing the page directly from the Internet, press **Menu**  (right softkey) and select **Refresh**. After confirming your Internet connection, try to view the page in question again. If it comes up blank, press **Menu**  (right softkey) and select **Refresh**.

If you're still having trouble, the page may contain elements that are not supported by Internet Explorer Mobile, such as Flash, Shockwave, VBScript, WML script, and other plug-ins.

Some websites use a redirector to their true home page. For example, if you enter

the address <http://palm.com/support>, it may resolve to <http://palm.com/us/support>. If Internet Explorer Mobile can't follow the redirect, try using a desktop browser to see the landing page of the redirector, and enter that address in Internet Explorer Mobile.

TIP Your smartphone can open your email application when you select an email address on a web page. If nothing happens when you select the link, try setting up your email application first (see [Setting up email](#)).

An image or map is too small on my smartphone screen

Internet Explorer Mobile has several viewing modes: One Column, Default, Desktop, and Full Screen. Switch to Desktop to see the full-size image (see [Browsing the web](#)).

A secure site refuses to permit a transaction

Some websites don't support certain browsers for transactions. Please contact the site's webmaster to make sure the site allows transactions using Internet Explorer Mobile.

Camera

DID YOU KNOW? Pictures are 16-bit colour. Resolution settings range from the low end of 96 x 72 pixels to a high end of 1600 x 1200 pixels. Video resolution settings range from a low end of 176 x 144 pixels to a high end of 320 x 240 pixels. You can change the resolution setting by pressing **Menu** (right softkey) and selecting **Resolution** (still images) or **Quality** (video).

Here are some tips for taking good pictures with the built-in camera:

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- Hold the camera as still as possible. Try supporting your picture-taking arm against your body or a stationary object (such as a wall).
- Keep the subject of the pictures still. Exposure time is longer with lower light levels, so you may see a blur.

- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light.
- Make sure the subject is at least 0.5 meters away from the camera to ensure good focus.

Remember that when you synchronise with a Windows XP computer, your Camera images are stored in the C:\Documents and Settings\<<Username>\My Documents\Treo My Documents folder on your hard drive (see [Camera](#)).

The Camera preview image looks strange

Some third-party applications overwrite the colour settings on your smartphone with their own 8-bit colour settings. This can affect the Camera Preview Mode. Delete third-party applications one by one until the preview image improves (see [Removing applications](#)).

Third-party applications

Sometimes third-party applications can cause conflicts on your smartphone. Third-party applications that modify wireless features may affect the performance of your smartphone and may require extra troubleshooting. Use caution when installing the following types of applications:

- Ringtone managers
- Caller ID applications
- Instant messaging
- Applications that modify when your phone or data connections turn on or off and how your phone behaves

If you recently installed an application and your smartphone seems to be stuck, try the following:

- 1 Perform a soft reset (see [Performing a soft reset](#)).
- 2 Make sure the third-party application is compatible with the Windows Mobile 6
- 3 Delete the most recently installed application from your smartphone (see [Removing applications](#)).
- 4 If the problem persists, perform another soft reset.
- 5 If possible, synchronise or use a backup utility to back up your most recent info.
- 6 Perform a hard reset (see [Performing a hard reset](#)).
- 7 Synchronise or restore your backup to restore the info in your built-in applications.
- 8 If the problem is resolved, begin reinstalling your third-party applications one at a time.
- 9 If the problem recurs, delete the last application you installed and report the problem to its developer.

Getting more help

Contact the vendor of any third-party software if you require further assistance.

TIP Remember that not all third-party applications were written with the Treo 500v smartphone keyboard and 5-way navigator in mind. You may encounter strange behavior or errors in these applications if you use the keyboard and the 5-way navigator.

Making room on your smartphone

If you store a large amount of information, or install many third-party applications, the internal memory on your smartphone may fill up. Here are some common ways to clear space on your smartphone:

- **Camera:** Large images or videos take up a lot of memory. Move images to an expansion card or delete images from your smartphone (see [Pictures & Videos](#)).
- **Messaging:** Multimedia content and email attachments can consume

excessive memory. Move multimedia content and attachments to an expansion card, or delete large files from your smartphone (see [Deleting messages](#) and [Deleting a message](#)). You may also want to empty the deleted items folder.

- **Internet:** If you save links to pages you've visited in Internet Explorer Mobile, you may want to clear all recent pages (see [Customising your Internet Explorer Mobile settings](#)).
- **Third-party applications:** You can delete infrequently used applications or move them to an expansion card (see [Copying or moving applications and files between your smartphone and an expansion card](#)).

Also, remember that your smartphone includes an expansion card tray, and that you can store applications and information on expansion cards. However, you still need free memory on the smartphone itself to run applications from an expansion card.

Voice quality

Is the other person hearing an echo?

- Try decreasing the volume on your smartphone to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and to the handset earpiece.
- Position the smartphone closer to your ear to prevent sound leaking back to the microphone. Keep your hand away from the microphone hole, which is on the lower-right side of your smartphone.
- If you're using Speakerphone mode with your smartphone lying on a flat surface, try turning the smartphone "face down" (screen facing the surface).

Are you hearing your own voice echo?

Ask the other person to turn down their volume or to hold the phone closer to their ear.

Is your voice too quiet on the other end?

Be sure to hold the bottom of the smartphone, or the hands-free microphone, close to your mouth.

Check the signal strength indicator. If the signal is weak, try to find an area with better coverage.

Terms


ActiveSync®

The software on your smartphone that exchanges and updates the information on your Palm® Treo™ 500v smartphone with the information on your computer.

ActiveSync desktop software

The software on your Windows XP computer that exchanges and updates the information on your computer with the information on your smartphone. To open ActiveSync on your computer, double-click the ActiveSync icon in the taskbar in the lower-right corner of your screen. If the icon does not appear, click **Start**, click **All Programs** (or navigate to the **Programs** group), and then select **Microsoft ActiveSync**. See [Installing ActiveSync desktop software: Windows XP](#).

Alt (alternative)

The key that you use to enter accented characters and symbols that do not appear on your keyboard. Press Alt  to view the alternative characters available. See

[Entering other symbols and accented characters](#).

auto-off interval

The time of inactivity that passes before the screen on your smartphone turns off. The wireless features on your smartphone are unaffected by this setting. See [Optimizing power settings](#).

beam

The process of sending or receiving an entry or application using Bluetooth® wireless technology. See [Beaming information](#).

Bluetooth® wireless technology

Technology that enables devices such as smartphones, mobile phones, and computers to connect wirelessly to each other so that they can exchange information over short distances. For more info, visit [bluetooth.com](#). See [Connecting to devices with Bluetooth® wireless technology](#).

content list

Group of related applications that give you fast access to frequently used applications. 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. See [Opening and closing applications](#).

desktop software

A Personal Information Manager (PIM) application for computers, such as Microsoft Outlook®, that helps you manage your personal information and keep it synchronised with your smartphone. See [Installing ActiveSync desktop software: Windows XP](#) or [Installing Windows Mobile Device Center: Windows Vista](#).

GPRS (General Packet Radio Service)

A mobile Internet connectivity technology that allows persistent data connections. (Additional charges may apply.) See [What are all those icons?](#)

Lithium-ion (Li-ion)

The rechargeable battery technology used in your smartphone. See [Charging the battery](#).

Microsoft Exchange ActiveSync®

Technology that allows your smartphone to synchronise email, contacts, calendar events, and tasks wirelessly with

Microsoft Exchange Server 2003 or 2007. See [Setting up wireless synchronisation](#).

MMS (Multimedia Messaging System)

An enhanced messaging system that enables you to send pictures, animations, and ringtones almost instantly. See [Creating and sending a multimedia message](#).

Mobile Device

The component on your Windows XP computer that enables you to install applications and other information on your smartphone. To access it, open Windows Explorer or My Computer and look for the icon that represents your smartphone. See [Installing applications from your computer](#).

Option

Press this key and then a second key to enter the character or to access the feature displayed above the letter on the second key. See [Entering numbers, punctuation, and symbols](#).

partnership

The connection that you make between two devices by means of Bluetooth wireless technology. The devices

recognise each other because each device finds the same passkey on the other device. After you create a partnership between the devices, you no longer need to enter the passkey. Partnership is also known as *paired relationship*, *pairing*, *trusted device*, and *trusted pair* on some devices. See [Connecting to devices with Bluetooth® wireless technology](#).

Phone Off

Appearing on the Home screen, this indicates that your smartphone is not connected to any network, and you cannot make calls except those to emergency numbers. You can still use the organiser features, however. To turn the phone on/off, go to the Wireless Manager. See [Turning your phone on](#).

Phone/Send

The button on your smartphone that dials after you've entered a phone number. See [Making calls from the Home screen](#).

piconet

An ad-hoc network of devices that uses Bluetooth wireless technology to connect one master device with up to seven active

slave devices. The network can include up to 255 inactive, or parked, slave devices which the master device can bring into active status at any time.

PIM (personal information manager)

A genre of software that includes applications such as Microsoft Outlook, Palm® Desktop software, Lotus Notes, and ACT!. PIMs generally store contacts, schedules, tasks, and memos.

PIN (personal identification number)

The password assigned to your SIM card by your network operator. Turning on the PIN lock secures your wireless account. See also PUK. See [Locking the SIM card](#).

PIN2 (personal identification number 2)

A code that protects certain network settings such as fixed dialling.

PUK (PIN unlock key)

A special extended password assigned to your SIM card. If you enter the wrong PIN more than the allowed number of times, your SIM is blocked and you must call your network operator for the PUK. See [Locking the SIM card](#).

Secure Sockets Layer (SSL)

A security protocol that enables you to send personal information in a more secure manner over the Internet.

SIM (Subscriber Identity Module) card

The smartcard, inserted into your smartphone, that contains your mobile account information, such as your phone number and the services to which you subscribe. You can also store addresses, phone numbers, and SMS messages on the SIM card. See [Inserting the SIM card and battery](#).

SMS (Short Messaging Service)

The service that exchanges short text messages almost instantly between mobile devices. Your smartphone can send and receive text messages while you are on a call. See [Creating and sending a text message](#).

Start

The menu on your smartphone from which you can open all applications. See [Opening and closing applications](#).

streaming

Technology that enables you to access media content—for example, watch video or listen to an audio program—directly from the Internet on your smartphone without needing to download and save a file on your smartphone. See [Viewing a video](#).

synchronisation

The process in which information that is entered or updated on your smartphone, your computer, or a server is automatically updated in one of the other locations either wirelessly or by means of a cable connection. See [Synchronising information](#).

UMTS (Universal Mobile Telecommunications System)

One of the third-generation (3G) mobile phone technologies that is designed for high-speed data transfer, with rates up to 384 Kbps, as well as voice and multimedia services. It uses W-CDMA as the underlying technology. See [What are all those icons?](#)

username

The name associated with your smartphone that distinguishes it from other Windows Mobile® devices. If you install desktop synchronisation software, you are asked to give your smartphone a username. If you only synchronise wirelessly using Microsoft Exchange ActiveSync, you do not need to give your smartphone a username. See [Installing ActiveSync desktop software: Windows XP](#).

Windows Mobile

The operating system of your Treo 500v smartphone. Your smartphone uses Windows Mobile® 6 Standard edition. When installing third-party applications to your smartphone, be sure to install only

apps that are written for Microsoft Windows Mobile 6 Standard. Apps designed for Microsoft Windows Mobile 6 Professional or any edition of Windows Mobile 5.0 software are not compatible with your Treo 500v smartphone. See [Installing third-party applications](#).

Windows Mobile Device Center

The software on your Windows Vista computer that enables you to synchronise content and manage music, pictures, and videos between your smartphone and your computer. To open Windows Mobile Device Center on your computer, click **Start**, click **All Programs**, and select **Windows Mobile Device Center**. See [Installing Windows Mobile Device Center: Windows Vista](#).

Important safety and legal information

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B computer peripheral, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RF exposure

General statement on RF energy: Your smartphone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your smartphone, the system handling your call controls the power level at which your smartphone transmits.

Specific Absorption Rate (SAR): Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for

exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organisation ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested at the ear was 0.741 W/kg*. As mobile devices offer a range of functions, they can be used in other positions, such as on the body.

As SAR is measured utilising the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

*The tests are carried out in accordance with IEC standard PT62209-1.

Maximum SAR Values (W/kg) CE			
Band	GSM 900	GSM 1800	WCDMA 2100
Head SAR	0.888	0.502	0.504

To view the most recent SAR values of the Treo 500v smartphone, visit www.palm.com/XXXXX.

Body worn operation: Important safety information regarding radio frequency radiation (RF) exposure:

To ensure compliance with RF exposure guidelines the smartphone must be used with a minimum of 15mm separation from the body.

Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

Limiting exposure to radio frequency (RF) fields: For individuals concerned about limiting their exposure to RF fields, the World Health Organisation (WHO) provides the following advice:

Precautionary measures: Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they might choose to limit their

own or their children's RF exposure by limiting the length of calls, or using 'hands-free' devices to keep mobile phones away from the head and body.

Further information on this subject can be obtained from the WHO home page <http://www.who.int/peh-emf> WHO Fact sheet 193: June 2000.

FCC RF Safety Statement

In order to comply with FCC RF exposure safety guidelines, users MUST use one of the following types of bodyworn accessories:

- A Palm® brand body-worn accessory that has been tested for SAR compliance and is intended for use with this product.
- An accessory that contains NO metal (snaps, clips, etc) and provides AT LEAST 1.5 cm of separation between the users body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i.e. on the lap or in a breast pocket). Such use will likely exceed FCC RF safety exposure limits. See www.fcc.gov/oet/rfsafety/ for more information on RF exposure safety.

Responsible party

(North America)
Palm Inc.
950 W. Maude Ave.
Sunnyvale, CA 94085
USA
palm.com

(Europe)
Roy Bedlow
Buckhurst Court
London Road
Wokingham, Berkshire RG40 1PA,
UK

Declaration of Conformity

We, Palm Inc., declare under sole responsibility that the product:

Model name: Treo 500v

Description: PDA phone

Is in conformity with the following standards and/or other normative document:

- ETSI EN 301 511
- ETSI EN 301 908-1
- ETSI EN 301 908-2
- ETSI EN 300 328
- ETSI EN 301 489-1/-7/-17/-24
- EN60950-1
- EN 50360

We hereby declare that the above named product is in conformance to all essential requirements of the RTTE Directive 1999/5/EC.

The conformity assessment procedure referred to Article 10 and detailed in Annex IV of directive 1999/5/EC has been related to Articles:

- R&TTE Article 3.1 (a) Health and Safety
- R&TTE Article 3.1 (b) EMC
- R&TTE Article 3.2 Spectrum Usage

Identification mark 0984 (notified body) CE.

This identification mark is permanently provided on the device label.

The technical documentation relevant to the above equipment will be held at:

Palm Inc.
950 W Maude Avenue
Sunnyvale, CA. 94085
U.S.A.

Person responsible for making this declaration:

David Woo/Sr Compliance Engineer
Sunnyvale/August 31, 2006

Antenna Care/Unauthorised Modifications

Use only the supplied integral antenna. Unauthorised antenna modifications or attachments could damage the unit and may violate FCC regulations. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Potentially Unsafe Areas

Potentially explosive atmospheres: Turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations) or storage facilities for fuel or chemicals.

Declaration of Conformity

Treo 500 and Treo 500v

Palm declares that the above model of Treo 500v smartphone is compliant with the regulations below. The declaration applies to the smartphone and its associated accessories (power supply, headset, and USB cable) where applicable.

Maximum Scaled SAR Values (W/kg) FCC	
Head SAR (Held to Ear)	1.17
Body SAR (Worn)	0.835

Maximum SAR Values (W/kg) CE			
Band	GSM 900	GSM 1800	WCDMA 2100
Head SAR	0.888	0.502	0.504

To view the highest reported (FCC) SAR values of the Treo 500v, visit www.palm.com/41057

FCC OET Bulletin 65 Supplement C

Safety: EN 60950: 2000 (Jan-2000)

Radiated Emissions: EN 55022

FCC ID: MSQ-777

IC ID: 3905A-777



Power specifications

Keep your battery away from direct sunlight and other sources of heat. Temperatures over 50 degrees Celsius (120 degrees Fahrenheit) can permanently reduce the capacity and life span of any lithium-ion battery.

Adapter source: PI Electronics (H.K.) Ltd.

Model:	AD7112A
Input Rating:	100-240 Vac, 50/60Hz, 0.25A
Output Rating:	5.2Vdc, 500mA

Adapter source: Dee Van Enterprise Co.,Ltd.

Model:	DSC51F 52100
Input Rating:	100-240 Vac, 50/60Hz, 0.2A

Output Rating:	5.2Vdc, 1A
Battery Source: Palm	
Model:	SBP-T0
Rating:	3.7Vdc, 1200mAh
Battery Source: Palm	
Model:	157-10099-00
Rating:	3.7Vdc, 1200mAh

Operational Warnings

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your integrated multi-service portable radio.

For the safe and efficient operation of your radio, observe these guidelines:

Potentially Unsafe Areas/Potentially explosive atmospheres

Obey all signs and instructions regarding turning off your smartphone. In particular, turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats), storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains, and dust) in the air.

Interference to Medical and Personal Electronic Devices Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your smartphone.

Pacemakers The Health Industry Manufacturers Association recommends that a minimum separation of six inches (6") be maintained between a smartphone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by the recommendations of Wireless Technology Research.

Persons with pacemakers should:

- ALWAYS keep the smartphone more than six inches from their pacemaker when the smartphone is turned ON.
- Not carry the smartphone in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn the smartphone OFF immediately if you have any reason to suspect that interference is taking place.

Audio Safety Some hearing aids may be affected by some digital smartphone models. You may want to consult your doctor in the event of you experience interference with your hearing aid while using your smartphone. When using the speakerphone feature, it is recommended that you place your smartphone at a safe distance from your ear.

Other Medical Devices If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your smartphone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Interference to Other Electronic Devices RF energy may affect improperly installed or inadequately shielded electronic operating and entertainment systems in motor vehicles. Check with the manufacturer or representative to determine if these systems are adequately shielded from external RF energy. Also check with the manufacturer of any equipment that has been added to the vehicle.

Repetitive Motion Injuries When using the keyboard or playing games on your smartphone, you may experience discomfort in your neck, shoulders, hands, arms, of other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists.

Blackouts and Seizures Blinking lights, such as those experienced with television or playing video games, may cause some people to experience blackout or seizure, even if never experienced before. In

the event a smartphone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum of 15 minutes, use in a well lighted area, view the screen from the farthest distance and avoid exposure to blinking lights if you are tired.

Aircraft While in aircraft, follow all instructions regarding the operation of your smartphone. Use of your smartphone while on board on aircraft must be done in accordance in compliance with airline instructions and regulations.

Vehicles with Air Bags Your smartphone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the smartphone. Air bags will inflate with great force and care should be taken to protect within a vehicle that has air bags.

Battery Your smartphone includes an internal lithium ion battery. Please note that use of certain data applications can result in heavy battery use and may require frequent battery charging. Any disposal of the smartphone must comply with laws and regulations pertaining to lithium ion batteries.

Distraction

Driving: Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a smartphone while driving (even with a hands-free kit) causes distraction and can lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

Operating machinery: Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Product handling

General statement on handling and use: You alone are responsible for how you use your smartphone and any consequences of its use.

You must always switch off your smartphone wherever the use of a phone is prohibited. Use of your smartphone is subject to safety measures designed to protect users and their environment.

- Always treat your smartphone and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your smartphone or its accessories to open flames or lit tobacco products.
- Do not expose your smartphone or its accessories to liquid, moisture or high humidity.
- Do not drop, throw or try to bend your smartphone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your smartphone or its accessories.
- Do not attempt to disassemble your smartphone or its accessories, only authorised personnel must do so.
- Do not expose your smartphone or its accessories to extreme temperatures, minimum 0 and maximum +45 degrees Celsius.
- Please check local regulations for disposal of electronic products.
- Do not carry your smartphone in your back pocket as it could break when you sit down.

Small children: Do not leave your smartphone and its accessories within the reach of small children or allow them to play with it.

They could hurt themselves or others, or could accidentally damage the smartphone.

Your smartphone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Demagnetisation: To avoid the risk of demagnetisation, do not allow electronic devices or magnetic media close to your smartphone for a long time.

Electrostatic discharge (ESD): Do not touch the SIM card's metal connectors.

Antenna: Do not touch the antenna unnecessarily.

Normal use position: When making or receiving a phone call, hold your smartphone to your ear, with the bottom towards your mouth or as you would a fixed line phone.

Air bags: Do not place a smartphone in the area over an air bag or in the air bag deployment area. Store the smartphone safely before driving your vehicle.

Seizures/blackouts: This smartphone is capable of producing bright flashing lights.

Repetitive motion injuries: To minimise the risk of RSI, when texting or playing games with your smartphone:

- Do not grip the smartphone too tightly
- Press the buttons lightly
- Make use of the special features in the handset which minimise the number of buttons which have to be pressed, such as message templates and predictive text
- Take lots of breaks to stretch and relax

Emergency calls: This smartphone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Loud noise: This smartphone is capable of producing loud noises which may damage your hearing.

Bright light: This smartphone is capable of producing a flash of light or can be used as a torch. Do not use it too close to the eyes.

Smartphone heating: Your smartphone may become warm during charging and during normal use.

Electrical Safety

Accessories: Use only approved accessories.

Do not connect with incompatible products or accessories.

Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit the battery terminals.

Connection to a car: Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and damaged products: Do not attempt to disassemble the smartphone or its accessory.

Only qualified personnel must service or repair the smartphone or its accessory.

If your smartphone or its accessory has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorised service centre.

Interference

General statement on interference: Care must be taken when using the smartphone in close proximity to personal medical devices, such as pacemakers and hearing aids.

Pacemakers: Pacemaker manufacturers recommend that a minimum separation of 15 cm be maintained between a mobile phone and a pacemaker to avoid potential interference with the pacemaker. To achieve this use the smartphone on the opposite ear to your pacemaker and do not carry it in a breast pocket.

Hearing aids: People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby.

The level of interference will depend on the type of hearing device and the distance from the interference source, increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Medical devices: Please consult your doctor and the device manufacturer to determine if operation of your smartphone may interfere with the operation of your medical device.

Hospitals: Switch off your wireless device when requested to do so in hospitals, clinics, or health care facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

Aircraft: Switch off your wireless device whenever you are instructed to do so by airport or airline staff.

Consult the airline staff about the use of wireless devices on board the aircraft, if your device offers a "flight mode" this must be enabled prior to boarding an aircraft.

Interference in cars: Please note that because of possible interference to electronic equipment, some vehicle manufacturers

forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation.

Explosive environments

Petrol stations and explosive atmospheres: In locations with potentially explosive atmospheres, obey all posted signs to turn off wireless devices such as your smartphone or other radio equipment.

Areas with potentially explosive atmospheres include fuelling areas, below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

Blasting caps and areas: Turn off your mobile phone or wireless device when in a blasting area or in areas posted turn off “two-way radios” or “electronic devices” to avoid interfering with blasting operations.

Driving Safety Tips Overview

Always obey all laws and regulations on the use of the smartphone in your driving area.

Safety — Your most important call. The Wireless Industry reminds you to use your smartphone safely when driving.

- 1 Get to know your smartphone and its features, such as speed-dial and redial.
- 2 When available, use a hands-free device.
- 3 Position your smartphone within easy reach.
- 4 Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
- 5 Do not take notes or look up phone numbers while driving.
- 6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
- 7 Do not engage in stressful or emotional conversations that may divert your attention from the road.
- 8 Dial 911 to report serious emergencies. This is a free call from your smartphone.

- 9 Use your smartphone to help others in emergencies.
- 10 Call roadside assistance or a special non-emergency wireless number when necessary.

Driving Safety Tips Details

- 1 Get to know your smartphone and its features such as speed-dial and redial. Carefully read your instruction manual and learn to take advantage of valuable features most smartphone models offer including, automatic redial and memory dial—most smartphone models can store up to 99 numbers in memory dial. Also, work to memorize the smartphone keyboard so you can use the speed-dial function without taking your attention off the road.
- 2 When available, use a hands-free device. A number of hands-free smartphone accessories are readily available today. Whether you choose an installed mounted device for your smartphone or a speaker phone accessory, take advantage of these devices if available to you.
- 3 Make sure you place your smartphone within easy reach and where you can grab it without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voicemail answer it for you.
- 4 Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
- 5 Do not take notes or look up phone numbers while driving. If you are reading an address book or business card while driving a car, or writing a to-do list, then you are not watching where you are going. It's common sense. Don't get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.
- 6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip, or attempt to coincide your calls with times you may be stopped at a stop sign, red light or

otherwise stationary. But if you need to dial while driving, follow this simple tip: Dial only a few numbers, check the road and your mirrors, then continue.

- 7 Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix—they are distracting and even dangerous when you are behind the wheel. Make people you are talking with aware you are driving and if necessary, suspend phone conversations which have the potential to divert your attention from the road.
- 8 Use your smartphone to call for help. Your smartphone is one of the greatest tools you can own to protect yourself and your family in dangerous situations—with your smartphone at your side, help is only three numbers away. Dial 911 in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, 911 is a free call on your smartphone.
- 9 Use your smartphone to help others in emergencies. If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 911, as you would want others to do for you.
- 10 Call roadside assistance or a special wireless non-emergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call to 911. But you can still use your smartphone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

NOTICE FOR CONSUMERS WITH HEARING DISABILITIES

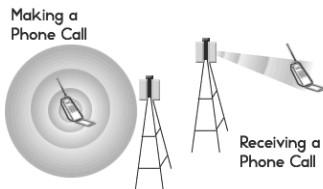
Digital Wireless Phones to be Compatible with Hearing Aids

On July 10, 2003, the Federal Communications Commission (FCC) modified the exemption for wireless phones under the Hearing Aid Compatibility Act of 1988. This means that wireless phone manufacturers and service providers must make digital wireless phones accessible to individuals who use hearing aids.

For more information, please go to the FCC's Consumer Alert on accessibility of digital wireless phones at <http://www.fcc.gov/cgb/consumerfacts/accessibletoviewireless.html>.

Wireless telephones are hand-held phones with built-in antennas, often called cell, mobile, or PCS phones. These phones are popular with callers because they can be carried easily from place to place.

Wireless telephones are two-way radios. When you talk into a wireless telephone, it picks up your voice and converts the sound to radio frequency energy (or radio waves). The radio waves travel through the air until they reach a receiver at a nearby base station. The base station then sends your call through the telephone network until it reaches the person you are calling.



When you receive a call on your wireless telephone, the message travels through the telephone network until it reaches a base station close to your wireless phone. Then the base station sends out radio waves that are detected by a receiver in your telephone, where the signals are changed back into the sound of a voice.

The Federal Communications Commission (FCC) and the Food and Drug Administration (FDA) each regulate wireless telephones. FCC ensures that all wireless phones sold in the United States follow safety guidelines that limit radio frequency (RF) energy. FDA monitors the health effects of wireless telephones. Each agency has the authority to take action if a wireless phone produces hazardous levels of RF energy.

FDA derives its authority to regulate wireless telephones from the Radiation Control provisions of the Federal Food, Drug, and Cosmetic Act (originally enacted as the Radiation Control for Health and Safety Act of 1968). (<http://www.fda.gov/cdrh/comp/eprc.html>).

FCC derives its authority to regulate wireless telephones from the National Environmental Policy Act of 1969 (NEPA) and the Telecommunications Act of 1996
<http://www.fcc.gov/telecom.html>. Updated 7/16/2003

Hands-Free Capability All CTIA Certified portable products provide the consumer with a toll-free number for the purchase of a compatible hands-free device. 1-800-881-7256

STATIC ELECTRICITY, ESD, AND YOUR PALM DEVICE

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

Description of ESD Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-susceptible equipment Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm® device, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your Palm device, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions against ESD Make sure to discharge any built-up static electricity from yourself and your electronic devices *before* touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your Palm device to your computer, placing the device in a cradle, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your device by simultaneously touching a metal surface that is at earth ground. For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions that enhance ESD occurrences Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

Precaution against hearing loss Protect your hearing. Listening to this device at full volume for a long period of time can damage your hearing.

A pleine puissance, l'écoute prolongée du baladeur peut endommager l'oreille de l'utilisateur. Consultez notre site web www.palm.com/fr pour plus d'informations.



Waste disposal Please recycle appropriately. For appropriate recycling and disposal instructions please visit: www.palm.com/environment



Specifications

Radio	<ul style="list-style-type: none">• Dual mode GSM/UMTS phone• GSM 900/1800/1900 quad band• UMTS 2100 tri-band• GPRS Multi-slot Class 10, Class B• UMTS PS data
Phone features	<ul style="list-style-type: none">• Personal speakerphone• Hands-free headset jack (2.5 mm, 3-barrel connector)• Microphone mute option
Processor technology	<ul style="list-style-type: none">• Samsung processor—300MHz
Expansion	<ul style="list-style-type: none">• microSD expansion card tray
Battery	<ul style="list-style-type: none">• Rechargeable Lithium-ion• 1200mAh power• Removable for replacement• 3 hours full charge time
Operating system	<ul style="list-style-type: none">• Windows Mobile® 6 Standard
Camera	<ul style="list-style-type: none">• Still image capture resolution:1600 x 1200, 2 megapixel• 2.5x digital zoom
Size	<ul style="list-style-type: none">• 4.44 in. x 2.34 in. x 0.84 in. (112.9mm x 59.3mm x 21.3mm)
Weight	<ul style="list-style-type: none">• 5.4 ounces (154 grams)

Connectivity	<ul style="list-style-type: none"> • Bluetooth® wireless technology (2.0 compliant)
Display	<ul style="list-style-type: none"> • 65,536 colours (16-bit colour) • Resolution: 320 x 240 • User-adjustable brightness
Keyboard	<ul style="list-style-type: none"> • Built-in 30-key keyboard plus 5-way navigator • Backlight for low lighting conditions
Included software	<ul style="list-style-type: none"> • Phone • Messaging (text, multimedia, and email) • Internet Explorer Mobile (web browser) • Camera • Pictures & Videos • Windows Media Player Mobile • Contacts • Calendar • Tasks • Calculator • ActiveSync® • Excel Mobile • Word Mobile • PowerPoint Mobile • ClearVue PDF Viewer • Bluetooth Plug-in
System requirements	<ul style="list-style-type: none"> • Windows XP or Vista (later versions may also be supported) • 32MB of available memory (RAM) • 170MB of free hard disk space • Available USB port
Operating and storage temperature range	<ul style="list-style-type: none"> • 32°F to 104°F (0°C to 40°C) • 5% to 90% RH

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