
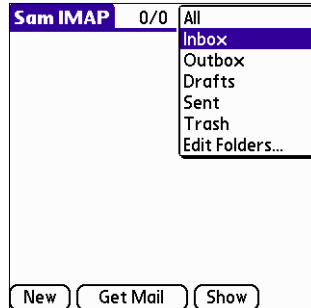


3. Press Command  + the number of the account you want from the list.
Alternately, tap the name of the account.
4. Tap the folders pick list, and tap Inbox if the Inbox is not displayed.



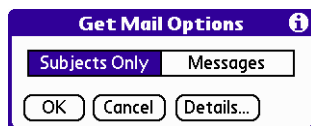
TIP Alternately, you can press the VersaMail button  repeatedly to scroll through the accounts you have configured in the VersaMail application until you get to the account you want.

Getting e-mail by subject or getting the entire message

When you get e-mail messages, you can choose to get the subject only or to get the entire message. You can also use the Details dialog box to select options for getting unread e-mail only, downloading attachments, and using filters.

To get e-mail messages:

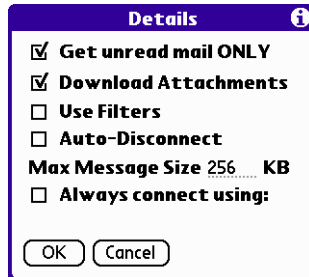
1. Tap Get Mail.
If you have e-mail stored in your Outbox, tap Get & Send.
2. In the Get Mail dialog box, tap Subjects Only to download subjects only or tap Messages to download entire messages.





TIP You can turn off the Get Mail dialog box in VersaMail Preferences. See [“Setting preferences for getting and deleting e-mail”](#) later in this chapter.

3. (Optional) Tap Details and select options for retrieving unread e-mail, attachments, using filters, auto-disconnect, maximum download size, and default connection type for this account. Up to ten attachments may be retrieved with a message. Tap OK.

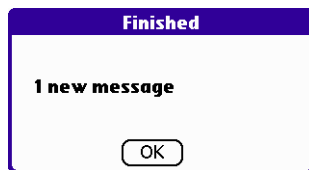
NOTE See “[Setting VersaMail connection preferences](#)” earlier in this chapter for information on the auto-disconnect feature. See “[Selecting a different service for a given e-mail account](#)” earlier in this chapter for information on setting a default connection type. See “[Creating mail filters](#)” later in this chapter for more information about filters.





NOTE The maximum size of an incoming message is 5KB by default.

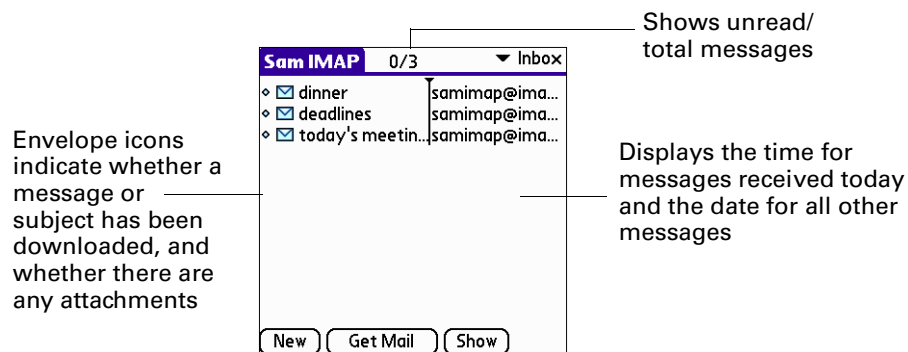
4. Press Function  + Enter , or tap OK.

The Getting Messages dialog box shows updates as your e-mail is downloaded. When the Getting Messages dialog box disappears, another dialog box appears and displays the number of new e-mail messages.



5. Press Function  + Enter , or tap OK.

A list of your e-mail appears in the Inbox.



Icons in the VersaMail application

The icons to the left of a message in the Inbox indicate the message's status.



Only the subject header information is downloaded.



Only the subject header and attachment information are downloaded.



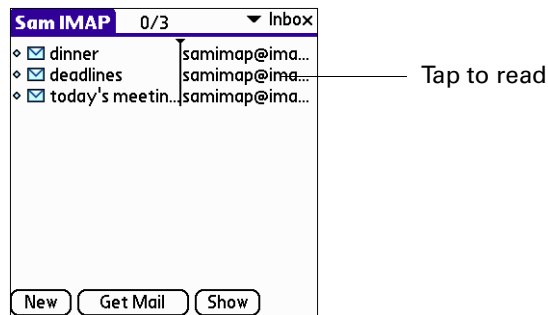
Part or all of the message text is downloaded.




Part or all of the message text and attachment information are downloaded.

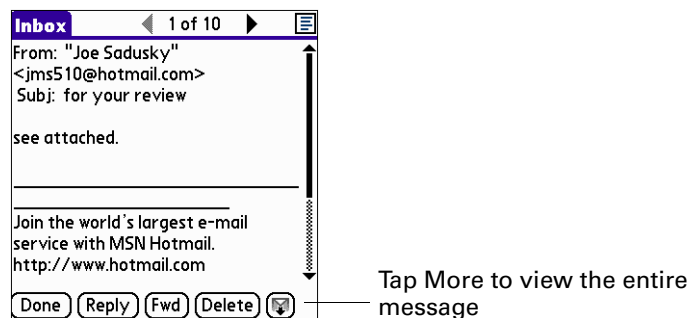
Reading e-mail

To read e-mail, tap the e-mail message in the Inbox or the folder where the message is located.



If you chose to get messages by subjects only, tap the More button  to view the body of the e-mail message, plus any attachments. See [“Getting e-mail by subject or getting the entire message”](#) earlier in this chapter.

If you chose to get entire messages, the body of the e-mail message is displayed. However, if the downloaded message exceeds your maximum message size, only a partial message is displayed. Tap the More button to view the entire message.



To read a message:

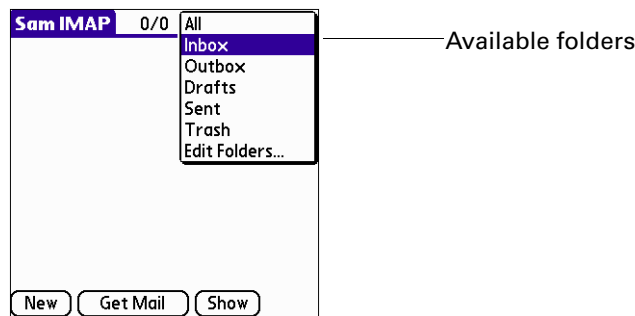
1. Press Up or Down on the navigator to scroll to the message you want to read.
2. Press Select to select the message, and then press Select again to open the message.
3. After reading the message, press Select to close the message.

Viewing other folders

When you get new e-mail, it appears in the account's Inbox folder. You can move e-mail between folders and then view it in the other folder.

To view other folders:

1. Tap the folders pick list in the upper-right corner of the screen.



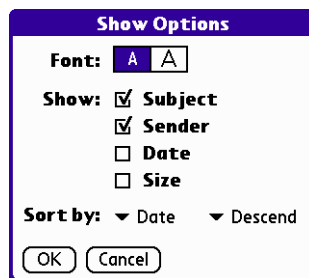
2. Tap the folder you want to view.

Managing columns in the folder's list view

The columns in each folder display various types of information, such as the subject, date, or size of a message. You can display or hide specific columns or change the width of the columns in the folder's list view.

To display or hide a column in a folder's list view:

1. Tap Show.



2. Tap the check box for each column that you want to show.

NOTE If you select Date, the Date column displays the message *time* for any messages received today—that is, any message received after 12:01 A.M. Otherwise, the Date column shows the date the message was received.

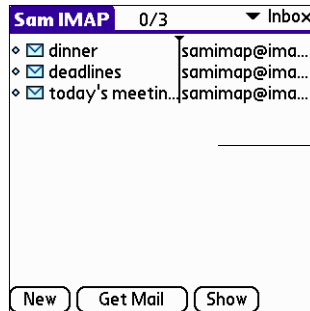
3. Tap the Font letter to display information in a larger or smaller font size.

To change the sort order:

1. Tap the Sort By pick list, and then tap the column name.
2. Tap Descend or Ascend to change the sort order.

To change the size of a column in the folder's list view:

1. Tap and hold the stylus on the column divider.
2. Drag the column divider to change the width of the column.



Drag the column divider left or right to make the column narrower or wider

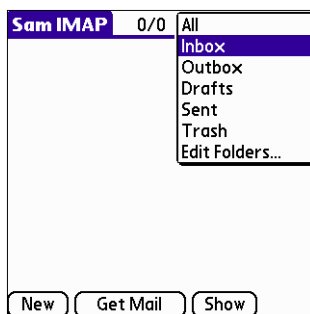
Moving e-mail between folders

You can move one or more e-mail messages between folders.

To move one e-mail message:

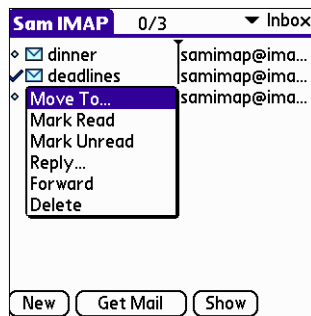
1. Press Right on the navigator to move to and open the folders pick list in the upper-right corner of the screen. Press Up or Down to move to the folder you want, and then press Select to select the folder.

Alternately, tap the folders pick list in the upper-right corner of the screen, and then tap the folder name.



2. Tap the icon to the left of the message, press Right on the navigator to open the Message menu, press Down to move to the Move To option, and then press Select to select this option.

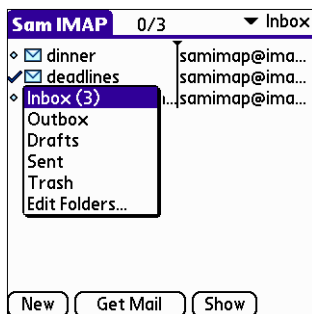
Alternately, tap the icon to the left of the message, and then tap Move To from the pop-up menu.



The folders pick list appears.

3. Press Up or Down on the navigator to move to the folder you want, and then press Select to select the folder.

Alternately, tap the folder that you want.



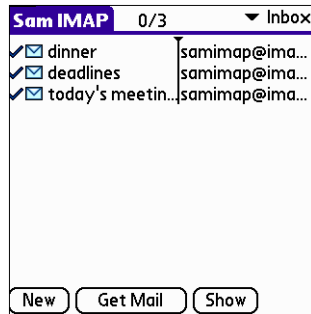
TIP You can also move a single e-mail message from within the body of the message by pressing Command (⌘), tapping the folder icon, and selecting the destination folder from the pick list. See [“Using the command bar”](#) later in this chapter for more information on the command bar.

To move multiple e-mail messages:

1. Tap the folder that contains the e-mail messages you want to move.
2. Select the messages by tapping to the left of each message icon.

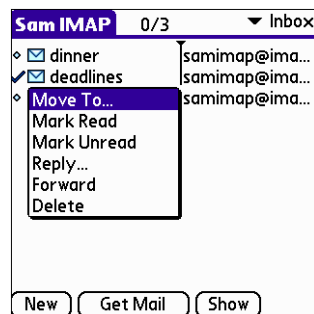
TIP To select a group of messages, drag the stylus to the left of the message icons.

A checkmark appears next to the selected messages.

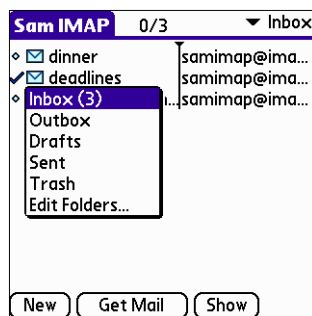


3. Do one of the following:

- Press Command (⌘) + V (alternately, press Function (fn) + Menu (⇧)), and then select Move To on the Message menu.
- Tap a message icon next to a selected message, and then tap Move To on the pick list.



4. Tap the folders pick list, and select a destination folder.



5. Press Function (fn) + Enter (↵), or tap OK.

Creating and editing mail folders

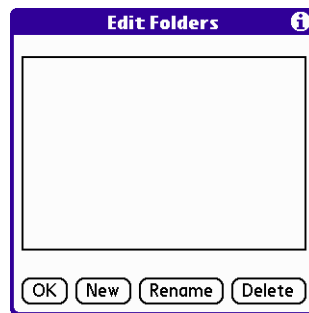
You can also create new folders so that you can store e-mail messages by subject, person, or project. The VersaMail application has certain existing folders, such as Inbox, Outbox, Drafts, and Trash.

The procedure for creating and editing folders varies slightly between POP and IMAP e-mail accounts, as described in the following procedure.

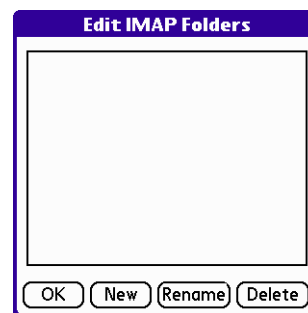
To create and edit e-mail folders:

1. Tap the folders pick list in the upper-right corner of the screen, and then tap Edit Folders.
2. On the Edit Folders or Edit IMAP Folders screen, select any of the following:

POP accounts



IMAP accounts

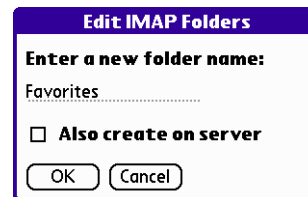


- To create a new folder, tap New, and then enter the new folder name. For IMAP accounts only, select the check box if you also want to create the folder on the server. When finished, press Function + Enter ↵, or tap OK.

POP accounts

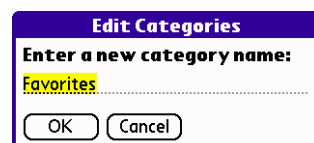


IMAP accounts

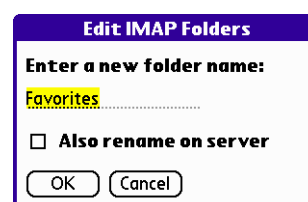




- To rename a folder, tap the folder name from the list on the screen, tap Rename, and then enter the new folder name. For IMAP accounts only, select the check box if you also want to rename the folder on the server. When finished, press Function + Enter ↵, or tap OK.

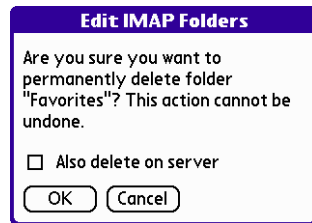
POP accounts



IMAP accounts



- To delete a folder, tap the folder name from the list on the screen, and then tap Delete. For IMAP accounts only, select the check box if you also want to delete the folder on the server, and then press Function  + Enter , or tap OK. For POP accounts, the folder will be deleted immediately and you will not see a confirmation screen.




Delete confirmation appears for IMAP accounts only

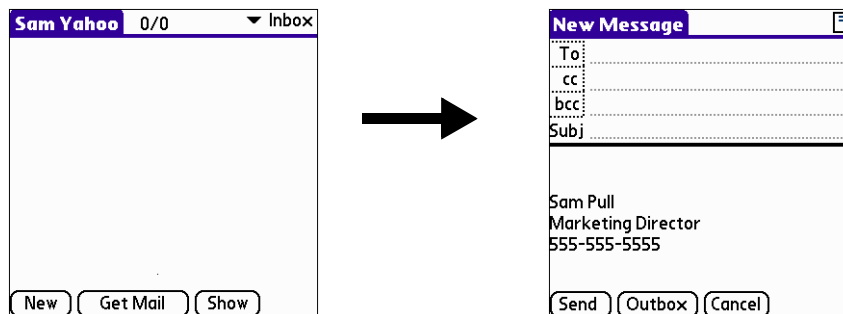
Creating and sending new e-mail

When you create a new e-mail message, you can enter the person's e-mail address or use the Lookup screen to find a particular address.

To create a new e-mail message:

1. Press Command  + N.

Alternately, tap New.



2. Enter the recipient's name using one of the methods described in the next procedures.

NOTE When you address a message to several recipients, you do not see all the recipients on the To list because the list is truncated on the To line. If you tap the To field, a dialog box shows all recipients for the current message.

Addressing a message by typing the address

You can address a message by entering the complete address.

To enter the address:

1. In the New Message screen, tap the To field and enter the address, and then tap Done.

For multiple recipients, type a semicolon (;) and then a space between recipient names.



NOTE If you enter a comma instead of a semicolon, it is automatically changed to a semicolon. If you enter a space with no punctuation between names, semicolons are not inserted and the e-mail message is improperly addressed.

If you want to edit an e-mail address that is longer than the line provided in the New Message screen, tap the To field and edit the address.

2. To send copies, tap cc: or bcc: and enter the recipient's address.

Copies (cc:) allow recipients to see the addresses of the other recipients, but addresses in the blind copies (bcc:) field are hidden from all other recipients.

TIP To automatically fill in the address as you type, see [“Using Smart Addressing to address a message”](#) later in this chapter.

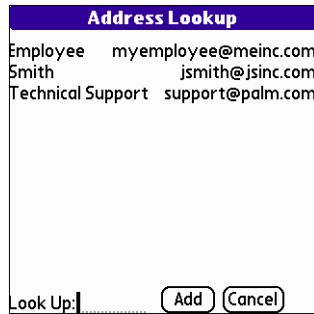
Addressing a message using Address Book

You can enter a recipient's address by using the Lookup screen to select the address. The names and addresses in the Lookup screen come from Address Book.

To use an address from Address Book:

1. In the New Message screen, tap the word To.
2. On the Recipient List screen, tap Lookup.

3. On the Address Lookup screen, tap the address you want, and then tap Add.



4. Repeat steps 2 and 3 to add more addresses.
5. Tap Done.
6. To enter an address in the cc: or bcc: field, tap the field name and follow the steps given for the To field.

Using Smart Addressing to address a message

Smart Addressing types ahead and completes a recognized e-mail address. Smart addressing automatically fills in fields when the recipient's name and e-mail address are in your Address Book.

By default, Smart Addressing is selected in VersaMail Preferences.

To use Smart Addressing to address a message:

1. In the New Message screen, tap the word To.
2. Start entering the person's name, such as Joe Smith.

Once the name is recognized from your Address Book, the name and e-mail address are automatically completed on the recipient list. For example, if you have a Joe Smith and a Joan Smith in your Address Book (and no other names starting with J), once you type "Joe," the entry "Joe Smith" is completed with the correct e-mail address.

3. Tap Done.

Turning Smart Addressing on or off

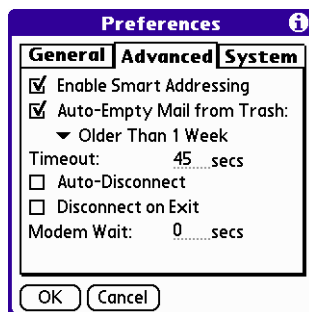
You can turn Smart Addressing on or off in VersaMail Preferences. By default, Smart Addressing is turned on.

To turn Smart Addressing on or off in VersaMail Preferences:

1. In the Inbox, press Command (⌘) + R.

Alternately, in the Inbox, press Function (F) + Menu (⌘), tap Options, and then tap Preferences.

2. Tap Advanced.



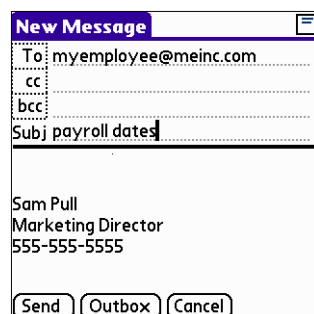
3. Tap the Enable Smart Addressing check box if it is not selected. A checkmark means it is turned on.
4. Press Function (F) + Enter (⏎), or tap OK.

Composing and sending e-mail

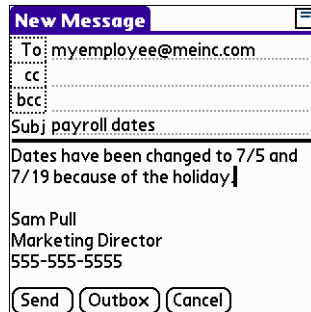
After you enter your recipient addresses, you can compose the rest of the e-mail message.

To compose the rest of the e-mail and send it:


1. Tap the Subject field and enter the subject of your e-mail.




2. Tap the area below the Subject line and enter the text of your e-mail.




To access the editing features available on the Edit menu, press Function  + Menu . The first character of each sentence is automatically capitalized for you.

3. (Optional) Press Command  + A (alternately, tap the Options menu and select Add Attachments). See [“Attaching files to e-mail”](#) later in this chapter.
4. Tap one of the following to send the e-mail:

Send Sends the e-mail immediately. (Alternately, press Command  + Y.)

Outbox Stores e-mail in the Outbox so you can compose e-mail offline and then send all e-mail during one connection with the server. To send your e-mail later, go to the Outbox and tap Get & Send. The connection to the mail server is truncated and all the e-mail in the Outbox is delivered.

TIP You can also tap Save To Drafts from the Options menu (or press Command  + W) to save this message in the Drafts folder rather than sending it.


Completing drafts

If you are composing an e-mail message and you exit the VersaMail application before tapping Outbox, Send, or Cancel, the e-mail automatically moves to the Drafts folder. To finish editing the e-mail, tap the folders pick list and select Drafts. Select the e-mail you want to complete or edit, and tap Edit. You can also delete the e-mail in the Drafts folder.

Attaching a personal signature

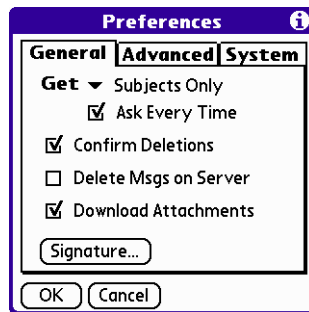
You can include a personal signature, such as your name, e-mail address, and telephone number, to each e-mail you send.

To create a personal signature:

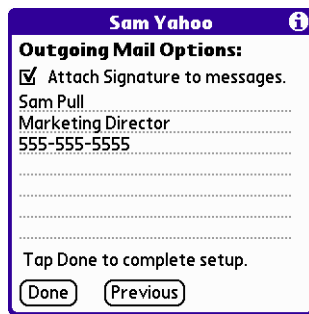
1. Press Command  + R.



Alternately, press Function  + Menu , tap Options, and then tap Preferences.

2. Tap Signature.



3. Tap the Attach Signature check box to select it.




4. Enter your signature information.
5. Press Function  + Enter , or tap OK.

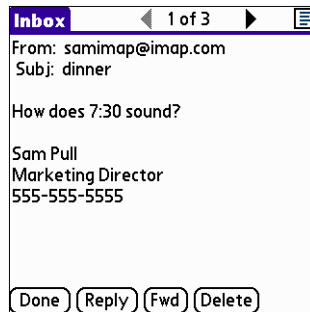
Forwarding e-mail

You can quickly forward e-mail messages from any folder other than the Outbox folder.

To forward e-mail:

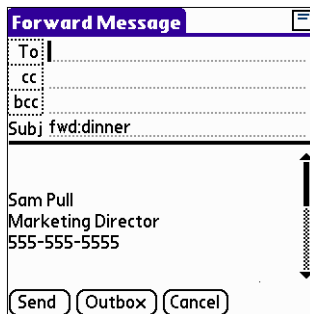
1. Tap the folders pick list and select the folder that contains the e-mail.
2. Tap the e-mail message to display it.
3. Press Command  + F.


Alternately, tap the Forward button.



Tap Forward

4. Tap the word To.
5. On the Recipient List screen, enter or look up the recipient address. See the procedure for creating new e-mail earlier in this chapter for more information on addressing messages.




6. (Optional) Enter some text describing the forwarded message.
7. Press Command  + Y (alternately, tap Send) to send the message, or tap Outbox to store it in the Outbox.

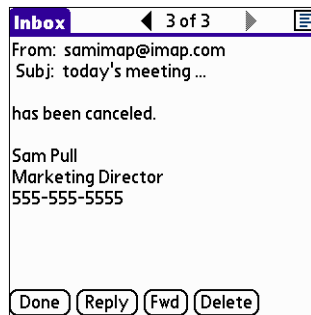
Replying to e-mail

You can reply to an e-mail as you are reading it, or start the reply when viewing messages in the folders list view.

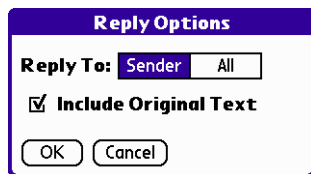
To reply to an e-mail that you are reading:



1. Tap the e-mail you want to reply to.
2. Press Command  + O.

Alternately, tap Reply.




3. In the Reply Options dialog box, select options for replying to the sender only or to all e-mail recipients, and for including original message text.



4. Press Function  + Enter , or tap OK.
5. Enter a reply.

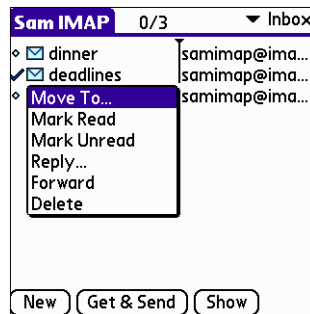


6. Press Command  + Y (alternately, tap Send) to send the message, or tap Outbox to send it later.

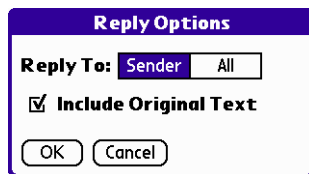
To reply to an e-mail from the folders list:



1. On the message screen, press Right on the navigator to move to and open the Options menu.
2. Press Down on the navigator to move to the Reply option, and then press Select to select this option.

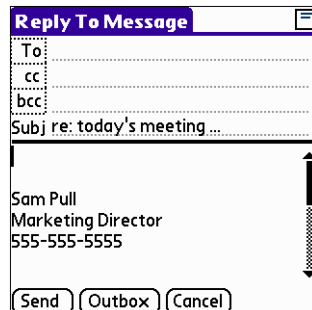
TIP Alternately, you can tap the folders pick list, select the folder that contains the e-mail, tap the envelope icon next to the message, and then tap Reply on the pick list.




3. In the Reply Options dialog box, select options for replying to the sender only or to all e-mail recipients, and for including original message text.



4. Press Function  + Enter , or tap OK.
The e-mail is addressed.
5. Enter a reply.



6. Press Command  + Y (alternately, tap Send) to send the message, or tap Outbox to send it later.

Working with attachments

You can easily download, view, and send attachments with e-mail messages.

Viewing attachments on your handheld

At times e-mail contains attached files, such as Microsoft Word or text files, that you want to view on your handheld. You can view the following attached files:

vCard (.vcf)	This is an address.
vCal (.vcs)	This is usually a calendar appointment or a To Do task.
Text (.txt)	This is usually a memo or another plain text file.
HTML (.html or .htm)	Usually a web page or a formatted text file. By default, the VersaMail application strips the formatting and shows only the text of most HTML attachments. However, some browsers allow other applications to pass them a file for viewing in full HTML. If your browser supports this function, you can view HTML attachments with all formatting intact. You do not need to do anything different in the steps for downloading and viewing attachments; the attachment is automatically opened in the correct format for your handheld (text only or full HTML) based on the applications you have installed.
Microsoft Word (.doc)	The formatting is stripped and shows the text of most Microsoft Word documents is shown.
Other application files (such as graphics files)	For other types of application files, your handheld may contain a viewer that allows other applications to pass it a file for viewing. For example, your handheld may contain an image viewer that allows another application to pass it a JPEG or GIF attachment for viewing. You do not need to do anything different in the steps for downloading and viewing attachments; if your handheld contains such a viewer, the attachment is automatically opened. If your handheld does not contain such a viewer, you cannot view the attachment.
PRC (.prc)	This is a Palm OS® application that you can install and run on your handheld.
PDB (.pdb)	This is a file that works with specific Palm™ applications.

Among the types of attachments you can receive are the following handheld application files:

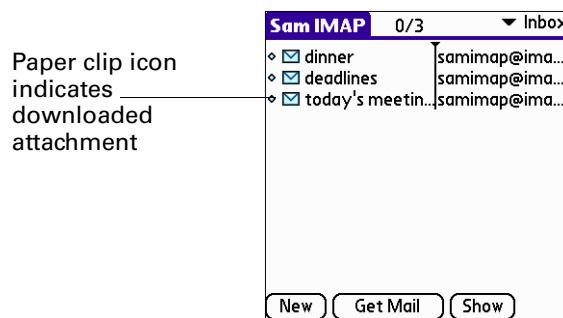
- Address Book entries
- Date Book appointments
- To Do list items
- Memos

NOTE The maximum message size that you can retrieve is 60KB for the body text and 2MB total, including attachments. If the attachment is too large, it cannot be downloaded to the handheld.

To view an attachment:

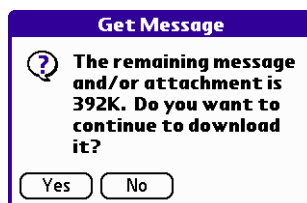
1. In the Inbox, tap the message with the attachment.

A paper clip icon appears on the message's icon if the message has an attachment that has been downloaded.



If you choose to get messages by subject only, you must tap More for each downloaded message in order to view the body of the e-mail message plus any attachments.

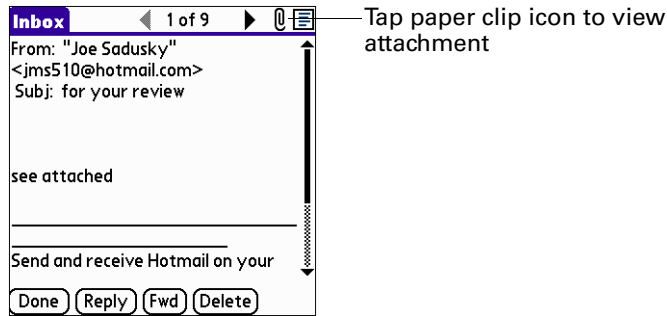
If the option Download Attachments is selected in the VersaMail Preferences, any attachments that do not cause the message to exceed the maximum message size are downloaded. Otherwise, you see a message showing that the attachments were too large and asking if you would like to continue downloading them.



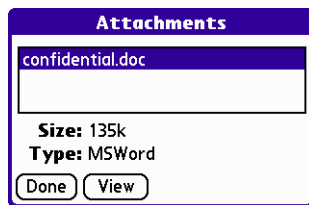
For example, if the maximum message size is 5KB and you download a body of 2KB, then any attachment under 3KB is also downloaded, and any attachment over 3KB is not. See "[Downloading large attachments](#)" later in this chapter.

If an attachment is not downloaded, the message will not show a paper clip icon in the Inbox even though it was sent with an attachment.

2. Click the paper clip icon in the upper-right corner. If the attachment is not downloaded, a paper clip icon will not appear even though the message was sent with an attachment. You must download the attachment for the paper clip icon to appear.



3. Tap the name of the attachment you want to view, and tap View.



4. When you have finished viewing the attachment, tap Done. This returns you to the Attachments dialog box, where you can select another attachment to view if you want to.
5. When you have finished viewing all attachments, tap Done on the Attachments dialog box. This returns you to the Message screen.

Downloading large attachments


Downloading and viewing a message with a single attachment that exceeds your maximum message size, or a message with multiple attachments whose total size exceeds your maximum message size, requires some extra steps.

To determine if a message has an attachment or multiple attachments that exceed the maximum message size:

- In the Inbox, tap the message title.



More button indicates that message plus any attachments exceeds maximum message size

If the message plus attachments exceeds the maximum message size, the More button  appears on the Message screen. In the case of multiple attachments, if some of the attachments were downloaded completely, you see both the paper clip icon (indicating fully downloaded attachments) and the More button (indicating incompletely downloaded attachments).

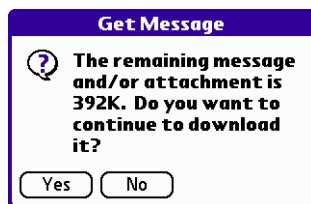
To download a single attachment that exceeds the maximum message size:

1. Tap the More button.



Tap More

2. Tap No to stop downloading and return to the Message screen.
Tap Yes to continue downloading the entire message with attachment.

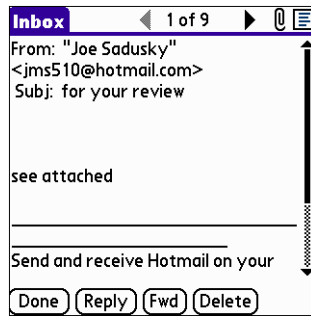


3. (Optional) Tap Cancel to stop downloading and return to the Message screen.

When downloading is complete, the paper clip icon appears and the More button is no longer displayed. Follow the procedure for viewing an attachment presented earlier in this chapter.

To download multiple attachments whose total size exceeds the maximum message size:

1. Tap the paper clip icon.

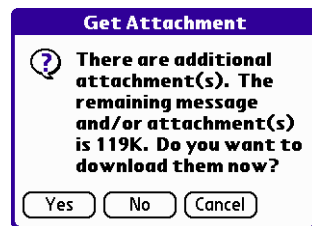


2. Select one of the following:

- To return to the Message screen, tap Cancel.
- To view any fully downloaded attachments without continuing to download additional attachments, tap No.

Follow the procedure for viewing an attachment presented earlier in this chapter.

- To continue downloading all messages, tap Yes.



3. (Optional) Tap Cancel to stop downloading and return to the Message screen.

When downloading is complete, the Attachments dialog box appears, showing all downloaded messages. Follow the procedure for viewing an attachment presented earlier in this chapter.

Attaching files to e-mail


You can attach files on your handheld to e-mail messages you send. For example, you can attach files from the various handheld applications, such as any Date Book appointment (.vcs), To Do List tasks (.vcs), or memos (.txt).



NOTE The maximum size message you can send is 60KB for the body text and 2MB total, including attachments. The maximum number of attachments for any e-mail is ten, regardless of the attachments' total size.

You can attach the following types of files:

- vCard (.vcf)
- vCal (.vcs)
- Memo/Text (.txt)
- PRC (.prc)
- PDB (.pdb)

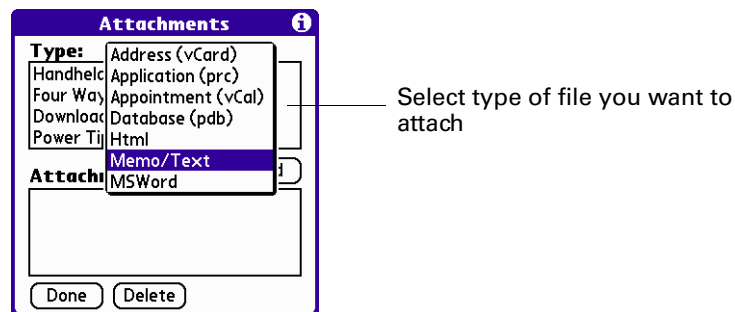
To attach a file to a message:

1. Press Command  + A.

Alternately, press Function  + Menu , tap Options, and then tap Add Attachment.



2. Tap the Type pick list and select the file type.

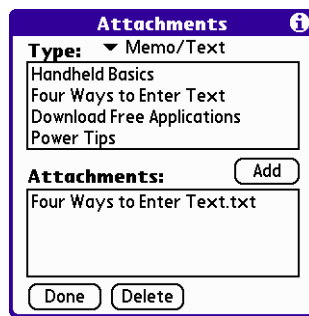


All files of the selected type appear in the Type box. For example, if you select Appointments (vCal), tap Date Book to see a list of appointments from a particular date that you can attach, or tap To Do to see To Do List tasks.

3. Tap the file that you want to attach, and then tap Add.



The selected file appears in the Attachments box.



4. Repeat steps 4 and 5 to for each attachment you want to add, and then tap Done.

TIP To delete an attachment from an e-mail message, tap the attached file in the Attachments box and then tap Delete.

5. Tap Send or Outbox.

Forwarding an attachment

You can include an attachments on any message you forward, up to the maximum message size.

To forward a message with an attachment:

1. Tap the folders pick list and select the folder that contains the e-mail.
2. Tap the e-mail message to display it.
3. Press Command (⌘) + F.

Alternately, tap the Forward button.

4. Tap the word To. On the Recipient List screen, enter or look up the recipient address. See the procedure for creating e-mail earlier in this chapter for more information on addressing messages.
5. Follow the steps for the procedure for attaching files presented earlier in this chapter.

Deleting messages

You can delete one or more e-mail messages from any folder. For example, you can delete old messages in the Inbox or messages that you were working on in the Drafts folder. When you delete a message, it is placed in the Trash folder. See [“Emptying the trash”](#) later in this chapter.



To delete messages on the server when you empty the trash on your handheld, you can select the Delete Msgs on Server setting in VersaMail Preferences. If you don't periodically empty the trash and delete messages on the server, any incoming e-mail may “bounce” back to the sender. See [“Setting preferences for getting and deleting e-mail”](#) later in this chapter.

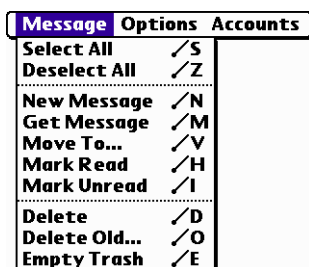
To delete one or more messages:



1. Tap the folders pick list and select the folder that contains the message you want to delete.
2. Do one of the following:

Item to delete	Action
One message	Tap the bullet next to the message's icon.
Multiple messages	Tap the bullet next to the icon of each message that you want to delete.
A group of adjacent messages	Drag the stylus along the left of the message icons. To select another group, lift the stylus and select the next group of messages.

3. Press Right on the navigator to move to and open the Message menu.
4. Press Down on the navigator to move to the Delete option, and then press Select to delete the message.

TIP Alternately, you can tap the message icon next to a selected e-mail message and then tap Delete, or press Function  + Menu  and then select Delete.



5. Press Function  + Enter , or tap OK.

- (Optional) Tap Also delete message on server if you want to delete the message from the server now.



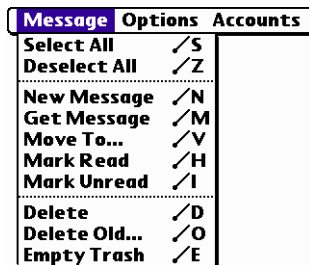
If you selected the setting Delete Msgs on Server in VersaMail Preferences, this check box is selected

The selected messages move to the Trash folder and are deleted from your handheld when you empty the trash. If you set the preference to automatically empty the trash, the messages are deleted when the trash is emptied. By default, the trash auto-empties all deleted e-mail older than one week. See “Emptying the trash” later in this chapter for more information.

IMPORTANT If you delete a message on the server, you cannot retrieve it and view it again later.

To delete messages before a certain date:

- Press press Function + Menu , and then tap Delete Old from the Message menu.



- Tap the Folder pick list and select the folder that contains the messages you want to delete.

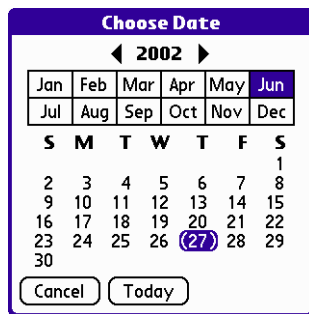


Displays the current folder for deleting messages

3. Tap the Older than pick list, and then tap One Week, One Month, or Choose Date.





If you tap Choose Date, you can select a date from the calendar.



Tap a date to select it,
or tap Today

4. Tap Delete.
5. (Optional) Tap Also delete message on server if you want to delete the message from the server now.




6. Press Function  + Enter , or tap OK.

Emptying the trash

Deleted e-mail accumulates in the Trash folder and takes up space on your handheld. To increase memory, you should empty the trash regularly. If you want to automatically empty the trash, you can set a preference to empty the trash immediately or empty any e-mail older than a certain number of days.

To empty the trash:

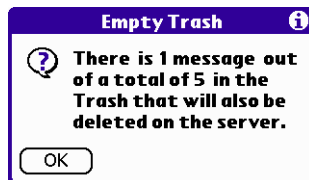
1. Press Command  + E.

Alternately, press Function  + Menu , and then select Empty Trash from the Message menu.



NOTE If Auto-Empty Mail from Trash is selected in VersaMail Preferences, a message asks if you want to delete the trash.

2. (Optional) Tap Details to see how many messages are in the Trash, and whether the messages are set to be deleted on the server.






3. If you want to delete messages from the handheld as well as from the server, tap Both. A message asks if you want to update the server now.

To delete the message from only the handheld now, tap Handheld.

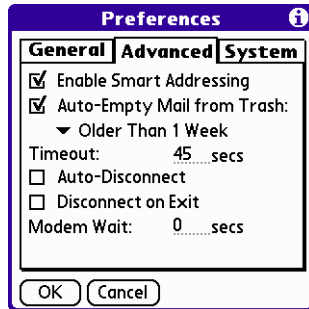
NOTE Many e-mail providers, such as Yahoo, have size restrictions for mail storage. If your mailbox on the server becomes full, messages are returned to the senders.

To have the trash emptied automatically:



1. Press Command  + R.

Alternately, press Function  + Menu , select Options, and then select Preferences.

2. Tap Advanced.



By default, Auto-Empty Mail from Trash is selected, and the time interval is set at Older Than 1 Week.

3. Tap the pick list, and select how often you want the e-mail messages automatically emptied from the trash.
 - Immediately.
 - Older Than 1 Day.
 - Older Than 3 Days.
 - Older Than 1 Week.
 - Older Than 1 Month.
4. Press Function  + Enter , or tap OK.

Marking messages as read or unread

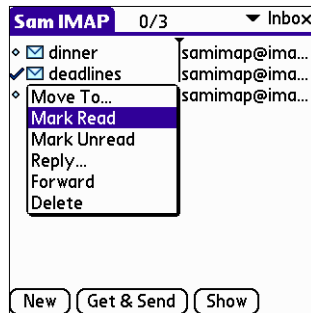
You can mark messages as read or unread. When you tap a message to read it, it is automatically marked as read.



NOTE Because POP servers do not support the read or unread message feature, the message is in bold or regular typeface for POP accounts on the handheld, but you can't connect with the server to change the message state.

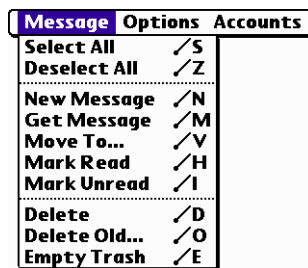
To mark messages as read or unread:

1. Tap the folders pick list and select the folder you want.
2. Tap the icon next to the message you want to mark.

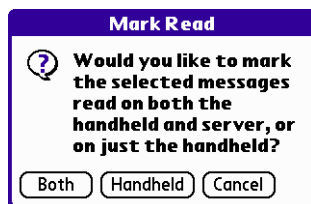
3. Tap Mark Read or tap Mark Unread.



TIP To mark multiple messages, tap the bullets next to the messages you want, press Function  + Menu  and then select Mark Read or Mark Unread.



4. Tap Handheld to mark the messages as read or unread on your handheld. Tap Both to mark the messages on both the handheld and the server.



If you tap Both, this message appears.



Tap OK to connect with the server and immediately mark the messages as read or unread on the server. This action also processes any other pending actions on the server, such as messages not yet deleted.


Tap Cancel if you want the messages marked during the next HotSync operation or the next time you connect to the server.

Read messages appear in plain text; unread messages appear in bold text.

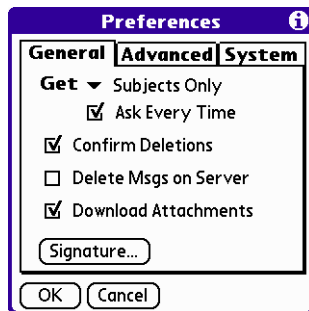
Setting preferences for getting and deleting e-mail

VersaMail Preferences determine how the VersaMail application gets, sends, and deletes e-mail.

To set e-mail preferences:

1. Press Command  + R.

Alternately, press Function  + Menu , select Options, and then select Preferences.



2. Select preferences:



Get	Enables you retrieve the subject only or the entire message.
Ask Every Time	Displays a dialog box for choosing subjects only or entire messages each time you retrieve e-mail. If deselected, messages are retrieved according to the option you select in the Get pick list.
Confirm Deletions	Displays a confirmation dialog before deleting e-mail.
Delete Msgs on Server	If selected, automatically deletes messages on the server that you have deleted on your handheld. If not selected, you will be asked each time you delete messages on your handheld whether you want to also delete them on the server. Because mailboxes on the server usually have size restrictions, we recommend periodically deleting messages on the server.

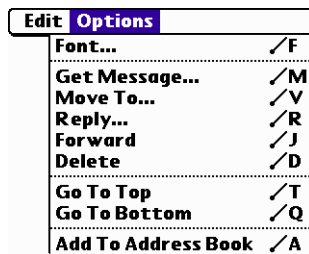
- Download Attachments** Causes files attached to e-mail to be automatically downloaded to your handheld. Attachments that exceed the maximum message size cannot be downloaded. See [“Working with attachments”](#) earlier in this chapter for more information.
- Signature** Enables you to attach a default signature to all your outgoing messages. See [“Attaching a personal signature”](#) earlier in this chapter for more information.

Adding or updating an Address Book entry directly from a message

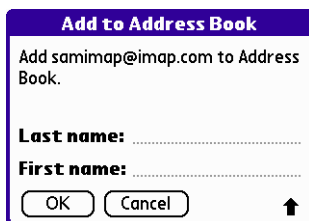
You can add or update an e-mail address in the Address Book directly from the body of a received e-mail message.

To add a new Address Book entry:

1. On the Message screen, press Function  + Menu , select Options, and then select Add to Address Book.



A dialog box appears with the “From” address displayed. If a Display Name exists for this Address Book entry, the Last name and First name fields show the display name.



2. (Optional) If the Last name and First name fields are blank, enter the first and last name associated with the “From” e-mail address.
3. Tap OK to add the e-mail address to the Address Book, and then tap OK in the confirmation dialog box.

You can also update an existing Address Book entry with a new e-mail address, or create a second Address Book entry for a name that has an existing record. The procedure is the same as for adding a new Address Book entry. If you tap Add to Address Book from the body of an e-mail message and a record already exists for the recipient name, you are prompted either to update the e-mail address for the recipient or to create a new record for the recipient.

Synchronizing e-mail between the handheld and the desktop

To manage your e-mail on your desktop as well as on your handheld, you can synchronize an e-mail account on the handheld with an e-mail application on the desktop. You can use many popular e-mail applications, called *clients*, such as Microsoft Outlook, Eudora, Lotus Notes, Outlook Express, or any other e-mail clients that use MAPI.

You must have a Windows computer to synchronize e-mail between your handheld and your computer.


This section describes the following:

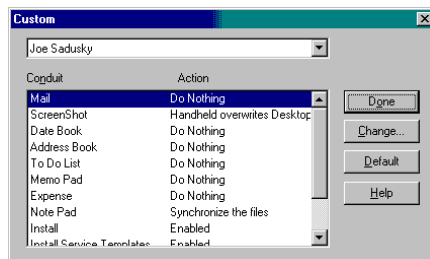
- Starting the Palm VersaMail HotSync Conduit
- Configuring and activating accounts in the HotSync Manager
- Synchronizing e-mail on the handheld with a desktop e-mail application
- Converting attached files using attachment conversion plug-ins

Configuring an account in HotSync Manager

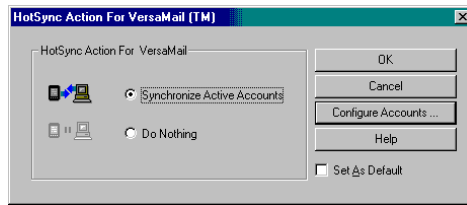
Before synchronizing an e-mail account, you configure the account's settings in the Palm VersaMail HotSync Conduit. The settings have to be specified only once unless you need to make changes.

To start Palm VersaMail HotSync Conduit:

1. Click the HotSync Manager icon  in the Windows system tray.
2. Select Custom.
3. Select VersaMail in the Conduit list.



4. Click Change.
5. Select Synchronize Active Accounts.



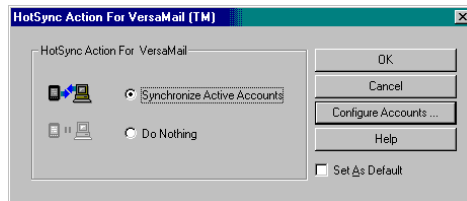
Curly accesses POP servers through MAPI only, and accesses IMAP servers through configuration in MultiMail

Setting synchronization options and account settings

Next, you must configure each e-mail account's general synchronization settings. For example, if you created an Earthlink e-mail account on the handheld and want to synchronize that with the desktop, set the synchronization options for the Earthlink account. During a HotSync operation, the Earthlink account on the handheld and the e-mail application specified in the conduit are synchronized.

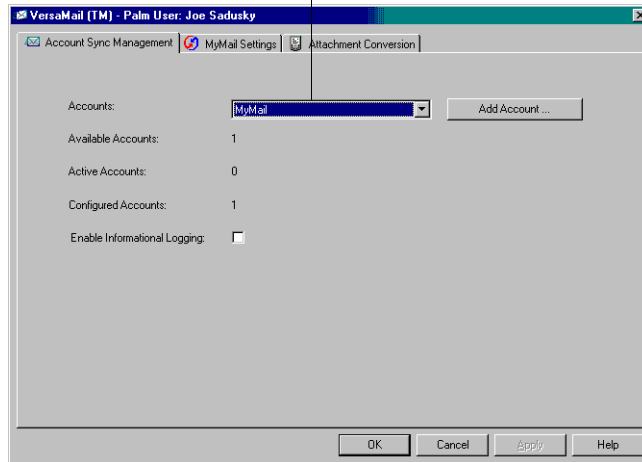
To configure an account and set the synchronization options:

1. In the HotSync Action For VersaMail dialog box, click Configure Accounts.



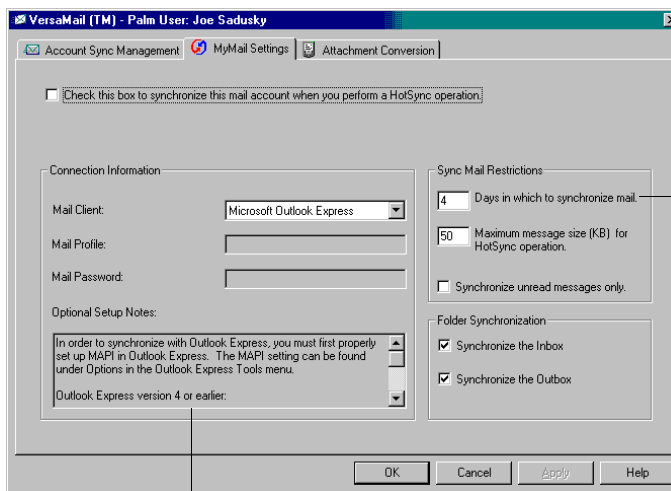
- (Optional) Select the check box Enable Informational Logging if you want the HotSync log to record information, such as errors encountered, about the conduit during a HotSync operation.

Select the account to configure and synchronize



- Select the account that you want to configure from the Accounts drop-down list.

The tab with the account's name and settings, such as MyMail Settings or Yahoo Settings, is displayed.



Enter the message size and the number of days before today that synchronization occurs

Check here for helpful notes when configuring an e-mail client

- Select the option Check this box to synchronize this mail account when you perform a HotSync operation; otherwise, the account cannot be synchronized.
- Under Connection Information, select the desktop e-mail application, such as Microsoft Exchange 5.0 or later, Outlook Express, or Eudora, that you are synchronizing the account with and specify any necessary settings.

TIP If your e-mail application is compatible with Extended MAPI, try Microsoft Exchange 5.0 or later as a choice for the Mail Client option. If your e-mail application is compatible with Simple MAPI (SMAPI), try Microsoft Outlook Express as a choice for the Mail Client option. Although Netscape uses SMAPI, Netscape is not supported.

Mail Client	Action
Microsoft Exchange 5.0 or later	Select a MAPI profile to access the mail server. The conduit displays any existing MAPI profiles in the list.
Microsoft Outlook 97 or later	Select the MAPI profile to access the mail server. The conduit checks for any existing MAPI profiles and displays them in the list. Enter your password for Outlook. See “Configuring Microsoft Outlook” later in this chapter for the changes you need to make in Outlook.
Microsoft Outlook Express 5.5 or later	If you select Microsoft Outlook Express, enter the password for your e-mail account. See “Configuring Microsoft Outlook Express” later in this chapter for details.
Lotus Notes	Enter your Lotus Notes ID and password. Click Browse if you need to locate your Notes ID.
Eudora 5.0 or later	See “Configuring Eudora” later in this chapter for more information about the settings to make in Eudora.
Direct POP connection to server	<p>Select this option to synchronize an account by connecting directly with a POP server. You must enter the information about the server in the VersaMail application on your handheld when you create the e-mail account to access the server. You will enter information about the incoming (POP) server, outgoing (SMTP) server, your e-mail username, your password, and your e-mail address.</p> <p>During the HotSync operation, the conduit reads the settings you made. If the settings do not exist or all server information is wrong, an error is reported in the HotSync.log file. However, if the incoming server (POP) is correct, the Inbox is synchronized if the option to synchronize the Inbox is selected. If the outgoing server (SMTP) is correct, the Outbox is synchronized (send e-mail) if you selected the option to synchronize the Outbox. If neither is correct, then nothing happens.</p>

Mail Client	Action
	<p>If you want to synchronize e-mail for an account that requires APOP authentication, you must select the option to use APOP on your handheld. See “Adding APOP to an account” later in this chapter for details.</p>
	<p>If you want to synchronize e-mail for an account that requires ESMTP authentication (for example, Yahoo accounts require ESMTP authentication), you must select the option to use ESMTP on your handheld. See “Adding ESMTP to an account” later in this chapter for details.</p>
Direct IMAP connection to server	<p>Select this option to synchronize an account by connecting directly with an IMAP server. You must enter the information about the server in the VersaMail application on your handheld when you create the e-mail account to access the server. You will enter information about the incoming (IMAP) server, outgoing (SMTP) server, your e-mail username, your password, and your e-mail address.</p> <p>During the HotSync operation, the conduit reads the settings you made. If the settings do not exist or all server information is wrong, an error is reported in the HotSync.log file. However, if the incoming server (IMAP) is correct, the Inbox is synchronized if the option to synchronize the Inbox is selected. If the outgoing server (SMTP) is correct, the Outbox is synchronized (send e-mail) if you selected the option to synchronize the Outbox. If neither is correct, then nothing happens.</p> <p>If you want to synchronize e-mail for an account that requires ESMTP authentication (for example, Yahoo accounts require ESMTP authentication), you must select the option to use ESMTP on your handheld. See “Adding ESMTP to an account” later in this chapter for details.</p>
Other e-mail applications	<p>Select Microsoft Exchange 5.0 or later as a choice for the Mail Client option if your e-mail application is compatible with extended MAPI. If your e-mail application is compatible with SMAPI, select Microsoft Outlook Express as a choice for the Mail Client option.</p>

NOTE A profile contains configuration information, such as the location of incoming e-mail, your personal address book, and other information services that you can use. The profile may be MS Exchange Settings, your name, or something different. For more information on profiles, see your e-mail application’s documentation.

6. Enter the Sync Mail Restrictions you want:

- **Days in Which to Synchronize Mail:** Set how many days of e-mail, between 0 and 999, that e-mail should be synchronized. A value of 0 synchronizes all e-mail in the Inbox during the next HotSync operation. For other values, the conduit synchronizes e-mail for today and the number of days preceding today. For example, if you enter a value of 2, e-mail is synchronized for today and yesterday, but if you enter 3, e-mail is synchronized for today, yesterday, and the day before.
- **Maximum Message Size (KB) for HotSync Operation:** Enter the maximum message size from 1 to 2048KB. If the message exceeds the maximum size, the conduit truncates the message. For example, the maximum message size might be 50KB, and the message might have the following:

Message header	1KB
Body	20KB
Attachment 1	40KB
Attachment 2	20KB

In this case the conduit puts the message header, body, and attachment 2—totaling 41KB—on the handheld. Attachment 1 is removed because adding it to the message causes the message to exceed the maximum.

- **Synchronize unread messages only:** Select whether to synchronize all e-mail between your desktop and your handheld, or unread e-mail only. By default, the check box is unselected, meaning that all e-mail will be synchronized.
7. Select the folder synchronization you want:
- Select the Synchronize the Inbox check box to synchronize the Inbox during the next HotSync operation.
 - Select the Synchronize the Outbox check box to send any e-mail in the handheld's Outbox during the next HotSync operation.
8. Click Apply.

Verifying handheld account settings before synchronizing accounts

Certain settings you configure on your handheld for a given e-mail account must be set correctly for the synchronization process as well. Before configuring an e-mail client on your desktop for synchronization, be sure to verify the following settings on your handheld:

- **APOP and ESMTP:** If you want to synchronize e-mail for an account that requires either APOP or ESMTP authentication (for example, Yahoo accounts require ESMTP authentication), you must select the option to use APOP or ESMTP on your handheld. See [“Adding APOP to an account”](#) and [“Adding ESMTP to an account”](#) later in this chapter for details.
- **Mail filters:** Any mail filters you have configured for a given e-mail account on your handheld also apply during the synchronization process. For example, if you have set filters to accept only e-mail containing the subject words “Current Software Project,” only those same messages are synchronized between your desktop and your handheld. Be sure to turn mail filters off if you want to synchronize all messages between your desktop and your handheld. See [“Turning filters on and off”](#) later in this chapter for details.

Configuring Microsoft Outlook

You can synchronize Microsoft Outlook 97/98/2000/XP with a VersaMail e-mail account, but you must set Microsoft Outlook as the default e-mail handler. You must check your username and password.

To configure Microsoft Outlook:

1. In the Control Panel, click Internet Options.

NOTE For Windows XP, click Network and Internet Connections, and then click Internet Options.

2. Click the Programs tab.
3. Select Microsoft Outlook as the default e-mail program.
4. Click OK.

NOTE Make sure your username and password are set up correctly within Microsoft Outlook.

Configuring Microsoft Outlook Express

You can synchronize a VersaMail e-mail account with Microsoft Outlook Express 5.5 or 6.0, but you must set Outlook Express as the default e-mail handler.

NOTE Make sure your username and password are set up correctly within Outlook Express.

To configure Outlook Express:

1. In the Control Panel, click Internet Options.

NOTE For Windows XP, click Network and Internet Connections, and then click Internet Options.

2. Click the Programs tab.
3. Select Outlook Express as the default e-mail program.
4. Click OK.

TIP You can also make Outlook Express the default e-mail handler within the e-mail application. From the Tools menu, select Options. Click the General tab, and then click Make Default.

Configuring Eudora

If you are using Eudora as your e-mail application, you must set up MAPI in Eudora.

To set up MAPI in Eudora:

1. From the Eudora Tools menu, select Options.
2. Do one of the following:
 - If Eudora is the only e-mail application that you use, select Always as the MAPI setting.
 - If you use more than one e-mail application, select When Eudora is running as the MAPI setting.
3. Ensure that your username and password are set up correctly within Eudora. This information is needed to log in to Eudora to retrieve and synchronize your e-mail.

IMPORTANT Eudora must be running in order for you to perform a HotSync operation. The VersaMail application synchronizes with your Dominant Personality in Eudora 5.1 or later.


Converting attached files

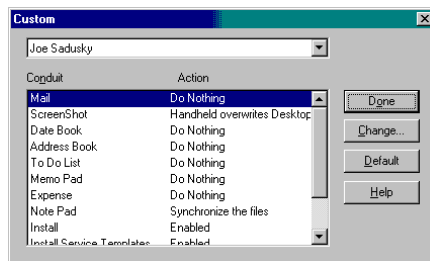
You can use attachment conversion plug-ins to convert attached files that you are receiving. Documents To Go plug-ins are automatically configured; however, you must install Documents To Go version 5 on your desktop computer and on your handheld for attachments to be converted properly. Version 5 of Documents To Go is included on the Software Essentials CD-ROM that came with your handheld. See the *Documents To Go Getting Started Manual* for more information.

When you receive a message with an attachment on your handheld, the file is converted to the DataViz format on the handheld when you perform a HotSync operation. You can then read and edit the file in Documents To Go on the handheld.

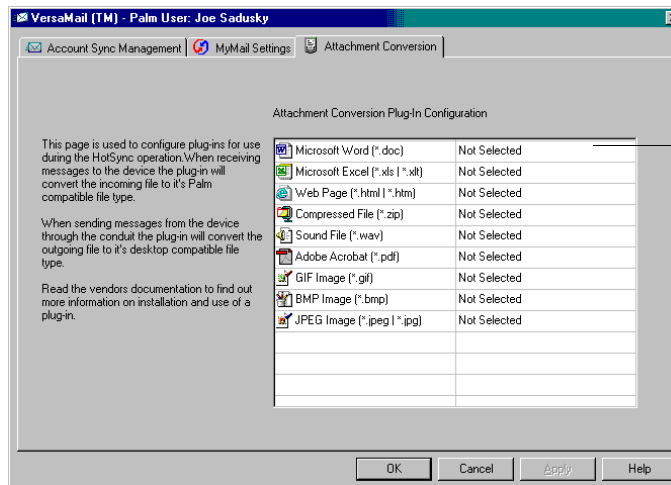
In the Palm VersaMail HotSync Conduit, you can turn off DataViz Documents To Go plug-ins or select other plug-ins.

To turn off attachment conversion plug-ins:

1. Click the HotSync Manager icon  in the Windows system tray.
2. Select Custom.
3. Select VersaMail in the Conduit list.



4. Click the Attachment Conversion tab.



Documents To Go
plug-ins are configured
automatically


5. To deselect a plug-in, select Not Selected from the drop-down list. To select a plug-in, select Selected from the drop-down list.
6. Click OK.

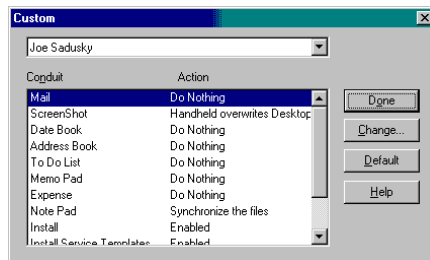
Synchronizing an account

To synchronize accounts, you must set the HotSync action for the VersaMail application in the HotSync Manager. You can, however, exclude e-mail accounts from a HotSync operation.

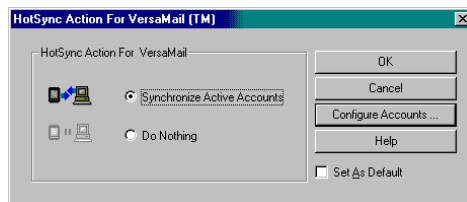
TIP If you don't want an account synchronized, deselect the check box **Select this check box to synchronize this e-mail account when you perform a HotSync operation.**

To select which accounts are synchronized during a HotSync operation:

1. Click the HotSync Manager icon  in the Windows system tray.
2. Select Custom.
3. Select VersaMail in the Conduit list.



4. Click Change.



5. Select one of the following:
 - **Synchronize Active Accounts:** Select this option to include active accounts in the next HotSync operation. For an account to be synchronized, you must have selected the option **Check this box to synchronize this mail account when you performed a HotSync operation.**
 - **Do Nothing:** Select this option to exclude e-mail accounts from the next HotSync operation.
6. (Optional) Select **Set as Default** to apply the options you selected to all subsequent HotSync operations. Otherwise, the settings apply to the next HotSync operation only.
7. Click OK.
8. Perform a HotSync operation.

Going beyond the basics

Many of the VersaMail application features, such as getting and sending e-mail, you use daily. Other features are used less frequently but are especially valuable in certain situations. For example, filtering e-mail is helpful if you are traveling and want to receive messages only from certain people or about specific subjects. Filters and other special features are discussed in this chapter.

This section describes the following:

- Creating and using filters to determine which e-mail you actually view
- Managing mail settings
- Adding APOP to an account
- Adding ESMTP to an account
- Copying text from an e-mail message for use in other applications
- Using the command bar
- Viewing e-mail header details
- Backing up your mail databases
- Synchronizing IMAP folders wirelessly
- Accessing corporate e-mail
- A summary of the VersaMail application navigator controls and keyboard shortcuts

Setting server options for an IMAP account

To set mail retrieval server options for an IMAP account:

1. Tap Next.



2. If you want only unread mail to be downloaded to your handheld, make sure Get unread mail ONLY is selected. If you don't choose this option and you tap Get & Send, all e-mail in your Inbox is downloaded.
3. Tap More.

4. If you want to limit the maximum size of an incoming e-mail message, tap the maximum size field and enter the size in kilobytes.



5. Tap the check box to delete messages on the server when they are deleted in MultiMail Deluxe.

If you are selecting this option for an account you created, such as a Yahoo or Earthlink account, the messages are deleted the next time you access your Yahoo account on the web.

6. Tap OK.
7. Tap Finish.
8. Tap Done.

Managing mail filters

Filters provide efficient ways to manage e-mail retrieval and storage. When you tap Get Mail or Get & Send, filters determine which e-mail messages are downloaded to your handheld and in which folder the downloaded messages are stored.

For example, you may want to file e-mail about sales meetings in a Sales folder. You can create a filter that automates this action, so that whenever you receive e-mail about sales meetings, it is immediately sent to the Sales folder, which you created in the filters screen.

Creating mail filters



To create a mail filter, you select various criteria, such as To, From, and Contains. This information makes up the filter statement.

For example, if you want stock quotes from your online brokerage service sent to a specific folder, you can filter those e-mail messages and store them in the Inbox

folder. The filter statement, which is displayed in the Filter Editor, is shown in the following figure.



To create a filter:

1. Press Function  + Menu .
2. Select Options, and then select Filters.
3. Tap New.
4. Enter a short description of the filter in the Name field.



5. Use the If the pick lists to create criteria for the filter.



The three pick lists and the edit line combine to create a statement that identifies the type of e-mail and where you want the e-mail stored. For example, a filter might read, “If the [Subject] [Contains] sales meeting, Then get mail and move to [Sales].” When you use this filter to sort incoming e-mail, any e-mail containing sales meetings in the subject line is filed in the Sales folder.

To pick list Select the message header field with the information contained in the edit line: To, From, Subject, cc, Date, Size. For example, you might select Date to download only messages that are less than a certain number of days old.

Contains pick list Select a filter action: Contains, Starts with, Does NOT Contain.

Edit line Enter the text that must be found in the header field. For example, if you want to sort e-mail with the subject Sales, enter "Sales." If you enter more than one criteria, separate each with a comma, for example—Sales, New York.

Then get mail and move to pick list Select the folder or mailbox into which you want your filtered e-mail to go. You can also create a new folder for storing the incoming e-mail. Tap Edit Folders, and then create a new folder or delete or rename existing ones.

6. Press Function  + Enter , or tap OK.

The filter appears in the Filters list.



Tap the ▼ icon and then move the filter up or down in the list



Selected filters execute in the order in which they appear on the list. Move filters up and down the list to ensure that they execute in the correct order.

NOTE Filters created on the handheld also apply to e-mail synchronization. See [“Synchronizing an account”](#) earlier in this chapter for more information.

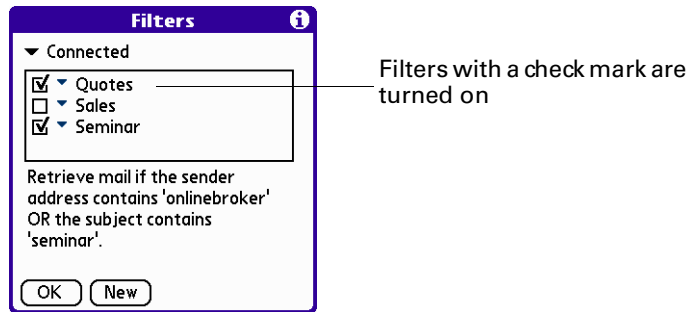
Turning filters on and off

By default, a filter that is turned on or selected affects all subsequent downloads of e-mail until you deselect it. More than one filter can be in effect at once. Before you download e-mail, be sure to turn on the filters you want and turn off those you don't want.

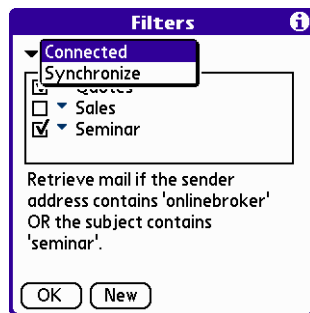
To turn a filter on or off:

1. Press Function  + Menu .
2. Select Options, and then select Filters.

The Filters dialog box appears with the filters you created.





3. Tap the pick list in the upper-left corner, and select Connected or Synchronize.



- Connected applies a filter to a modem transaction.
- Synchronize applies a filter to a HotSync operation.

4. Tap the filter check boxes to select the filters you want to use for subsequent e-mail transactions.



IMPORTANT If you deselect a filter listed under Connected, be sure that the filter is deselected also under Synchronize.



5. Press Function  + Enter , or tap OK.

Editing or deleting a filter

You can edit a filter to change its name or the criteria in the filter.

To edit or delete a filter:



1. Press Function  + Menu .
2. Select Options, and then select Filters.
3. Tap the name of the filter.

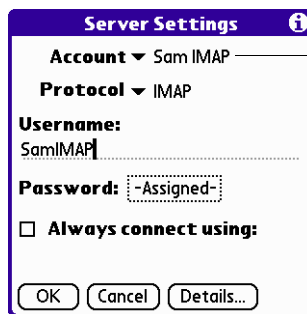
4. Do one of the following:
 - To edit the filter, revise your entry in the Name field and/or your selections in the pick lists, and revise the text in the edit line. Tap OK.
 - To delete the filter, tap Delete, and then tap Yes to confirm deletion.
5. Press Function  + Enter , or tap OK.

Managing mail settings

You can configure advanced mail settings such as server information, incoming and outgoing mail server options, and more for each e-mail account.

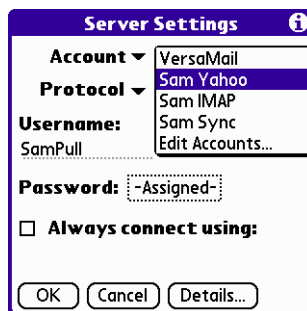
To select the account whose settings you want to manage:

1. In your Inbox or another folder screen, press Function  + Menu .
2. Select Options.
3. Select Mail Servers.



Shows server settings for current account. Tap the Account pick list to edit the account

4. Tap the Account pick list, and then tap Edit Accounts.

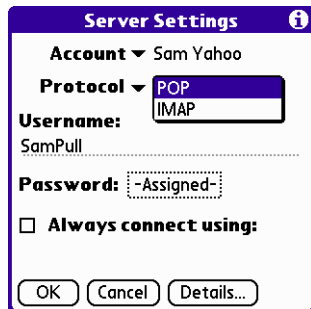




All e-mail accounts appear in the list

5. Tap the name of the account whose settings you want to manage, and then tap OK.

To change the protocol type:

1. In the Server Settings screen, tap the Protocol pick list, and then tap POP or IMAP.

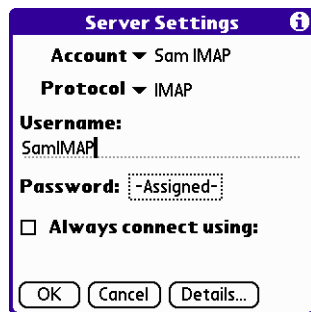




2. Press Function  + Enter , or tap OK.

To change your username or password:

1. In the Server Settings screen, enter a new username.

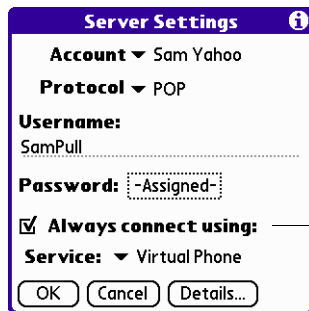
Your username is typically the first part of your e-mail address, which appears before the @ symbol.



2. Tap the Password box, and enter a new password in the Password Entry dialog box.
3. Press Function  + Enter , or tap OK.

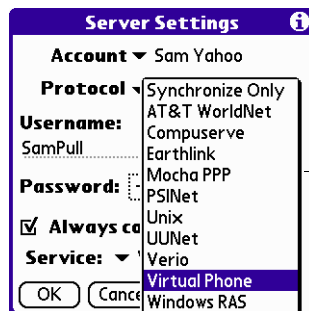
To set a default service for this account (different from the default service for your handheld):

1. In the Server Settings screen, tap the Always Connect Using check box.





Tap to change the service connection for this e-mail account only from your default handheld service connection

2. Tap the connection type you want from the Services pick list.



Select a service connection for this e-mail account only

3. Press Function  + Enter , or tap OK.

NOTE Select this option only if you want a given e-mail account to use a different service from the default service you set for your handheld. For example, you may have selected a default service that uses the built-in GPRS radio on your handheld to make a network connection. However, for your Earthlink account, you may want to switch to the Earthlink service, which uses dial-up GSM to make a network connection. To do this, tap this check box, then select Earthlink from the Services pick list. Leave this box deselected if you want to use your default handheld service for this e-mail account.

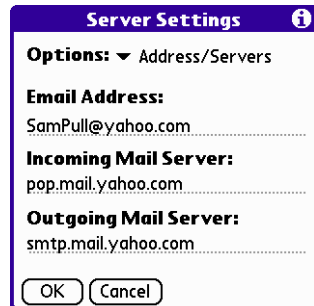
See [Chapter 21](#) for information on setting connection types and selecting a default service for your handheld. See [“Selecting a different service for a given e-mail account”](#) earlier in this chapter for details on using a different service for a specific e-mail account.


To change e-mail address/mail server settings:

1. In the Server Settings screen, tap Details.
2. Tap the Options pick list and select Address/Servers.



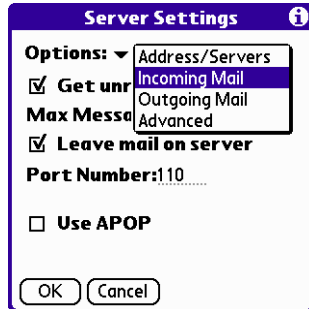
3. Edit any of the following:
 - **E-mail address:** Enter the e-mail address of the account you are accessing, such as `examplename@yahoo.com`.
 - **Incoming mail server:** Enter the name of your incoming (POP) mail server, such as `pop.mail.yahoo.com`.
 - **Outgoing mail server:** Enter the name of your outgoing (SMTP) mail server, such as `smtp.mail.yahoo.com`.



4. Press Function + Enter , or tap OK.

To change incoming mail server settings:

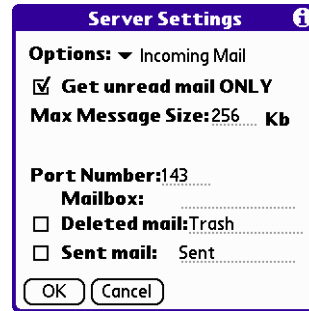
1. In the Server Settings screen, tap Details.
2. Tap the Options pick list and select Incoming Mail.



3. The incoming mail options are different depending on the connection type you selected and the server protocol—POP or IMAP.



POP accounts

IMAP account



- Leave mail on server (POP only)** Leaves e-mail that you receive on the handheld on the server also.
- Get unread mail ONLY** Retrieves unread e-mail only. To get all e-mail and not just unread e-mail, deselect Get unread mail ONLY.
- Maximum Message Size** Shows the maximum message size that you can receive.
- Use APOP (POP only)** Encrypts your username and password when traveling over the network. Some services require APOP to work properly, while others do not work properly if APOP is used. If you aren't sure if your ISP or web e-mail provider supports APOP, check with your e-mail provider. See [“Adding APOP to an account”](#) later in this chapter.
- Port Number** Defaults to 110 for POP and 143 for IMAP servers respectively. If you are not sure about the correct port number, check with your mail server administrator.

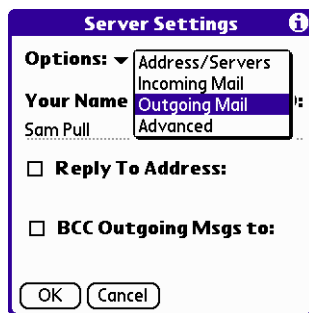
Mailbox (IMAP only)	Defines the root mailbox on your IMAP server.
Deleted Mail (IMAP only)	Stores deleted e-mail in the folder you specify on the server. This field is case sensitive, so spell the folder name exactly as it is on the server. For example, if your Deleted Mail folder is called Trash on the server, you must enter Trash in this space.
Sent Mail (IMAP only)	Shows the name of your Sent Mail folder on the server. This field is case sensitive, and the folder name should be spelled exactly as it is on the server.

4. Press Function  + Enter , or tap OK.

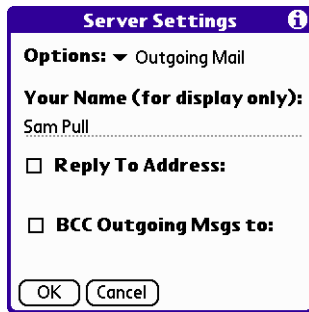
If you are using the Palm VersaMail HotSync Conduit and have an IMAP account, you must configure the outgoing mail settings to send mail.



To set outgoing mail server (SMTP) settings:

1. In the Server Settings screen, tap Details.
2. Tap the Options pick list and select Outgoing Mail.



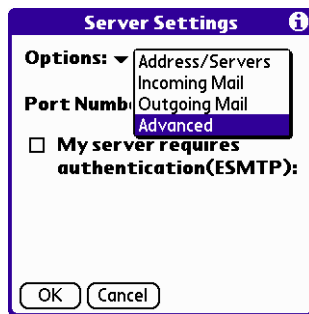
3. Enter any of the following:
 - **Display Name:** Enter the name you want to appear on your outgoing messages, such as “Joe Smith.”
 - **Reply To Address:** Enter the e-mail address that you want recipients to see and reply to on your e-mail messages, only if it is different from the e-mail address from which you are sending the message. For example, if you are sending a message from me@yahoo.com but you want recipients to reply to me@earthlink.net, enter the reply-to address here. Reply To Address makes it look like the e-mail came from the address you entered.
 - **BCC:** Select the BCC check box to send a blind copy of any e-mail message you send to another e-mail address. The blind copy e-mail address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your desktop e-mail account, enter that e-mail address.



4. Press Function  + Enter , or tap OK.

To set additional outgoing mail options:

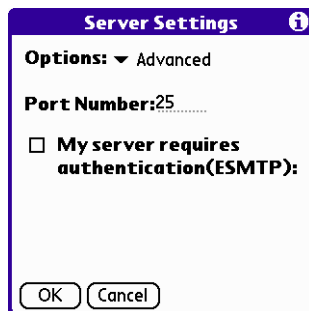
1. In the Server Settings screen, tap Details.
2. Tap the Options pick list and select Advanced Outgoing.



3. Set additional options for outgoing e-mail:

Port Number The default is 25, the port number most SMTP servers use. If you are not sure about the correct port number, check with your mail server administrator.

My server requires authentication (ESMTP) Select this option if the outgoing server (SMTP) requires authentication. Check with your system administrator before selecting this option. See [“Adding ESMTP to an account”](#) later in this chapter.





4. Press Function  + Enter  twice, or tap OK twice.

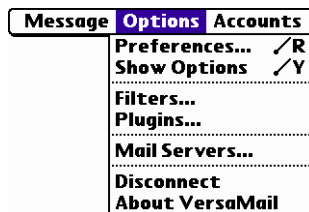
Adding APOP to an account

To encrypt your username and password when traveling over the network, some services require APOP to work properly, while others do not work properly if APOP is used. If you aren't sure if your ISP or web e-mail provider supports APOP, check with your e-mail provider.

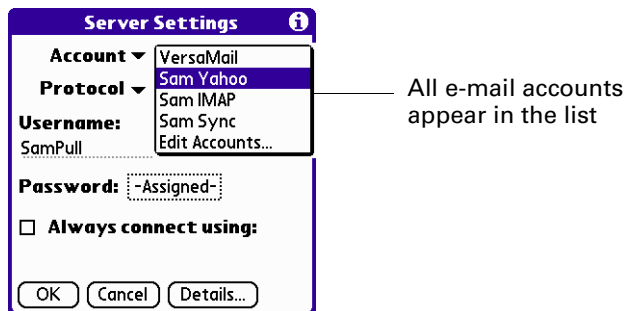
NOTE APOP works only with accounts that use the POP protocol.

To edit an account and add APOP:

1. In your Inbox or another folder screen, press Function  + Menu .
2. Select Options.
3. Select Mail Servers.



4. Tap the Account pick list and select Edit Accounts.

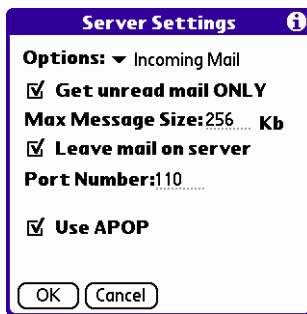




5. Tap the name of the account you want to change, and then tap OK.
6. In the Server Settings screen, tap Details.

7. Tap the Options pick list and select Incoming Mail.



8. Select the Use APOP check box.





9. Press Function  + Enter , or tap OK.

Adding ESMTP to an account

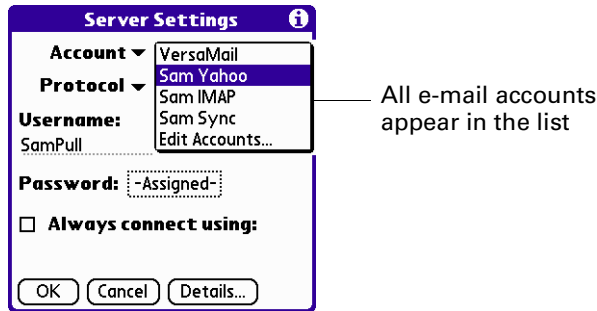
Some services require ESMTP authentication to validate your username and password on a given SMTP server. If you aren't sure if your ISP or web e-mail provider supports ESMTP, check with your e-mail provider.

To edit an account and add ESMTP:

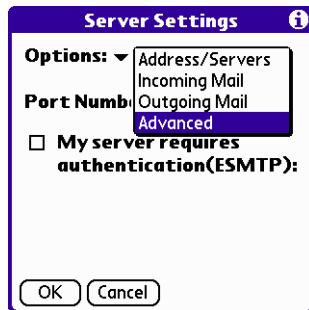
1. In your Inbox or another folder screen, press Function  + Menu .
2. Select Options.
3. Select Mail Servers.



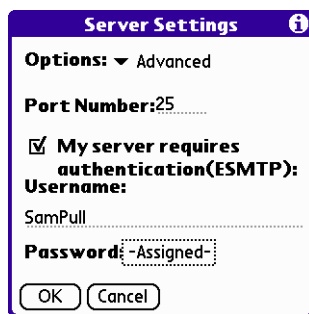
4. Tap the Account pick list and select Edit Accounts.





5. Tap the name of the account you want to change, and then tap OK.
6. In the Server Settings screen, tap Details.
7. Tap the Options pick list and select Advanced Outgoing.



8. Select the My server requires authentication (ESMTP) check box.





9. Press Function  + Enter , or tap OK.



Copying text from an e-mail message for use in other applications

You can copy any text from an e-mail message, either from one you have composed or have read or from an attachment you have downloaded and opened (such as a Word doc), for use elsewhere in the VersaMail application or in another application. Text you can select and copy includes:

- A name
- An e-mail address
- Body text of an e-mail message or a downloaded attachment

To copy and paste text from an e-mail message:

1. Select the text by dragging the stylus over it.
2. Press Command  + C.
3. To paste the text elsewhere in the VersaMail application or in another application, go to the new location and press Command  + V.


TIP You can also tap commands for copying and pasting in the edit menu (press Function  + Menu , and then select Edit) in many handheld applications.

See “[Performing common tasks](#)” in [Chapter 4](#) for more information on copying and pasting.





Using the command bar










The command bar provides shortcuts for performing numerous tasks. The options presented on the command bar may change, depending on which screen is displayed in the application. For example, if you are viewing a message in the Inbox, the command bar gives you the option of quickly moving the message to another folder. See “[Moving e-mail between folders](#)” earlier in this chapter.

To access the command bar on your Tungsten W handheld:

- Press Command  on the keyboard.

For each type of screen, the command bar offers various options.

View	Options
List (Inbox, Outbox, and so on showing list of messages)	<ul style="list-style-type: none">  Select all messages.  Deselect all messages.  Change display font (toggles between large and small font).  Delete messages from the handheld; icon appears only if you have previously selected all messages.

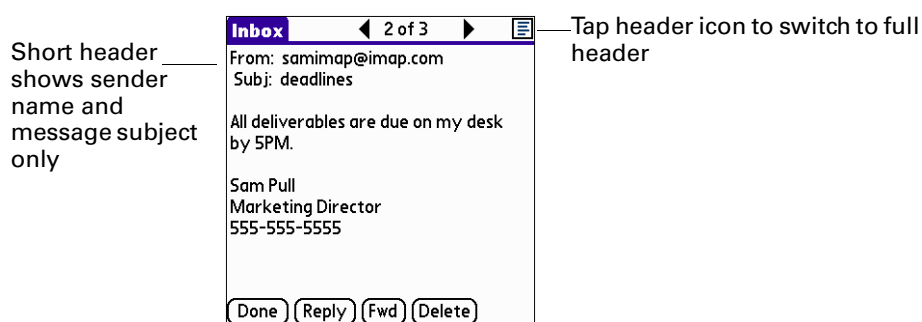
View	Options
Reading a message	<ul style="list-style-type: none">  Delete message from the handheld.  Move message to a different folder; select folder from pick list.  Change display font (toggles between large and small font).
Composing a message	<ul style="list-style-type: none">  Insert the @ symbol into a recipient's e-mail address.  Add attachment.  Undoes last action; icon appears in command bar only if you have previously performed one of the actions above or any of the cut/copy/paste functions described below.
Reading or composing a message	<ul style="list-style-type: none">  Cuts selected text.  Copies selected text.  Pastes selected text.

See “Using menu commands” in [Chapter 3](#) for more information on the command bar.

E-mail header details

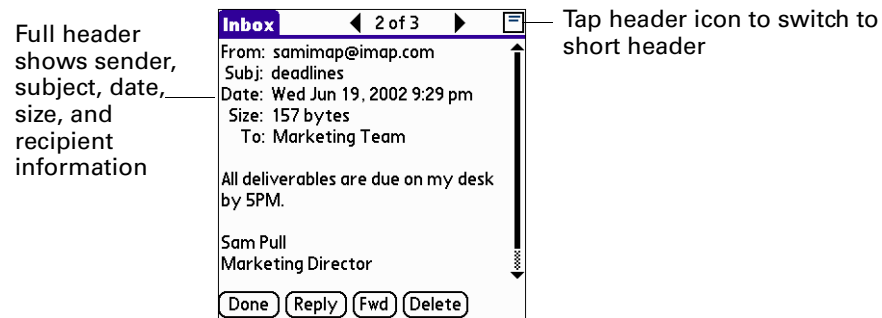
When viewing a message in any folder, you can change the view of the message header. The e-mail header options are as follows:

- **Short header:** Shows sender’s name or address (From field) and subject line (Subj field).



- **Full header:** Shows the following:
 - Sender’s name or e-mail address (From field)
 - Subject line (Subj field)
 - Date message was composed, sent, or received (Date field)

- Size of message including any attachments (Size field)
- Recipient's name or e-mail address (To field)





To switch between short header and full header view, tap the header icon in the upper-right corner of the message screen.

Backing up mail databases

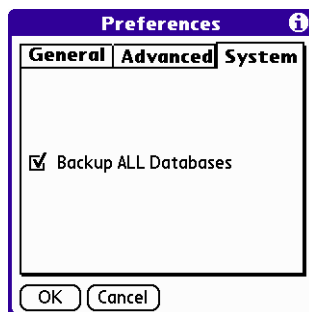
In most cases your e-mail is on your server, so you do not need to back up your e-mail database from your handheld. If you want to make sure you have a current copy of all your e-mail, you can back up all the e-mail databases from the handheld.

To back up the e-mail database:

1. Press Command  + R.



Alternately, press Function  + Menu , select Options, and then select Preferences.

2. Tap System.



3. Tap Backup ALL Databases to select it.

NOTE If you don't select this option, HotSync operations are faster.

4. Press Function  + Enter , or tap OK.

Wireless IMAP folder synchronization

If you create an IMAP folder in an account on your handheld that matches a folder on the mail server, you can wirelessly synchronize e-mail messages that you move into or out of the IMAP folder, or delete in the folder.

When you synchronize a folder, any e-mail messages in the selected folder on the mail server will be downloaded to the same folder on your handheld. Any messages moved out of the selected folder on your handheld or deleted on your handheld will be moved or deleted in the folder on the mail server.

Depending on how you have set up IMAP folders on your handheld and/or the mail server, you may have to perform some steps before you can wirelessly synchronize e-mail messages between your handheld and the server, as follows:

- If you need to create a folder on both your handheld and the server, see [“Creating and editing mail folders”](#) earlier in this chapter. Be sure to select the Also create on server check box as described in that section. After creating the folders, continue with the following procedures for synchronizing IMAP folders.
- If there is a folder on the mail server but need to create it on your handheld. see [“Creating and editing mail folders”](#) earlier in this chapter. You do not need to select the Also create on server check box as described in that section. After creating the folder, continue with the following procedures for synchronizing IMAP folders below.
- If you have a folder on your handheld that matches a folder on the mail server, continue with the following procedures for synchronizing IMAP folders.



You can synchronize either a single pair of handheld/mail server folders, or multiple pairs of folders.

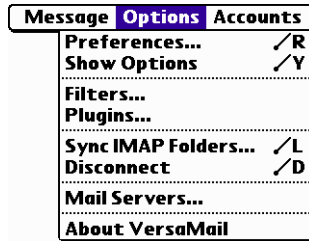
NOTE You can synchronize folders whose names are up to 16 characters in length. You can synchronize up to 11 custom folders you create, in addition to the default folders Inbox, Outbox, Drafts, Sent, and Trash.


To wirelessly synchronize a single pair of handheld/mail server IMAP folders:

1. From within an IMAP e-mail account, tap the folders pick list in the upper-right corner of the screen and select the folder you want to synchronize.
2. Tap Get Mail.

To synchronize multiple pairs of IMAP folders:

1. In your Inbox or another folder screen of an IMAP e-mail account, press Function  + Menu .
2. Select Options.



3. Press Command  + L (alternately, select Sync IMAP Folders).
4. Select the folders you want to synchronize from the pick list. A connection is made to your network provider to update the server with changes from your handheld, and to have your handheld updated with changes from the server.

Accessing corporate e-mail

Many corporate e-mail servers—including Microsoft Exchange and Lotus Domino servers—support direct IMAP access. If you are accessing your e-mail using the VersaMail application and an 802.11 network behind your company's firewall, you may be able to directly access your business e-mail. If your company requires extra security or you are accessing your e-mail through either a dial-up connection or a LAN outside of your company's firewall, you will need to use a Virtual Private Network (VPN) client before you can access your business e-mail. Check with your company's network administrator for information about VPN access, your business e-mail username and password, and IMAP and SMTP settings.

Five-way navigation in the VersaMail application

The following table summarizes the controls for the five-way navigator on your handheld that are specific to the VersaMail application. See [“Using the navigator”](#) in [Chapter 3](#) for general navigator information.

View	Selection	Navigation	Function
Main List (Inbox or other folder list)	No message selected	Up/Down	Scrolls between messages in list.
		Select	Highlights the first message in the list.
		Right	No function.

View	Selection	Navigation	Function
		Left	No function.
	Message selected	Select	Opens messages for viewing.
		Right	Displays context menu that normally appears when clicking on the e-mail icon for each message.
		Left	Returns you to the “no message selected” options.
Compose New Message	N/A	Up/Down	In To, cc, bcc, and Subject fields: Tabs to the next/previous field. In message body text: Scrolls the text viewed on the text list.
		Select	No function.
		Right	In To, cc, bcc, and Subject fields: Moves to the next character. In message body text: No function.
		Left	In To, cc, bcc, and Subject fields: Moves to previous character. In message body text: No function.
Read Message	N/A	Up/Down	Scrolls the message text.
		Select	Returns you to list view.
		Right	Displays the next message. If you are is viewing the last message, returns you to the folder list view.
		Left	Displays the previous message. If you are viewing the first message in the folder, returns you to the folder list view.

When you return from viewing a message to the list view (Inbox or other folder), the message you were viewing may or may not be selected in the list, according on the following:

- If you pressed Select to view the message, the message will be highlighted on the list on when you return to the list view
- If you used the stylus or pressed Right or Left to view the message, the message will not be highlighted when you return to the list view. If you press Select, the first message in the list will be selected.

The following sample procedure shows how to use the navigator to read and delete a message.


To read and delete a message:

1. Press Up or Down on the navigator to scroll to the message you want to read.
2. Press Select to select the message, and then press Select again to open the message.
3. After reading the message, press Select to close the message.
4. (Optional) The cursor should remain on the selected message. If not, press Up or Down to scroll to the message, and press Select to select the message.
5. Press Right to open the pop-up menu.
6. Press Down to scroll to Delete Message.
7. Press Select to delete the message.
8. Press Select to confirm that you want to delete the message.

Keyboard shortcuts in the VersaMail application

The following tables summarizes the keyboard shortcuts specific to the VersaMail application. See [“Using ShortCuts”](#) in [Chapter 3](#) for general keyboard shortcut information.

To use a keyboard shortcut:

1. Press Command .
2. Press the letter of the shortcut.

ShortCut	Feature
A	Add Attachment
C	Copy
D	Delete
E	Empty Trash
F	Forward Message
H	Mark Read
I	Mark Unread
K	Keyboard
L	Address Lookup
M	Get Message

ShortCut	Feature
N	Create New Message
O	Reply to Message
P	Paste
Q	Go to Bottom
R	Preferences ...
S	Select All
T	Go to Top
U	Undo
V	Move To ...
W	Save to Draft
X	Cut
Y	Send
Z	Deselect All
Press & hold Mail	Get & Send

Using Palm™ WAP Browser




Palm™ WAP Browser enables you to quickly and easily browse the Internet by using specially formatted WAP (Wireless Application Protocol) sites.

Use Palm WAP Browser to do the following:



- Access specially formatted WAP (Wireless Application Protocol) sites.
- Sign up with a provider to receive Push messages automatically to inform you of important events, such as changes in stock prices.
- Bookmark special WAP sites so that you can easily return to them.
- Make confidential transactions using encrypted keys.
- Store and manage certificates.

IMPORTANT Whenever you use the wireless features of your handheld, please observe the guidelines or prohibitions on the use of wireless devices in your current location. For example, when you are on an airplane, do not turn on your radio at times when government or airline regulations prohibit the use of cellular phones. You can, of course, use all other applications of your handheld in accordance with airline regulations for electronic devices.

Opening Palm WAP Browser

Some wireless service providers have set the Wireless button  to open Palm WAP Browser rather than Palm Web Browser. If your handheld is set to open Palm WAP Browser from the Wireless button, Palm WAP Browser opens the wireless service provider's launch page.

To open Palm WAP Browser from the Applications Launcher:

1. Press Home .
2. Tap the WAP icon .

A Welcome screen appears, indicating that you have successfully opened Palm WAP Browser.

NOTE The appearance of the Welcome screen may differ depending on the wireless service provider you are using.



Opening a WAP site





Palm WAP Browser allows you to open WAP sites on the Internet. WAP sites are formatted using WML (Wireless Markup Language). These WAP site addresses (URLs) usually begin with wap—for example, wap.palm.com. Some WML sites also use www.

NOTE Palm WAP Browser does not open the same web sites as a standard web browser. Standard web sites are formatted using HTML (Hypertext Markup Language), and the URLs usually begin with www—for example, www.palm.com.

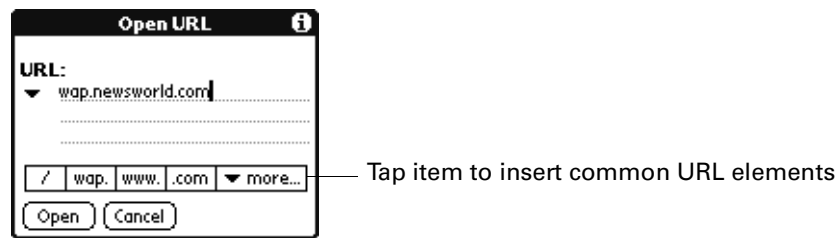
To open a WAP site, do one of the following:

- Enter a URL.
- Select a URL from the history list.
- Select a bookmark (see “Using bookmarks” later in this chapter).

To open a WAP site by entering a URL:


1. Open the Open URL dialog box by doing one of the following:
 - Tap the Globe icon  in the upper-right corner.
 - Press Command Stroke  + O.
 - Press Function  + Menu , and then select Open URL on the Go menu.
2. Enter the URL.

Enter characters using the keyboard, or by tapping an item to insert common URL elements.

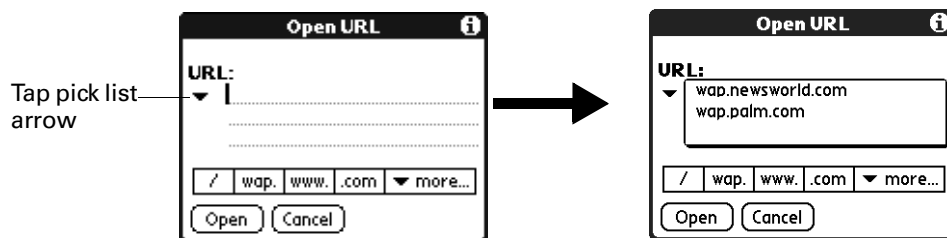


3. Tap Open.

To open a WAP site from the history list:

1. Tap the Globe icon .
2. Tap the pick list arrow.

The most recently visited WAP site URLs are listed.



3. Select a URL from the history pick list and tap Open.

Browsing a WAP site

Browsing a WAP site using Palm WAP Browser is similar to using a standard Internet browser. The browsing area displays the WAP site with text and underlined hyperlinks that can be accessed by tapping the link. The title bar displays information such as the name of the WAP site and navigation icons.

When a WAP page is being downloaded, the title bar displays the following:

- Status

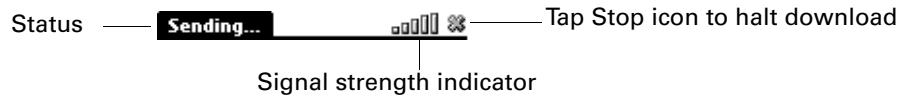
Connecting: Indicates the handheld is connecting to the WAP gateway.

Sending: Indicates the Palm WAP Browser is sending a request to a WAP site to download a page.

Receiving: Indicates the Palm WAP Browser is receiving content from the WAP gateway.

- **Stop icon:** Tapping the Stop icon halts the download, and only areas of the page that were downloaded are displayed.

- **Signal strength indicator:** Shows the signal strength of the connection. If the signal strength indicator shows only one or two bars, the download could take longer or fail. Move to an area where you have a strong signal.



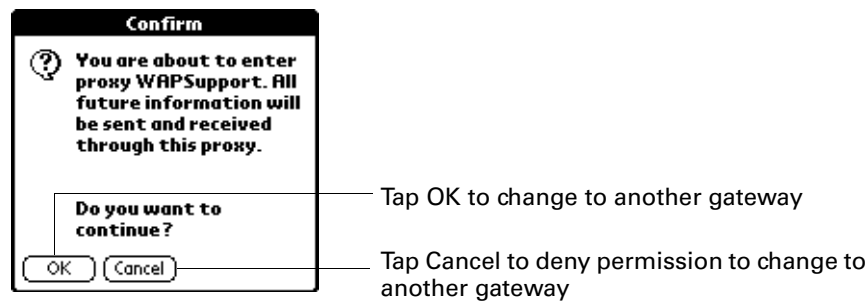
When the WAP site is fully downloaded on the handheld, the title bar changes to display the name of the WAP site and the following navigation icons:

- **Back:** Returns to the previous page.
- **Reload:** Downloads current page from the source. If you are using cache memory, the current page that is saved in cache memory is *not* used.
- **Open URL, Bookmarks, and Home:** Provide the same function as on the Welcome screen (see [“Opening Palm WAP Browser”](#) earlier in this chapter).



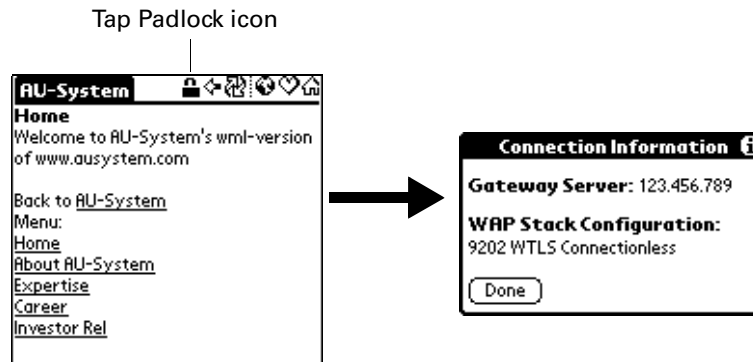
Browsing secure WAP sites

When you access certain secure WAP sites, such as a bank, you are temporarily transferred to a secure gateway. Whenever you are transferred to a secure gateway, you are informed of the change and asked for permission.

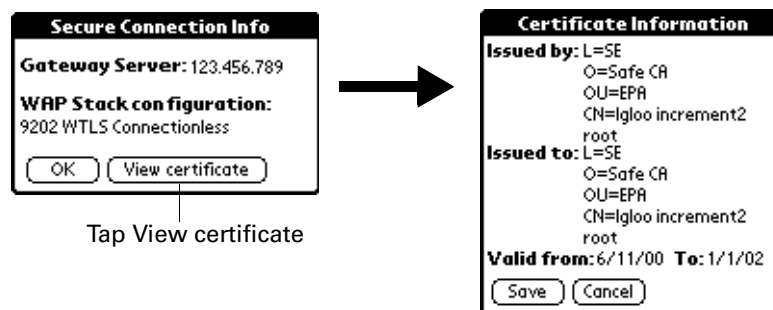


Once you have finished with the secure site, the Palm WAP Browser will automatically changes back to the default WAP gateway.

If the Palm WAP Browser is connected to a gateway using the optional security layer WTLS, a small padlock is displayed in the title area. Tapping the Padlock icon opens the Connection Information dialog box describing the WAP gateway address and WAP stack configuration.



If you have a secure connection using a WAP gateway server certificate, tapping the View certificate button displays certificate information.



Using bookmarks

Bookmarks allow you to manage a list of your favorite WAP sites. You can easily access your bookmarks by tapping the Bookmark icon in the title bar.

Adding a bookmark

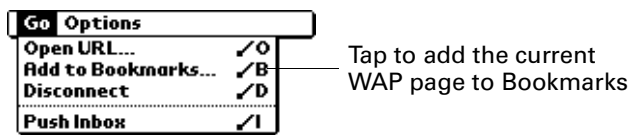
You can add a WAP site to the Bookmarks list in two ways:

- Add the current WAP page using the Go menu.
- Enter the information in the Edit Bookmarks dialog box.

To bookmark the current WAP page:

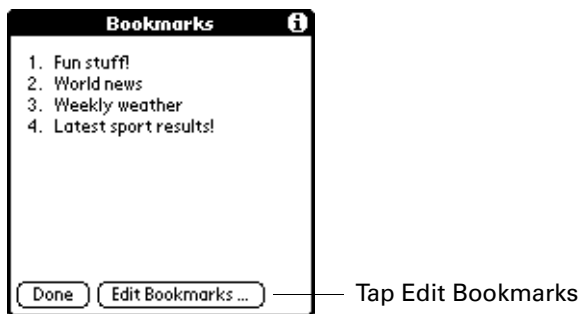
1. Open the WAP site.
2. Press Command Stroke (✓) + B.

Alternately, press Function (○) + Menu (✓), and then select Add to Bookmarks on the Go Menu.



To enter a bookmark from the Edit Bookmarks dialog box:

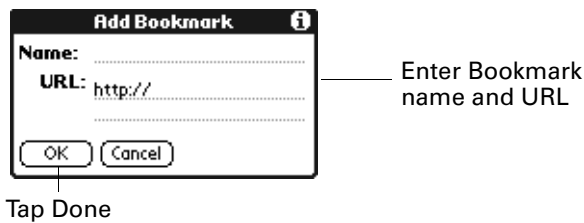
1. Tap the Bookmark icon (♥).
2. Tap Edit Bookmarks.



3. Tap New.



4. Enter the bookmark name and URL, and then tap Done.

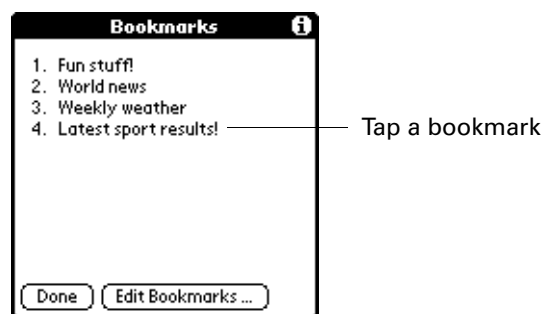


Visiting a bookmarked WAP site

By tapping a bookmark on the Bookmarks list, you can quickly open the WAP site.

To open a WAP site from the Bookmarks dialog box:

1. Tap the Bookmark icon ♥.
2. Tap a bookmark to begin downloading the WAP page.

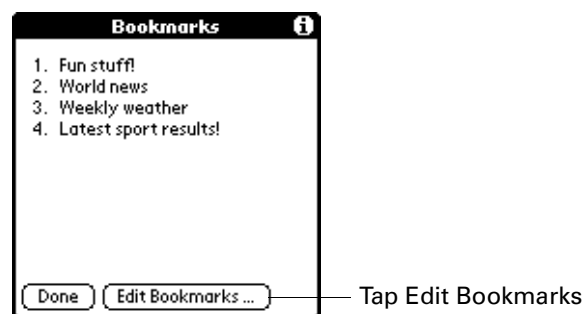


Editing a bookmark

You can edit an existing bookmark using the Edit Bookmarks dialog box.

To edit a bookmark:

1. Tap the Bookmark icon ♥.
2. Tap Edit Bookmarks.



3. Select a bookmark, and then tap Edit.



Tap Edit

4. Edit the bookmark name and URL, and then tap OK.




Edit the bookmark name and URL

Tap OK

Deleting a bookmark

You can delete sites from your bookmarks list using the Edit Bookmarks dialog box.

To delete a bookmark:

1. Tap the Bookmark icon .
2. Tap Edit Bookmarks.
3. Tap the bookmark you want to delete.



Tap bookmark

Tap Delete

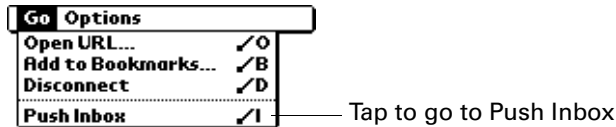
4. Tap Delete.
5. In the Confirmation dialog box, tap OK.

Using your Push Inbox

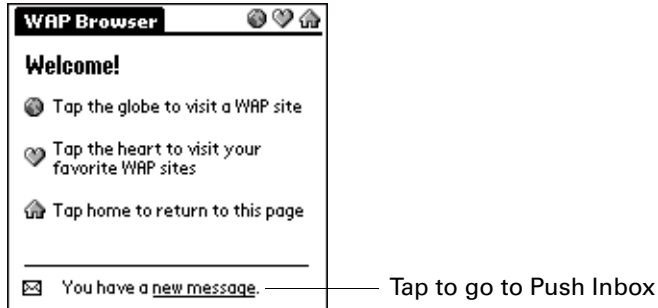
The Push Inbox lists all WAP Push messages received or stored by the handheld. Push messages are sent from services that you sign up for—for example, notifications of new e-mails, changes in stock prices, and so on. The service must support WAP Push.

You can open the Push Inbox in the following two ways:

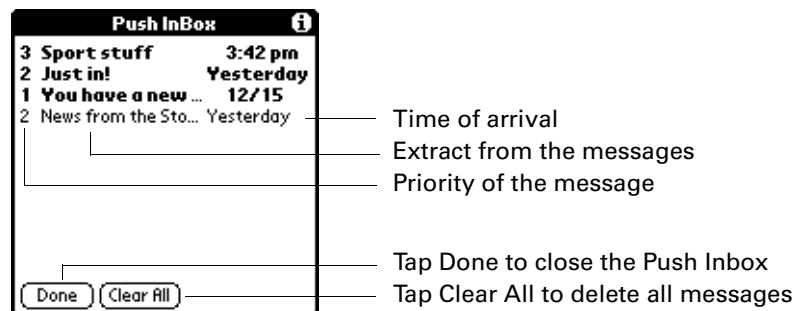
- Tap Push Inbox from the Go menu.



- Tap the new message line on the Welcome screen.



Unread messages are displayed in bold font.



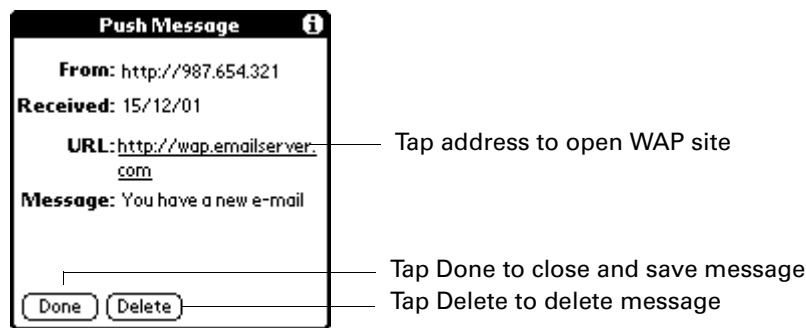
The Push Inbox list has the following three columns:

- Priority of the message
 - 1 - High
 - 2 - Medium
 - 3 - Low
- Extract from the message

- **Time of arrival:** The time of arrival is set differently depending on when the message was received. If it was received today, the time of arrival is shown. If received yesterday, the text Yesterday is displayed. If received earlier than yesterday, the date of arrival is displayed.

Tapping a message opens the Push Message dialog box, showing all available information about the message. This dialog box displays the following:

- **From:** Where the message came from
- **Received:** Date and time the message was received
- **URL:** The URL associated with the message
- **Message:** The content of the message



Using advanced features

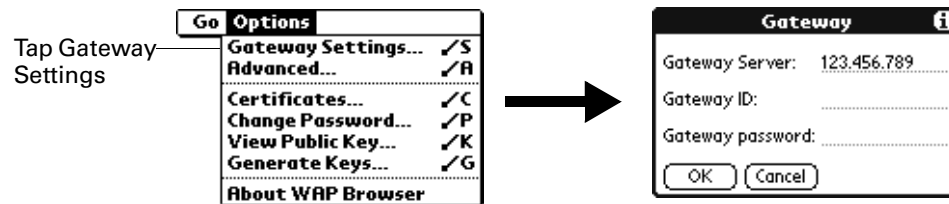
Palm WAP Browser has many advanced features that allow you to modify performance and set security features. These options affect the performance of your browser and should be set by knowledgeable users. You may want to consult with technical support from your wireless service provider before changing some of these options.

Changing gateways

When you connect to the Internet, you normally connect through the default WAP gateway. Gateways are servers used to access WAP sites.

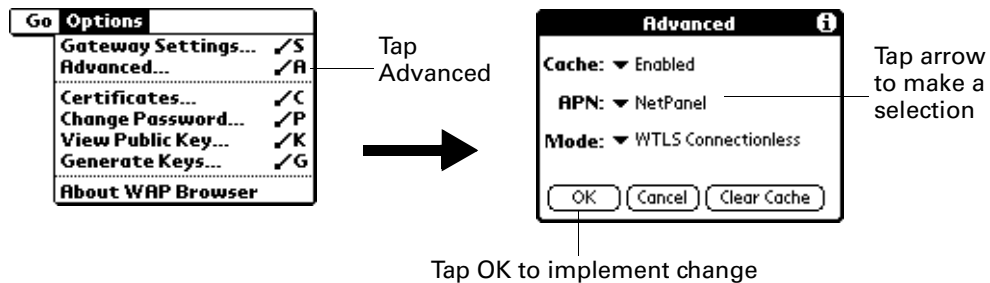
NOTE Generally, the gateway is automatically set by your wireless service provider and it may be hidden or locked. Changing this setting can disable your Palm WAP Browser's ability to access sites, so please exercise caution if you alter this setting.

You can check or change the gateway settings from the Gateway dialog box. To access the Gateway dialog box, tap Gateway Settings on the Options menu.



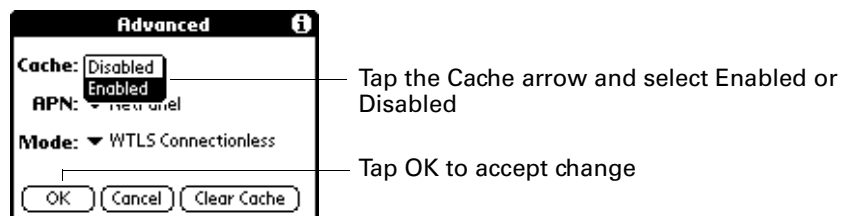
Setting advanced options

The Advanced dialog box allows you to enable or disable the cache functions, select an access point name, and select a mode.

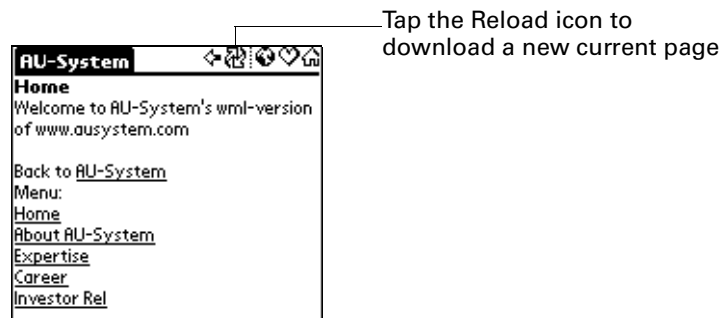


Using cache memory

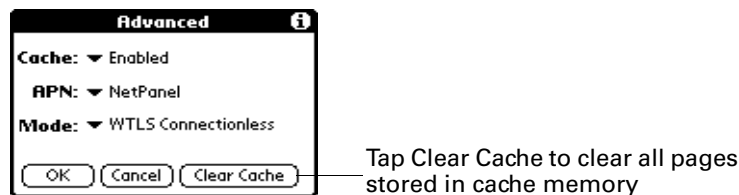
The Cache pick list on the Advanced dialog box allows you to enable or disable the cache memory. The default setting is cache memory enabled. Cache memory stores and displays a previously loaded WAP page rather than reloading the page each time. This enables you to save time in viewing pages, but you might view an older saved page rather than an updated one.



When viewing a page, you can update the current page by tapping the Reload icon. A new page is downloaded from the WAP site.



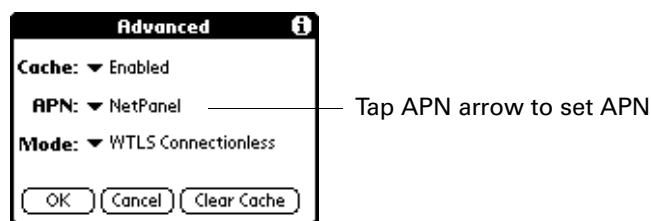
You can also clear cache memory so that all stored pages are deleted by tapping the Clear Cache button on the Advanced dialog box.



Selecting an Access Point Name

The APN pick list on the Advanced dialog box allows you to select an Access Point Name (APN) from a preset number of alternatives. The selections available in the APN list are dependent on your wireless service provider. The APN may be preset or configured automatically by your wireless service provider.

NOTE Changing the APN can disrupt your access to the Internet. Contact your wireless service provider for more information.



Selecting Mode

NOTE Changing the mode can disrupt your access to the Internet. The mode should not be changed unless you receive specific instructions from your wireless service provider.

The Mode pick list on the Advanced dialog box allows you to set the WAP stack configuration. There are two standard modes and two secure modes:

Standard modes

- Connectionless (CL-WSP: Connectionless - Wireless Session Protocol)
- Connection Oriented (CO-WSP: Connection Oriented - Wireless Session Protocol)

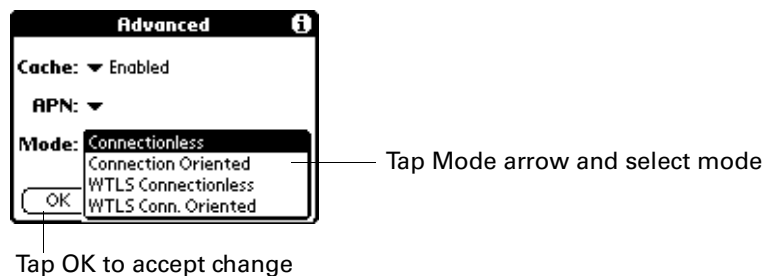
Secure modes

- WTLS Connectionless (CL-WTLS-WSP: Connectionless - Wireless Transport Layer Security - Wireless Session Protocol)
- WTLS Conn. Oriented (CO-WTLS-WSP: Connection Oriented - Wireless Transport Layer Security - Wireless Session Protocol)

Each mode has a port number associated with it:

- Connectionless - 9200
- Connection Oriented - 9201
- WTLS Connectionless - 9202
- WTLS Conn. Oriented - 9203

Once the WAP stack configuration for a WAP gateway is set, this parameter should not be changed unless you want to use another WAP gateway (see [“Using the security features”](#) earlier in this chapter).



Using the security features

The Palm WAP Browser uses the Public Key Infrastructure (PKI) method to exchange secure messages between you and another party. PKI is based on the use of a password key pair and a signature key pair. Each key pair has one public key and one signed key. The public key can be available to anyone, but you must store the signed key securely. All security of a PKI solution is based on the integrity of the signed key.

The public key is exchanged between you and another party using a certificate created and signed by a trusted Certificate Authority (CA). (The process of creating certificates and using a CA is beyond the scope of this chapter.) You can use the same key pair for several certificates.

All certificates are stored in the WAP Identity Module (WIM). The WIM is a storage area designed to store certificates, your private keys, and secure session data used to establish a secure connection. Usually the WIM is a smart card. Palm WAP Browser uses a software WIM that has the same functionality.

Palm WAP Browser uses the following two protective passwords:

- **Password:** Protects the password key pair. This password also protects the WIM and must be entered every time you access any content in the WIM.
- **Signature:** Protects the signature key pair. This signature is used only when you are asked to verify that you accept something asked for by another, such as a bank transfer.

Palm WAP Browser allows you to create multiple password and signature key pairs. Each type of key pair is protected by a password or signature that you create. You have only one password and one signature even if you have multiple key pairs. You can change the password and signature at any time.

Creating password and signature key pairs

To protect your transactions, you need to create a password key pair. If you are signing documents, you will also need to create a signature key pair.

IMPORTANT Key generation can take up to an hour. During this time, your handheld appears to be completely frozen and you are not able to use your handheld.

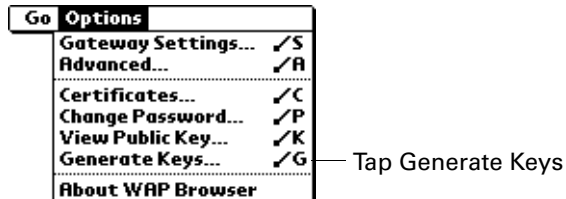
You can create a password and signature key pair by opening the Generate Keys dialog box from the Options menu. You select which kind of key pair you want to generate: password or signature.

If this is the first time that you have generated the selected type of key pair, you must enter a password or signature to protect access to and usage of the keys. If you have already generated this type of key pair, you must enter the corresponding password or signature to continue the key generation.

To create a password key pair:

1. Press Command Stroke (⌘) + G.

Alternately, press Function (F) + Menu (⌘), and then select Generate Keys on the Options menu.

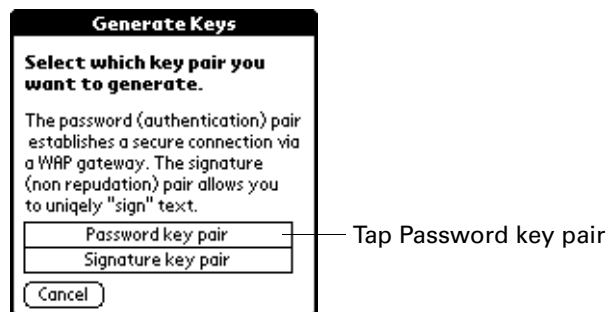


2. Tap Continue.



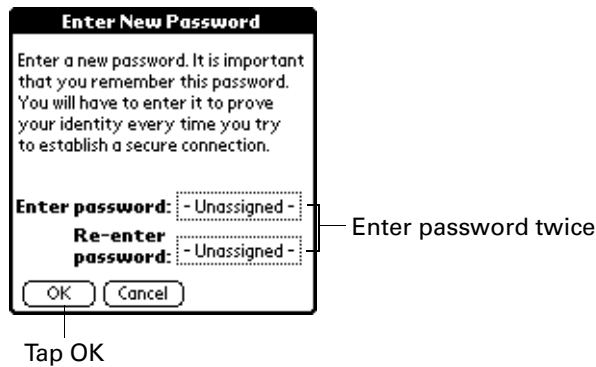
Tap Continue

3. Tap Password key pair.

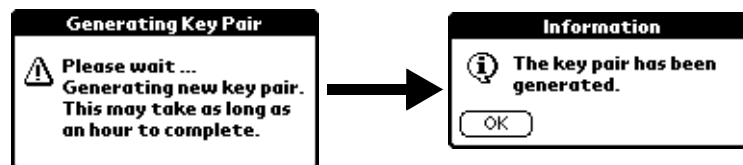


4. Enter your password twice and tap OK.

If you have already created a password key pair, enter the password you have already created. You can use any characters to set the password or signature—for example, small and capital letters, numbers, or symbols.



A Generating Key Pair dialog box appears, informing you that it may take an hour to generate the key pair. When the key pair has been generated, a confirmation dialog box appears.



5. Tap OK.

NOTE Generating a password key pair and generating a signature key pair are similar. To generate a signature key pair, follow the steps for creating a password key pair, and select Signature key pair in step 4.

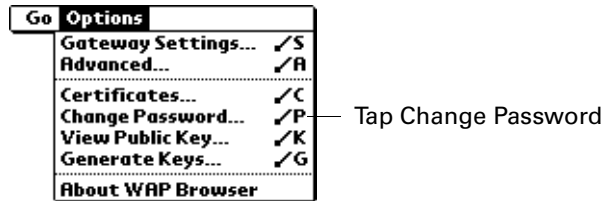
Changing your password or signature

Maintaining a secure password and signature is critical for the security of your transactions. You can change your password or signature regularly to maintain security.

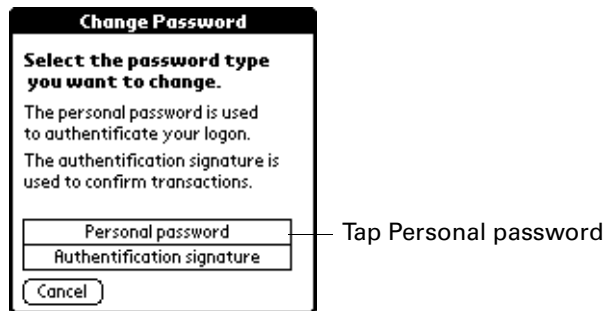
To change your password:

1. Press Command Stroke (⌘) + P.

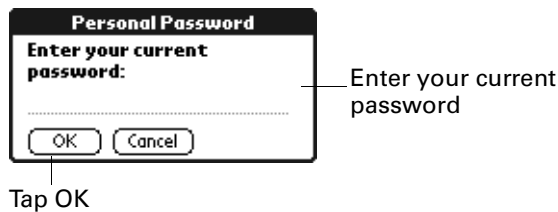
Alternately, press Function (Fn) + Menu (⌘), and then select Change Password on the Options menu.



2. Tap Personal password.

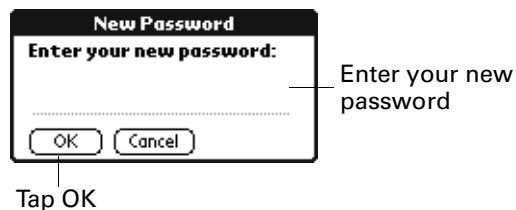


3. Enter your current password, and then tap OK.

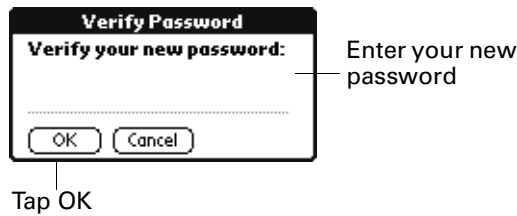


4. Enter the new password, and then tap OK.

You can use any characters to set the password or signature—for example, small and capital letters, numbers, or symbols.



- Verify the new password by entering the password again, and then tap OK.



- In the Information dialog box, tap OK.

NOTE Changing a password and changing a signature are similar. To change your signature, follow the steps for changing your password, and select Authentication signature in step 3.

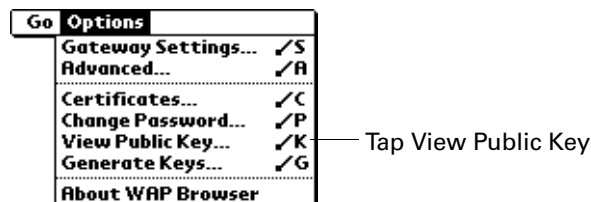
Viewing the public key and the signed key

Once you create a keyed pair, you can view the public key and signed the key by opening the View Public Key dialog box from the Options menu. This information is useful if you need to send a copy of the public key to your CA. The displayed keys are Base64 coded.

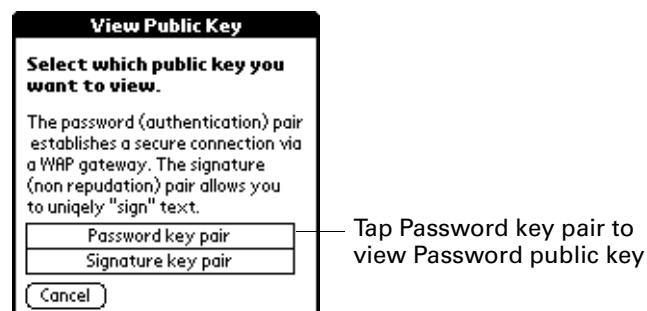
To view your public key and signed key:

- Press Command Stroke (⌘) + K.

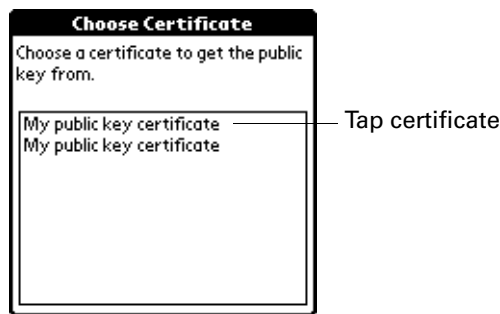
Alternately, press Function (F) + Menu (⌘), and then select View Public Key on the Options menu.



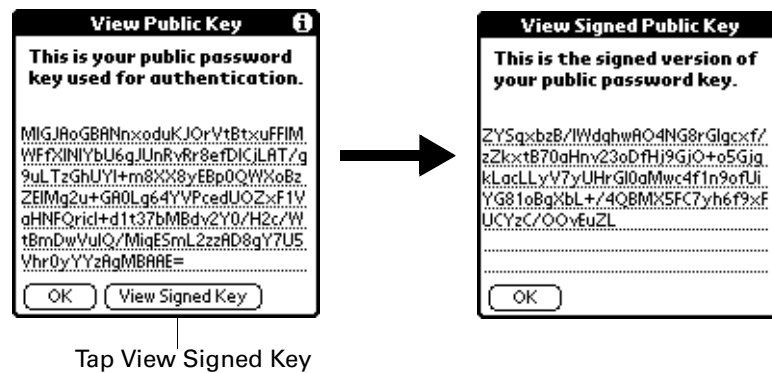
- Tap Password key pair.



- If you have several key pairs, a list of certificates is displayed and you can tap the appropriate certificate.



- Tap View Signed Key to view the signed public key.



- Tap OK.

NOTE Viewing a password and changing a signature key pair are similar. To view your signature public key, follow the steps for viewing your password public key, and select Signature key pair in step 2.

Storing certificates

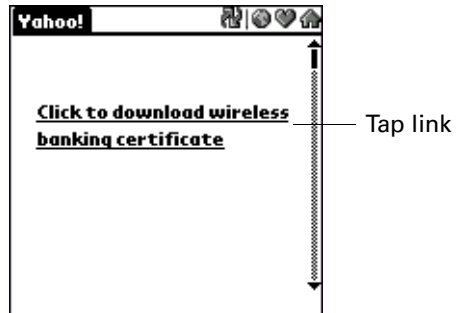
Palm WAP Browser supports both CA or root certificates and user/server certificates. Certificates are stored securely in the WIM, where you can view or delete them.

You can download a certificate from a WAP page by tapping the link to the certificate. Once the CA has approved your request for a certificate, the certificate is available for downloading.

To store a certificate:

1. Tap the certificate download link.

The certificate download link varies depending on the WAP site.

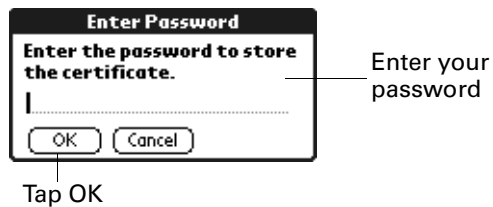


2. Tap Save.



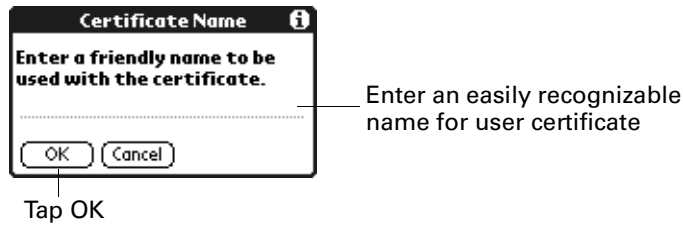
3. Enter your password and tap OK.

Your password is the same password that was set when you generated your Password key pair.

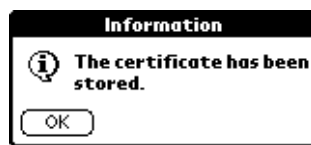


4. If you are storing a user certificate, you can enter a friendly name and tap OK.

The name is used for the certificate list when you are viewing your certificates. Make the name clear so that you can recognize the certificate. The friendly name is optional.



5. Tap OK.



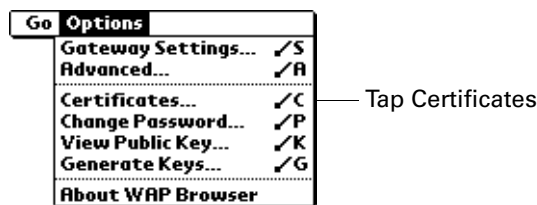
Viewing certificates

You can view your stored certificates by opening the Certificates dialog box from the Options menu.

To view your stored certificates:

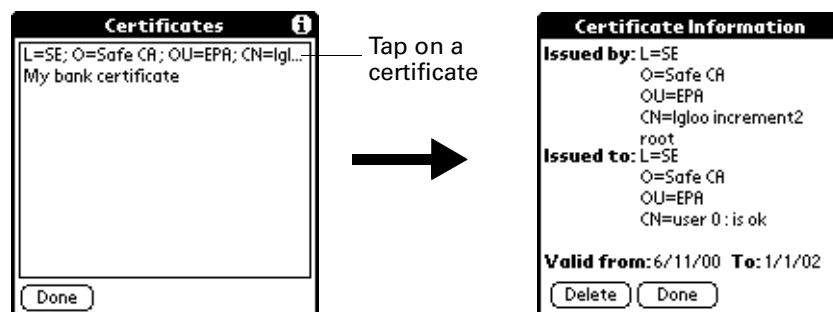
1. Press Command Stroke (⌘) + C.

Alternately, press Function (fn) + Menu (⌘), and then select Certificates on the Options menu.



2. Tap the certificate name.

You can delete the certificate by tapping Delete.

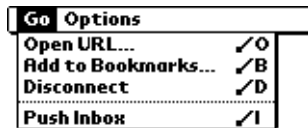


Using Palm WAP Browser menus

Palm WAP Browser menus are shown here for your reference, and the Palm WAP Browser features that is not explained elsewhere in this book is described here.

See “Using menus” in [Chapter 4](#) for information about choosing menu commands.

Go menu




Options menu



About WAP Browser

Shows version information for Palm WAP Browser.

Using World Clock

 World Clock enables you to view the current time and date in multiple locations and to set an alarm. Use World Clock to do the following:

- View the current time and date in three locations.
- Open a preferences screen where you can set the time and date for all the applications on your handheld.
- Set an alarm.
- Set Daylight Saving options.

To open World Clock and view the time:

1. Press Home .
2. Select the World Clock icon .

TIP Select on the navigator, and then tap Go to Clock.



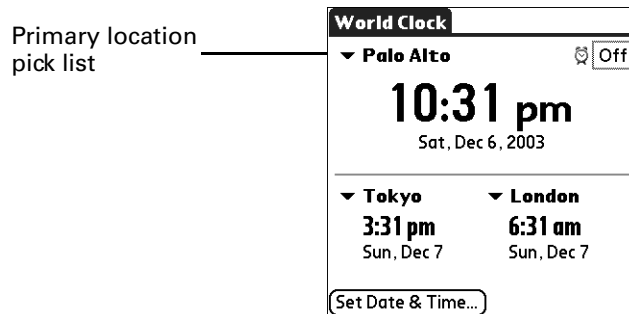
Setting the primary location

You can use World Clock to select the Location and Date & Time for the primary location. Keep in mind that the primary Location settings are system date and time and that these settings are used by all the applications on your handheld. The primary Location settings also appear in the Date & Time Preferences screen. Similarly, if you change the settings in the Date & Time Preferences screen, those settings become your system date and time and also appear under the primary Location in World Clock. The primary Location settings also serve as a point of reference for the secondary locations.

The following procedures show you how to set the Location and Date & Time from within World Clock. See [“Date and Time preferences”](#) in [Chapter 21](#) for details on setting these preferences.



To set the Location:

1. Tap the primary location pick list.



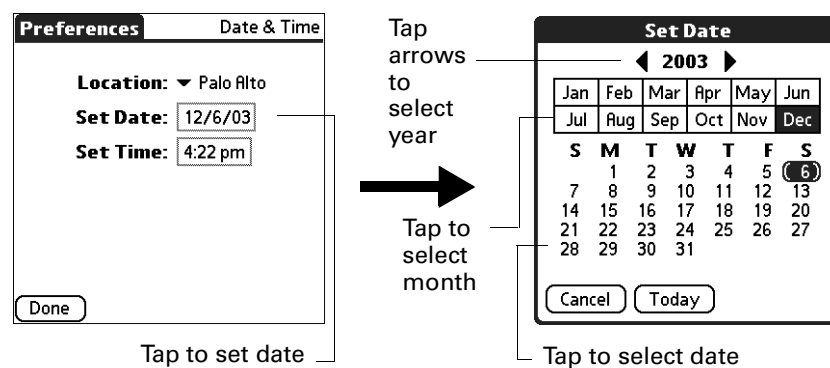
2. Tap the location you want to use as the primary location.



The location you select is typically a large city in the same time zone as the one where you live. If an appropriate choice does not appear in the list, see [“Adding a location”](#) later in this chapter to create a new location.

3. Press Function  + Enter , or tap OK.

To set the date:

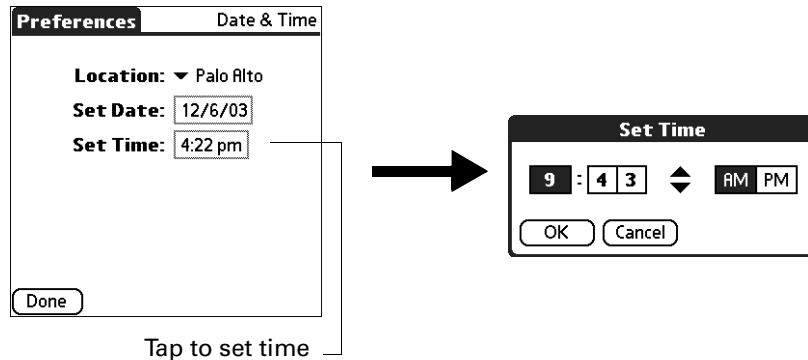
1. Tap Set Date & Time.
2. Tap the Set Date box.
3. Tap the arrows or press Right and Left on the navigator to select the current year.





4. Tap the current month.
5. Tap the current date.
6. Press Function  + Enter , or tap Done.

To set the time:

1. Tap Set Date & Time.
2. Tap the Set Time box.



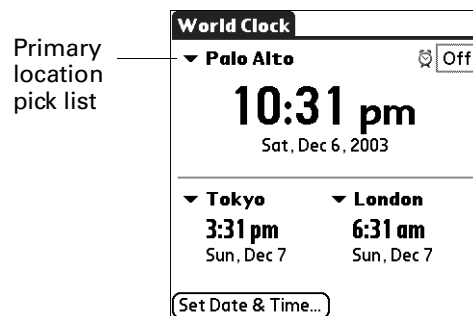
3. Tap the up or down arrows to change the hour.
4. Tap each number of the minute, and then tap the arrows to change them.
5. Press Function + Enter , or tap OK.
6. Press Function + Enter , or tap Done.

Choosing a different primary location

If you travel to another location and you want alerts to appear based on local time, you need to change the primary location to update the system time. You may, however, prefer to use the secondary locations to view the local date and time, and leave the primary location set to your home location.

To change the primary location:

1. Tap the pick list next to the current primary location.



2. Select the location you want to use as the new primary location.

If the new location is in another time zone, World Clock automatically updates the date and time in all the applications on your handheld.

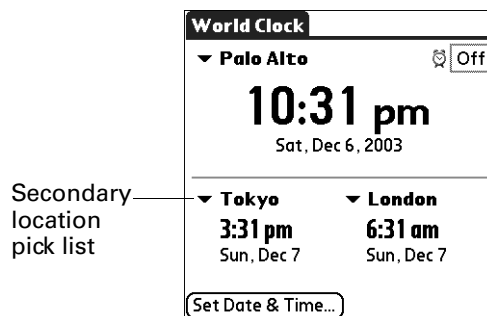
Setting the secondary locations

The secondary locations display the date and time in two locations other than the primary location. You can use the secondary locations to view the time in places to which you travel or you need to contact people.

The date and time in the secondary locations are based on the Date & Time in the primary location.

To select the secondary Locations:

1. Tap the pick list next to the secondary location.





2. Select the location you want to use as the new secondary location.

If an appropriate location does not appear in the list, see the next section [“Adding a location”](#) to create a new location.

Adding a location

If an appropriate location does not appear in the Location pick list, you can add a new location to the list, and if necessary adjust the time zone and Daylight Saving settings. If you activate the Daylight Saving options, the time change automatically occurs at 1:00 AM on the selected start and end dates.

To add a location:

1. Tap the Location pick list.
2. Select Edit List.
3. Tap Add.
4. Select a location that is in the same time zone as the city you want to add.
5. Press Function  + Enter , or tap OK.
6. (Optional) Tap the Name field and modify the Location name.

- (Optional) Tap the Time Zone box and select a time zone.

Edit Location

Name: Palo Alto

Time Zone: USA (Pacific)

This location observes Daylight Saving Time

Start: First Sunday of April

End: Last Sunday of October

OK Cancel

- Press Function + Enter , or tap OK.
- Press Function + Enter , or tap Done.

To set Daylight Saving options:

- From the Edit Location dialog box, tap the This location observes Daylight Saving Time check box to select it.
- Tap the Start box.

Set Start Date

Jan	Feb	Mar	Apr	May	Jun
Jul	Aug	Sep	Oct	Nov	Dec

Week: ▼ First

Day: ▼ Sunday

First Sunday of April





OK Cancel

- Tap the month when daylight saving begins.
- Tap the Week pick list.
- Select the week when daylight saving begins within the selected month.
- Tap the Day pick list.
- Select the day of the week when daylight saving begins within the selected week.
- Press Function + Enter , or tap OK.
- Tap the End box and repeat steps 3 through 8 to select when daylight saving ends.
- Press Function + Enter , or tap OK.

Modifying a Location

If you add a location and later realize you did not use the correct settings, you can modify the location.





To modify a Location:

1. Tap a Location pick list.
2. Select Edit List.
3. Select the location you want to modify.
4. Tap Edit.
5. Adjust the settings. See [“Adding a location”](#) earlier in this chapter for details.
6. Press Function  + Enter , or tap OK.
7. Press Function  + Enter , or tap Done.

Removing a location

If you no longer need a location that appears on the Location list, you can remove it from the list. You cannot remove a location that is currently assigned to the primary location.


To remove a Location:

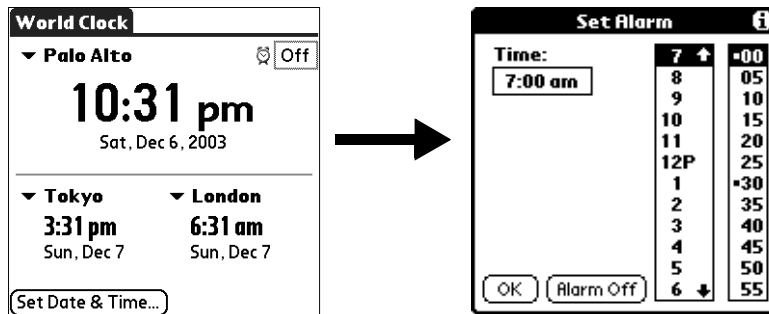
1. Tap a Location pick list.
2. Select Edit List.
3. Select the location you want to remove.
4. Tap Remove.
5. Press Function  + Enter , or tap OK to confirm deletion.
6. Press Function  + Enter , or tap Done.





Setting an alarm

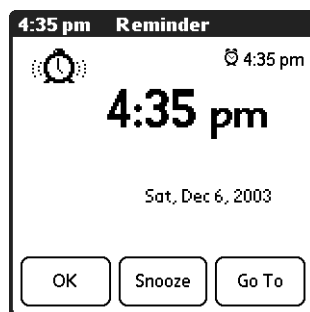
In addition to setting and displaying the Date & Time, World Clock also provides a convenient travel alarm feature. You can set an alarm to sound during the next 24-hour period.

To set an alarm:

1. Tap the box next to the Alarm icon  to open the Set Alarm dialog box.



2. Tap the time columns to set the hour and minute.
3. Press Function  + Enter , or tap OK.
4. When the alarm reminder message appears, do one of the following:
 - Press Function  + Enter , or tap OK to permanently dismiss the reminder and return to the current screen.
 - Tap Snooze to dismiss the reminder and return to the current screen. An attention indicator blinks in the upper-left corner of the screen to remind you of the pending alarm, and the reminder message appears again in five minutes. When the reminder message reappears, the current time is displayed in the Reminder bar and the alarm time appears on the screen.
5. Tap Go To to open World Clock.

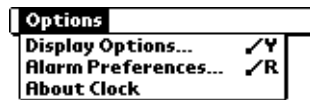


Using World Clock menus

World Clock menus are shown here for your reference, and World Clock features that are not explained elsewhere in this book are described here.

See “Using menus” in [Chapter 4](#) for information about choosing menu commands.

Options menu



Display Options Opens a dialog box where you can choose which information appears on the World Clock screen.

Show Multiple Locations. Activates the secondary location displays. When it is selected, the secondary locations appear below the primary location.

Show Date. Activates the date display. When it is selected, the date appears below the time for each location.

Alarm Preferences

Sound. Sets the sound of the alarm. The choices are Alarm, Bumble Bee, Reveille, Sonata, Wake Up, and Warbler.

Volume. Defines how loud the alarm sounds. The choices are Low, Medium, and High.

About World Clock

Shows version information for World Clock.


Performing HotSync® Operations

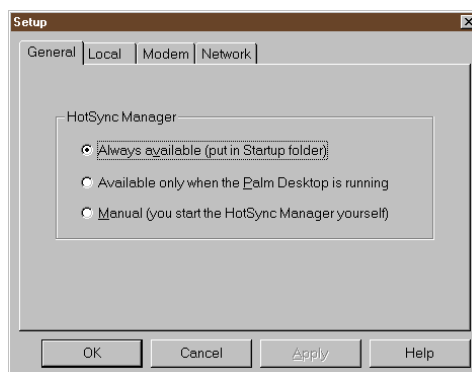
HotSync® technology enables you to synchronize data between one or more Palm OS® handhelds and Palm™ Desktop software or another PIM such as Microsoft Outlook. To synchronize data, you must connect your handheld and Palm Desktop software. You can synchronize your data either directly or indirectly. Direct methods include placing your handheld in the cradle/cable attached to your computer, or using infrared communications. An indirect method is using a modem or network HotSync technology.

Selecting HotSync setup options

You can choose when you want HotSync Manager to run. If necessary, you can adjust the local and modem HotSync settings as well.

To set the HotSync options on a Windows computer:

1. Click the HotSync icon ™ in the Windows system tray.
2. Select Setup.



3. Click the General tab and select one of the following options:

Always available Adds HotSync Manager to the Startup folder and constantly monitors the communication port for synchronization requests from your handheld. With this option, the HotSync Manager synchronizes data even when Palm Desktop software is not running.

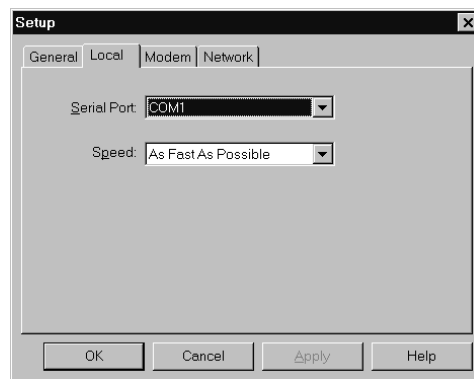
Available only when Palm Desktop software is running Starts HotSync Manager and monitors requests automatically when you open Palm Desktop software.

Manual Monitors requests only when you select HotSync Manager from the Start menu.

If you're not sure which option to use, keep the default setting: Always available.

4. If you are using a serial cradle/cable, click the Local tab to display the settings for the connection between your computer and the handheld cradle/cable, and adjust the following options as needed.

If you are using the USB cradle/cable, you do not need to use the settings on the Local tab for a direct HotSync operation.



Serial Port Identifies the port that HotSync Manager uses to communicate with the cradle/cable. You can change the port selection.

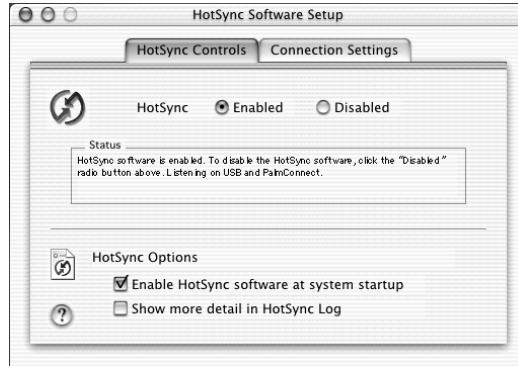
Your handheld cannot share this port with an internal modem or other device.

Speed Determines the speed at which data is transferred between your handheld and Palm Desktop software. Try the As Fast As Possible rate first, and adjust downward if you experience problems. This setting allows Palm Desktop software and your handheld to find and use the fastest speed.

5. Click the Modem tab to display the modem settings and adjust the options as needed. See [“Conducting HotSync operations using an attached modem”](#) later in this chapter for more information.
6. If you are attached to a network, click the Network tab to display the network settings and adjust the options as needed. For more information, see [“Conducting network HotSync operations”](#) later in this chapter.
7. Click OK.

To set the HotSync options on a Mac:

1. Double-click the HotSync Manager icon in the Palm folder.
2. Click the HotSync Controls tab and select any of the following options.



HotSync Enabled/Disabled Activates the HotSync software and prepares your computer to synchronize with your handheld. By default, the transport monitor is enabled whenever you start your computer.

Enable HotSync software at system startup Activates the transport monitor automatically each time you start your computer. If this option is not selected, you must open HotSync Manager and select the Enabled option before you can perform a HotSync operation.

Show more detail in HotSync Log Includes more troubleshooting information in the log that is generated when you perform a HotSync operation.

3. Close the HotSync Software Setup window.

Customizing HotSync application settings

For each application, you can define a set of options that determines how records are handled during synchronization. These options are called a *conduit*. By default, a HotSync operation synchronizes all files between the handheld and Palm Desktop software.

In general, you should leave the settings to synchronize all files. The only reason you might want to change these settings is to overwrite data on either your handheld or Palm Desktop software, or to avoid synchronizing a particular type of file because you don't use it.

In addition to the conduits for Date Book, Address Book, To Do List, Memo Pad, and Note Pad, Palm Desktop software includes System and Install conduits, as well as conduits for the VersaMail™ application. The System conduit backs up the system information stored on your handheld, including ShortCuts. The Install conduit installs add-on applications on your handheld. The conduit for the VersaMail application enables you to select e-mail accounts to synchronize. The VersaMail application is optional and is not installed on all handhelds.

To customize HotSync application settings on a Windows computer:

1. Click the HotSync icon  in the Windows system tray (lower-right corner of the taskbar).

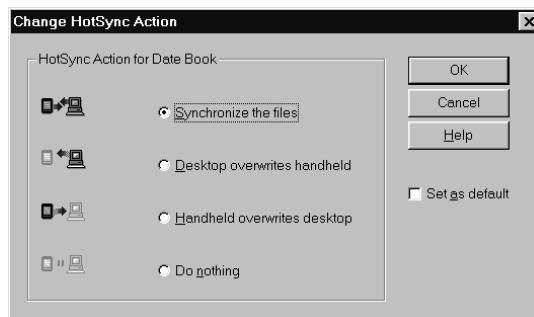
You can also click the HotSync command on the Palm Desktop software menu bar.

2. From the HotSync Manager menu, choose Custom.
3. Select the appropriate username from the list.
4. Select an application in the Conduit list.
5. Click Change, and do one of the following:

VersaMail: Set synchronization options. Click Configure Accounts to change e-mail account settings. The VersaMail application is optional and is not installed on all handhelds.

Other applications: For each application, click the direction in which you want to write data, or click Do Nothing to skip data transfer for an application.

Changing the HotSync setting from the default affects only the *next* HotSync operation. Thereafter, the HotSync Actions revert to their default settings. To use a new setting on an ongoing basis, select the Set as default box. Thereafter, whatever you selected as the default setting is used when you click the Default button in the Custom dialog box.

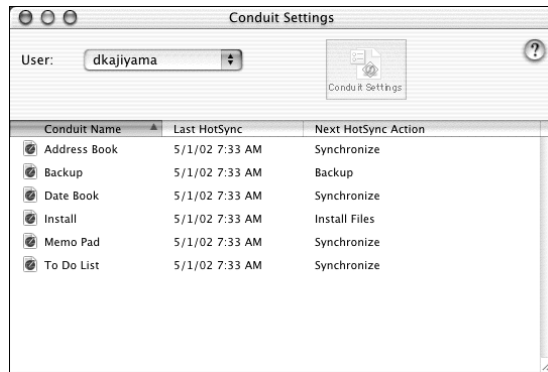


6. Click OK.
7. Click Done to activate your settings.

To customize HotSync application settings on a Mac computer:

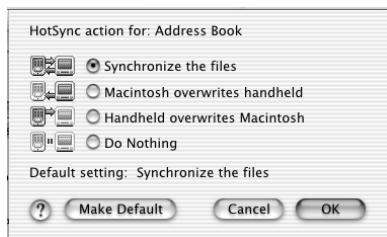
1. Double-click the Palm Desktop icon in the Palm folder.
2. From the HotSync menu, choose Conduit Settings.
3. From the User pop-up menu, select the appropriate username.
4. Select an application in the Conduit list.

5. Click Conduit Settings.



6. For each application, click the direction in which you want to write data, or click Do Nothing to skip data transfer for an application.

Changing the HotSync setting from the default affects only the *next* HotSync operation. Thereafter, the HotSync Actions revert to their default settings. To use a new setting on an ongoing basis, click Make Default. Thereafter, whatever you selected as the default setting is used for HotSync operations.



7. Click OK.
8. Close the Conduit Settings window.

Performing cradle/cable HotSync operations

The simplest way to synchronize data is to perform a direct HotSync operation by placing your handheld in the cradle/cable and pressing the HotSync button.

Performing a cradle/cable HotSync operation: Windows computer

The first time you synchronize your data, you need to enter user information on Palm Desktop software. After you enter this information and synchronize, the HotSync Manager recognizes your handheld and doesn't ask for this information again.

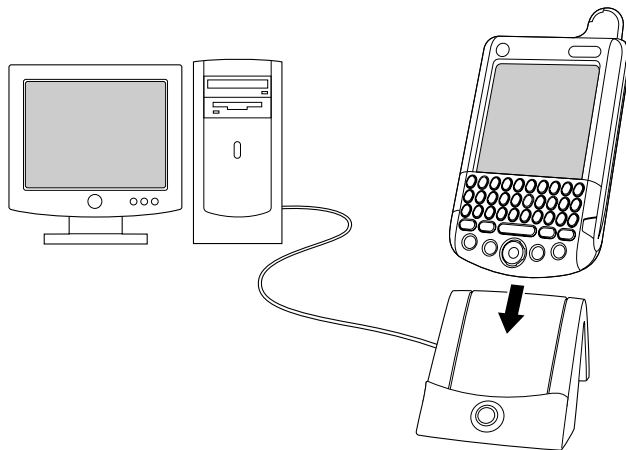
If you are a system administrator preparing several handhelds for a group of users, you may want to create a user profile. See [“Using File Link”](#) later in this chapter before performing the following steps.

IMPORTANT You must perform your *first* HotSync operation with a local, direct connection, or with infrared communication, rather than using a modem or network.

The following steps assume that you have already installed Palm Desktop software. If you have not installed this software, see the *Getting Started* installation guide for instructions.

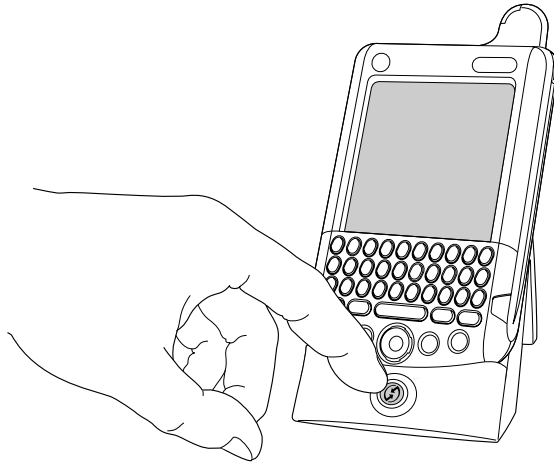
To perform a local HotSync operation on a Windows computer:

1. Place your handheld in the cradle/cable.



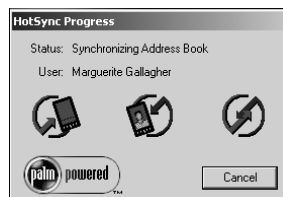
2. If the HotSync Manager is not running, start it: On the Windows desktop, click Start, and then choose Programs. Navigate to the Palm Desktop software program group and choose HotSync Manager. Alternatively, you can start the Palm Desktop software, which automatically opens the HotSync Manager.

3. Press the HotSync button  on the cradle/cable.



IMPORTANT The first time you perform a HotSync operation, you must enter a username in the New User dialog box and click OK. Every handheld should have a unique name. To prevent loss of a user's records, never try to synchronize more than one handheld to the same username.

The HotSync Progress dialog box appears and synchronization begins.



4. Wait for a message on your handheld indicating that the process is complete.

After the HotSync process is complete, you can remove your handheld from the cradle/cable. Gently tilt your handheld forward in the cradle, and then lift it up to remove it.

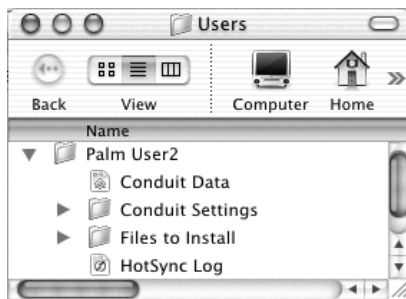
Performing a direct HotSync operation: Mac computer

When you installed Palm Desktop software, you entered a username. This username is the connection between your handheld and your computer.

The first time you perform a HotSync operation the Palm Desktop software does the following:

- Adds a username to your handheld.
- Creates a folder for the username in the Users folder inside the Palm folder inside the current Mac user's Documents folder. For example, if you entered

Jane Garcia as your username, a folder called Jane Garcia is created in the Users folder.



- Creates a file named User Data in your username folder.

Usernames appear in the User pop-up on the right side of the toolbar. You can change users by selecting a new name in the pop-up menu.

Each subsequent time you perform a HotSync operation, HotSync Manager reads the username from your handheld and synchronizes the data in the folder of the same name.

Be sure you select the correct username from the User pop-up before entering data on Palm Desktop or performing a HotSync operation.

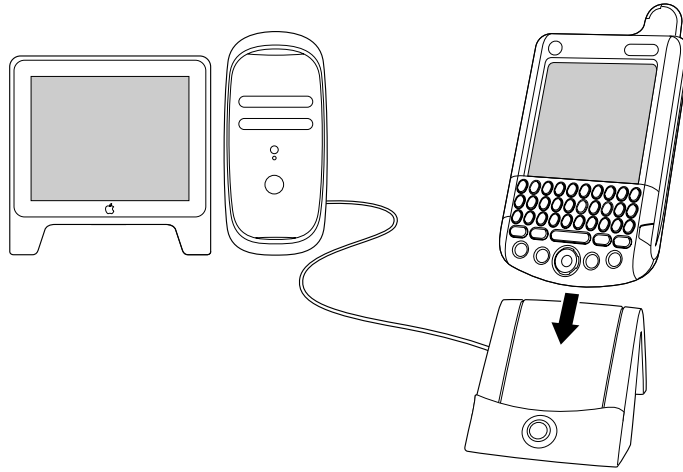
If you are a system administrator preparing several handhelds for a group of users, you may want to create a user profile. See [“Creating a user profile”](#) later in this chapter before performing the following steps.


IMPORTANT You must perform your *first* HotSync operation with a local, direct connection, or with infrared communication.

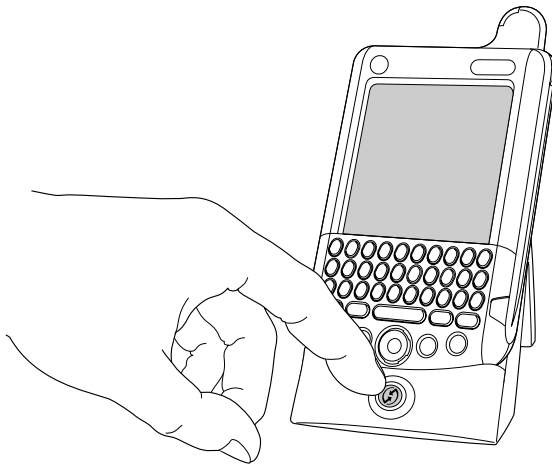
The following steps assume that you have already installed Palm Desktop software. See the *Getting Started* installation guide if you have not installed this software.

To perform a local HotSync operation on a Mac computer:

1. Place your handheld in the HotSync cradle/cable.

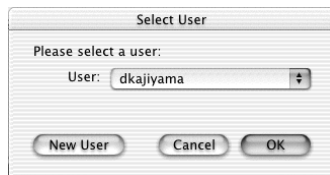


2. Make sure HotSync Manager is enabled: Double-click the HotSync Manager icon in the Palm folder. Click the HotSync Controls tab and make sure the Enabled option is selected.
3. Press the HotSync button  on the cradle/cable.

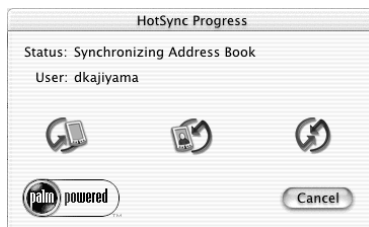


The HotSync Progress dialog box appears, followed by the Select User dialog box.

4. In the Select User dialog box, select the username you entered when you installed the Palm Desktop software, and click OK.



The HotSync Progress dialog box reappears, and synchronization begins.



5. Wait for a message on your handheld indicating that the process is complete.

After the HotSync process is complete, you can remove your handheld from the cradle/cable. Gently tilt your handheld forward in the cradle, and then lift it up to remove it.

Conducting IR HotSync operations

You can use the infrared (IR) port on your handheld to perform HotSync operations. When you perform an IR HotSync operation, you don't need your cradle/cable. However, you must have a computer that's equipped with an IR port and that supports the IrCOMM implementation of the Infrared Data Association (IrDA) standards. This is especially useful if you travel with an infrared-enabled laptop. You simply enable infrared communication on your laptop and handheld and follow the steps in [“Performing an IR HotSync operation”](#) later in this section.

Preparing your computer for infrared communication


Before you can perform a HotSync operation using the IR port, the computer with which you want to synchronize must fulfill these requirements:

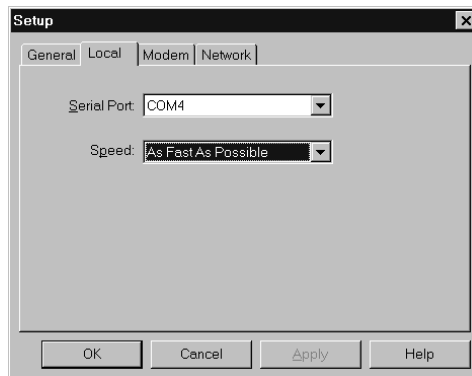
- Your computer must support the IrCOMM implementation of the IrDA standards.
- Your computer must have an enabled infrared port that's built into the computer, or an enabled infrared device attached to the computer.
- Some desktop computers may require an infrared device attached to a physical COM port. Laptops are likely to have a built-in IR port, so no external device is necessary.

- Your computer must have an installed infrared driver.
- If you have an external infrared device attached to your computer, a driver is probably included with the device. Consult the documentation included with the device for information on installing the required driver.

Check your computer's documentation to learn if the computer supports infrared communication.

To configure HotSync Manager for infrared communication on a Windows computer:

- Click the HotSync Manager icon  in the Windows system tray, and make sure that Infrared is checked.
 - If you have an Infrared option on the HotSync Manager menu, and that option is selected, skip to [“Performing an IR HotSync operation.”](#)
 - If you do not have an Infrared option on the HotSync Manager menu, complete the following steps:
 - a. Make sure that Local Serial is selected on the menu.
 - b. From the HotSync Manager menu, select Setup.
 - c. Click the Local tab.
 - d. In the Serial Port drop-down box, select the simulated port that your computer uses for infrared communication.



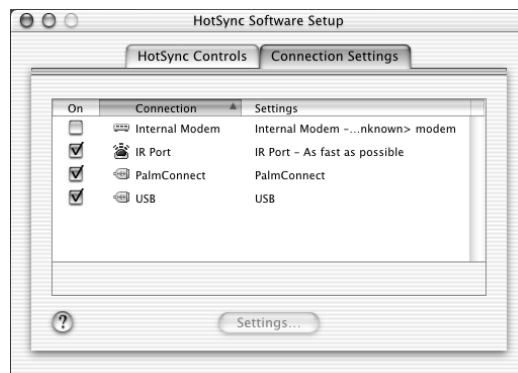
See the documentation for your operating system for instructions on finding the simulated port. This information is usually located in the Control Panel.

- Click OK.

NOTE If your cradle/cable is connected to a USB port, you can continue using it while HotSync Manager is configured for infrared communication. If your cradle/cable is connected to a serial port, you cannot use your HotSync cradle/cable again until you reconfigure the HotSync Manager to communicate with the port defined for cradle/cable synchronization.

To configure HotSync Manager for infrared communication on a Mac computer:

1. Double-click the HotSync Manager icon in the Palm folder.
2. In the HotSync Controls tab, select Enabled.
3. Click the Connection Settings tab.
4. Select the On check box next to IR Port.



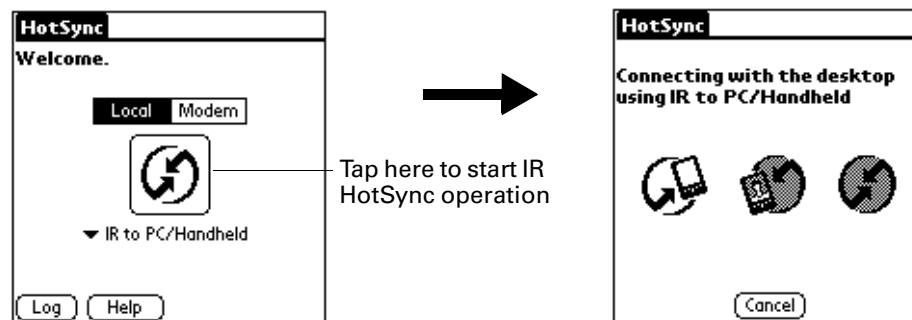
5. Close the HotSync Software Setup window.

Performing an IR HotSync operation

After you complete the steps to prepare for performing an IR HotSync operation, it's easy to perform the actual operation.

To perform an IR HotSync operation:

1. Press Home (⏪).
2. Tap the HotSync icon (🔄).
3. Tap Local.
4. Tap the pick list below the HotSync icon and select IR to PC/Handheld.
5. Position the IR port of your handheld within a couple of inches of the infrared port of your computer.
6. Tap the HotSync icon to start the IR HotSync operation.




Returning to cradle/cable HotSync operations


It's easy to return to using the cradle/cable for HotSync operations.

If your cradle/cable is connected to a USB port, you can continue using it while HotSync Manager is configured for infrared communication. Use the following instructions to return to Local USB cradle/cable HotSync operations only when necessary, such as when you have disconnected the cradle/cable from the USB port.

To return to local USB cradle/cable HotSync operations on a Windows computer:

1. If necessary, connect the cradle/cable to the USB port of the computer you use for HotSync operations.
2. Click the HotSync Manager icon  in the Windows system tray, and select Local USB if it is not already selected.

To return to local serial cradle/cable HotSync operations on a Windows computer:

1. If necessary, connect the cradle/cable to the port of the computer you use for HotSync operations.
2. Click the HotSync Manager icon  in the Windows system tray.
3. Choose Setup, and then click Local.
4. Select the COM port where your cradle/cable is connected.
5. Click OK.

To return to local serial cradle/cable HotSync operations on a Mac computer:

1. If necessary, connect the cradle/cable to a serial port on your computer.
2. Double-click the HotSync Manager icon in the Palm folder.
3. In the HotSync Controls tab, select Enabled.
4. Click the Connection Settings tab, and select the correct connection.
5. Close the HotSync Software Setup window.

The next time you want to perform a HotSync operation, just press the HotSync button on the cradle/cable, as you always did before.

Conducting HotSync operations using an attached modem

You can use your attached modem to synchronize your handheld when you are away from your computer.

IMPORTANT You cannot perform a wireless HotSync operation using your handheld's mobile radio.

The first HotSync operation must be performed using a local, direct connection, or with infrared communication. After that, you can perform a HotSync operation using an attached modem.

To perform a HotSync operation using your attached modem you need the following:

- A modem connected to your computer.
- Palm Desktop software configured for use with the modem.
- A modem connected to your handheld.
- A configuration for the kind of modem connection you want to make. See [“Connection preferences”](#) in [Chapter 21](#) for more information.

Preparing your computer for a modem HotSync operation

There are a few steps you must perform to prepare your computer for a modem HotSync operation. Be sure to perform these steps before you leave your office so that your computer is ready to receive a call from your handheld.

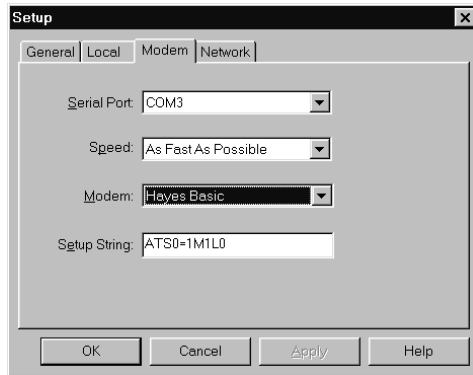
To prepare your Windows computer for a modem HotSync operation:

1. Confirm that the computer modem is connected and turned on, and that no communications applications, such as fax or telephony software, are running on a COM port.

Make sure the computer is disconnected from all online services, such as America Online (AOL). This helps to avoid conflicts with the COM port.

2. Start HotSync Manager if it is not already running, and from the HotSync Manager menu, select Modem.

- Adjust the following options as needed.



Serial Port Identifies the port for the modem. If you are unsure of the port assignment, look at the Modem Properties in the Windows Control Panel.

Speed Determines the speed at which data is transferred. Try the As Fast As Possible rate first, and adjust downward if you experience problems. This setting allows Palm Desktop software and your handheld to find and use the fastest speed.

Modem Identifies the modem type or manufacturer. Refer to your modem manual or faceplate for its type or settings. If you're not sure of your modem type or your modem doesn't match any that appear in the list, select Hayes Basic.

Setup String Identifies the setup string for your particular modem. Not all modems require a setup string. Refer to your modem manual and enter the setup string if recommended by the manufacturer.

- Click OK.

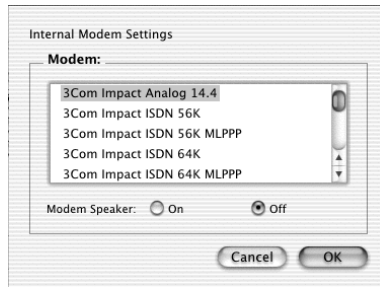
To prepare a Mac computer for a modem HotSync operation:

- Confirm that the computer modem is connected and turned on, and that no communications applications, such as fax or telephony software, or AppleTalk networking are running on that serial port.

NOTE Make sure your computer is disconnected from all online services, such as CompuServe and America Online (AOL). This helps to avoid conflicts with the serial port. In addition, your computer must be on, and it should not be in sleep mode when receiving a call from a remote handheld.

- Double-click the HotSync Manager icon in the Palm folder.
- Click the HotSync Controls tab and enable the Transport Monitor, if it is not already enabled.
- Click the Connection Settings tab.

5. Select the On check box of the modem connection you're using, and then click Settings.
6. In the Settings dialog box, select Modem as the connection type, if it is not already selected. This step is not necessary for internal modems.
7. Adjust the following options as needed.



Modem Identifies the type of modem connected to your computer. If your modem does not appear on the list, use the Hayes Basic setting, or select Custom to enter a command string. Refer to the manual that came with your modem to find the appropriate command string.



Modem Speaker Activates the modem's speaker. If you are having trouble connecting, turn on this option to make sure that the modem connected to your computer is responding to incoming calls.

8. Click OK.
9. Close the HotSync Software Setup window.

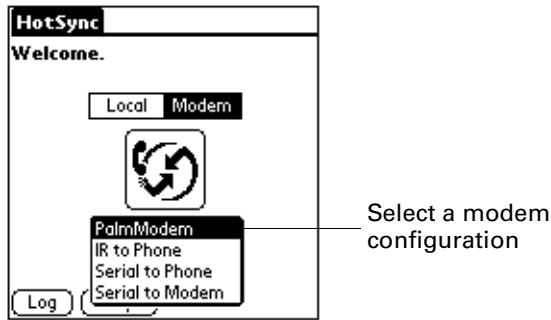
Preparing your handheld for a modem HotSync operation

There are a few steps you must perform to prepare your handheld for a modem HotSync operation.

To prepare your handheld for a modem HotSync operation:

1. Press Home .
2. Tap the HotSync icon .
3. Tap Modem.

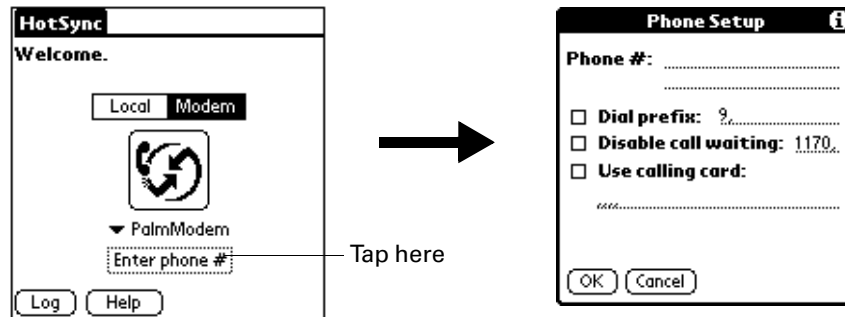
4. Tap the pick list below the icon and select a modem configuration.



5. If you need to create a configuration, press Command Stroke (⌘) + S.
 Alternately, press Function (F) + Menu (⌘), and then select Connection Setup on the Options menu.

See [“Connection preferences”](#) in [Chapter 21](#) for more information.

6. Tap the Enter phone # field.



If you plan to connect to your company’s dial-in server (network modem) instead of connecting to a computer modem, see [“Using File Link”](#) later in this chapter.

7. Enter the telephone number to access the modem connected to your computer.
8. If necessary, enter a dial prefix (such as “9”) to access an outside line, and then tap the Dial Prefix check box to select it.




TIP You can enter a comma in the field to introduce a “pause” in the dialing sequence. Each comma equals a two-second pause.



9. If the phone line you’re using for the handheld has call waiting, select the Disable call waiting check box to avoid an interruption during the modem HotSync operation.
10. If you want to use a calling card to place the call, select the check box and enter the calling card number.
11. Tap OK.

Selecting the conduits for a modem HotSync operation

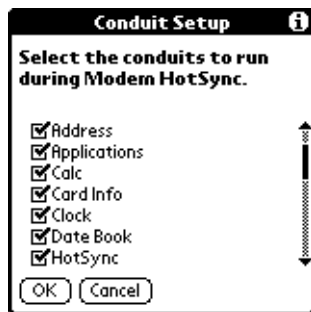
The Conduit Setup dialog box on your handheld enables you to define which files and/or applications synchronize during a modem HotSync operation. You can use these settings to minimize the time required to synchronize data with a modem.

To change the Conduit Setup for a modem HotSync operation:

1. Press Home .
2. Tap the HotSync icon .
3. Press Command Stroke  + D.

Alternately, press Function  + Menu , and then select Conduit Setup on the Options Menu.

4. Tap the check boxes to deselect the files and applications that you do *not* want to synchronize during a modem HotSync operation. The default setting is to synchronize all files.






Applications that do not have a database (such as games) do not synchronize, even if you select the item in the Conduit Setup dialog box.

5. Tap OK.

Performing a HotSync operation using an attached modem

After you prepare your computer and your handheld and select your Conduit Setup options, you are ready to perform a modem HotSync operation.

To perform a modem HotSync operation:

1. Press Home .
2. Tap the HotSync icon .
3. Tap the Modem icon  to dial the Palm Desktop modem and synchronize the applications.
4. Wait for the HotSync operation to complete. If you have any problems conducting a successful HotSync operation, see [“HotSync problems”](#) in [Appendix B](#).

Conducting network HotSync operations

When you use the network HotSync technology, you can take advantage of the LAN and WAN connectivity available in many office environments. Network HotSync technology enables you to perform a HotSync operation by using Bluetooth technology or an 802.11 accessory to make a wireless connection to a network, by dialing in to a network, or by using a cradle/cable that is connected to any computer on your LAN or WAN (provided that the computer connected to the cradle/cable also has the network HotSync technology installed, your computer is on, and the HotSync Manager is running).

NOTE Network HotSync technology is available only on Windows computers and when dialing into the corporate network. Network HotSync is not available if the desktop computer is located behind a firewall.


Connecting to your company's dial-in server

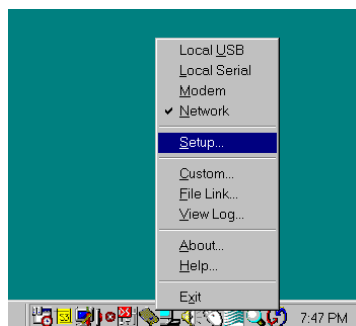
A network HotSync operation requires the following (consult your system administrator for assistance):

- Your computer has TCP/IP support installed.
- Both your company's network system and its remote access server support TCP/IP.
- You have a remote access account.

Everything you need for connecting to your company's dial-in server (network modem) is included with Palm Desktop software and handheld software. You need to activate the feature, however, on both Palm Desktop software and your handheld.

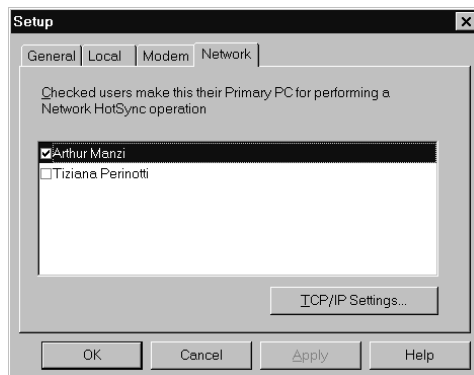
To prepare your computer for a network HotSync operation:

1. Click the HotSync Manager icon  in the Windows system tray.
2. From the HotSync Manager menu, select Network.



3. From the HotSync Manager menu, select Setup.




- Click the Network tab and make sure your user name has a checkmark next to it. If the checkmark is not there, click the check box next to your user name.





- Click OK.
- Put your handheld in the cradle/cable, and perform a HotSync operation.

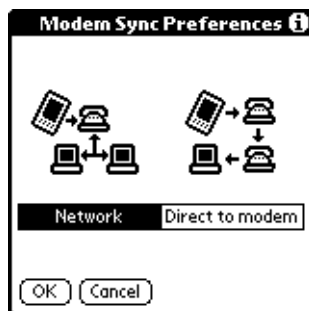
The HotSync operation records network information about your computer on your handheld. With this information, your handheld can locate your computer when you perform a HotSync operation over the network.

To prepare your handheld for a network HotSync operation:

- Press Home .
- Select the HotSync icon .
- Press Command Stroke  + O.

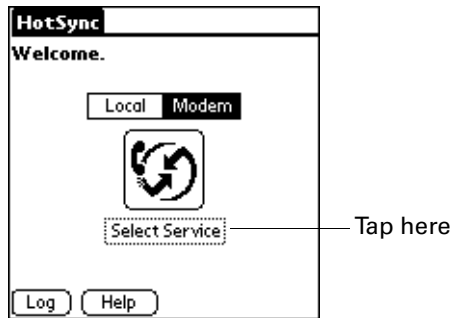
Alternately, press Function  + Menu , and then select Modem Sync Prefs on the Options Menu.

- Tap Network.



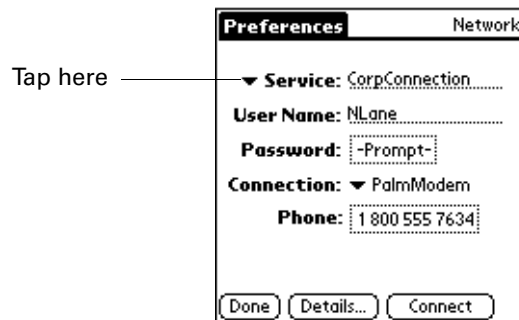
- Tap OK.




6. Tap Select Service.





NOTE See [“Network preferences”](#) in [Chapter 21](#) for information on creating a network connection.

7. Tap Service and select a service.



8. Press Function  + Enter , or tap Done.
9. Press Command Stroke  + D.

Alternately, press Function  + Menu , and then select Conduit Setup on the Options Menu.

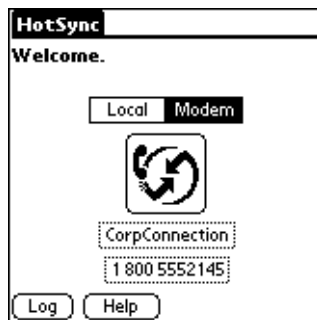
For instructions on selecting conduits, see [“Selecting the conduits for a modem HotSync operation”](#) earlier in this chapter.

Performing a network HotSync operation

After you prepare your computer and your handheld and select your Conduit Setup options, you are ready to perform a network HotSync operation.

To perform a network HotSync operation:

- Tap the modem HotSync icon to begin the operation.



Using File Link

The File Link feature enables you to import Address Book and Memo Pad information onto your handheld from a separate external file such as a company phone list. HotSync Manager stores the data in a separate category on your Palm Desktop software and on your handheld. You can configure the File Link feature to check for changes to the external file when you perform a HotSync operation.

With File Link you can import data stored in any of the following formats:

- Comma-separated (*.csv)
- Memo Pad archive (*.mpa)
- Address Book archive (*.aba)
- Text (*.txt)

For information on how to set up a file link, see the Palm Desktop online Help.

NOTE The File Link feature is not available in Palm Desktop software for Mac.

Creating a user profile

A user profile enables you to install the same set of data onto multiple Palm OS handhelds before each handheld is individualized with a specific user name and data file.

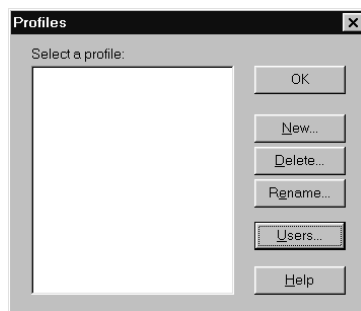
A handheld that is preconfigured with a user profile can be given to anyone because the handheld is not yet identified by a unique user name. The handheld acquires a unique user name when the new user performs his or her first local HotSync operation.

For example, suppose a sales organization wants to distribute two dozen handhelds that each have a common company phone list, a set of memos, and several key applications. A user profile can be created to install the common data before the handhelds are distributed to the employees who will use them. Then when the employees perform their first HotSync operation, the common data becomes part of their individual data file.

NOTE The handhelds that are synchronized with a user profile must be either new ones that have never been synchronized or handhelds that have had their user names and data removed by a hard reset.

To create a user profile on a Windows computer:

1. Open Palm Desktop software.
2. From the Tools menu, select Users.
3. Click Profiles.
4. Click New.

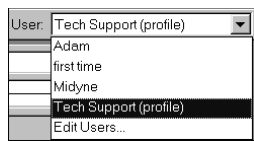


5. Enter a unique name for the profile and click OK.



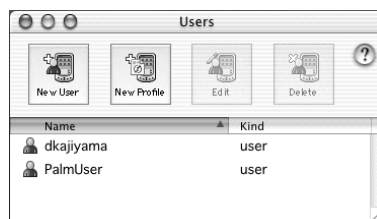
6. Repeat steps 3 through 5 for each profile that you want to create, and then click OK to return to Palm Desktop software.

7. Select the profile from the User list, and create the data for the profile (for example, a company phone list).



To create a user profile on a Mac computer:

1. Open Palm Desktop software.
2. From the User pop-up menu, select Edit Users.
3. Click New Profile.



4. Enter a unique name for the profile and click OK.




5. Close the Users window.
6. From the User pop-up menu, select the new profile.
7. Create the data for the profile (such as a company phone list).
8. From the HotSync menu, select Conduit Settings.
9. Select the conduit settings for the profile. See [“Customizing HotSync application settings”](#) earlier in this chapter for details.

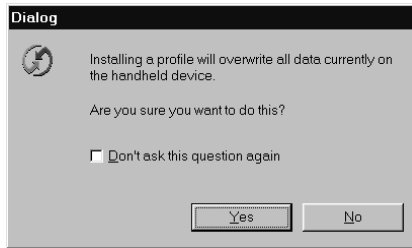
Performing the first HotSync operation with a user profile

After you create a user profile, you are ready to transfer the information to the new handheld during the first HotSync operation.

To use a profile for the first-time HotSync operation on a Windows computer:

1. Place the new handheld in the cradle/cable.
2. Press the HotSync button  on the cradle/cable.
3. Click Profiles.


4. Select the profile you want to load on the handheld, and click OK.

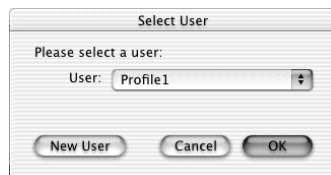


5. Click Yes to transfer all the profile data to the handheld.

The next time you perform a HotSync operation, Palm Desktop software prompts you to assign a username to the handheld.

To use a profile for the first-time HotSync operation on a Mac computer:

1. Connect the new handheld to the HotSync cradle/cable.
2. Press the HotSync button  on the cradle/cable.
3. Select the profile you want to load on the handheld, and click OK to transfer all the profile data to the handheld.



The next time you perform a HotSync operation, Palm Desktop software prompts you to assign a username to the handheld.



Setting Preferences for Your Handheld

The Preferences screens enable you to customize the configuration options on your handheld, including the following:

Buttons	Reassign different applications to the buttons on the front panel of your handheld, and the HotSync® button on the cradle.
Connection	Configure cradle, modem, and infrared communication settings.
Date and Time	Set the date, time, time zone, and Daylight Saving switch.
Digitizer	Calibrate the screen on your handheld.
Formats	Set the country default and the formats for dates, times, calendar, and numbers.
General	Set these features: auto shutoff interval, Stay on in cradle, sounds, vibrator, indicator light, and Beam Receive.
Keyboard	Configure your keyboard functions.
Mobile	The Mobile Panel allows you to configure many of the wireless settings for the applications sharing configuration settings.
Network	Configure your handheld for use with a network.
Owner	Assign your name, phone number, and other owner information to your handheld.
Security	Set the security features for your handheld.
ShortCuts	Define a list of abbreviations.

Viewing Preferences

To open the Preferences screens:

1. Press Home .
2. Tap the Preferences icon .
3. Tap the pick list in the upper-right corner of the screen.
4. Select the Preferences screen you want to view.

Buttons preferences

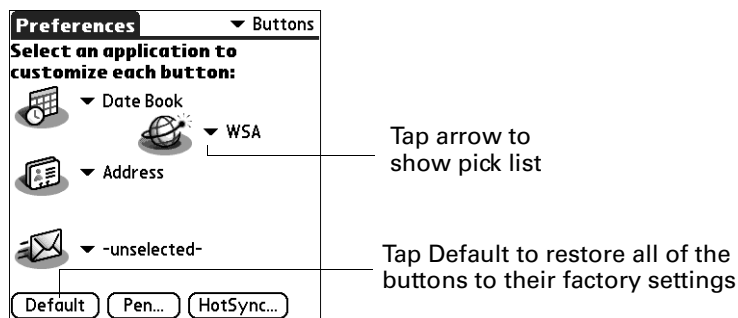
The Buttons Preferences screen enables you to associate different applications with the buttons on the front of the handheld.

Any changes you make in the Buttons Preferences screen become effective immediately; you do not have to change to a different screen or application.

If you assign a different application to a button, you can still access the original application using the Applications Launcher.

To change the Buttons preferences:

1. Tap the pick list next to the button you want to reassign.



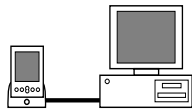
2. Select the application that you want to assign to the button.

Connection preferences

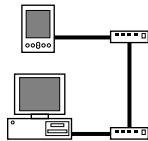
IMPORTANT The connections preferences may have been set by your wireless service provider. Check with your provider before changing the preset settings.

The Connection Preferences screen enables you to define the settings used to connect your handheld to other devices. The screen displays a list of available configurations that are ready to be further defined; the list varies depending on the kind of software you've added to your handheld.

You can also create custom configurations, which include the following:



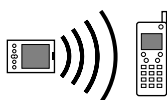
PC via Cradle/Cable: A local HotSync connection; the direct connection between your handheld and your desktop computer. Your handheld is connected by its universal connector to the cradle, and the cradle is attached by its cable to a USB port of your desktop computer. (If you are using the optional serial cradle, the cradle attaches by its cable to a serial [COM] port of your computer.)



Modem via Universal Connector: A cable connection between your handheld's universal connector and a modem for dialing in to a modem that is part of your computer or laptop.



PC via Infrared: A connection between the IR port of your handheld and the infrared device of your computer or laptop.



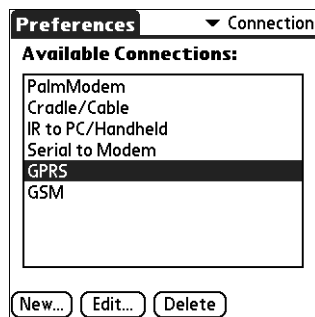
Modem via Infrared: A connection between the IR port of your handheld and a modem. The modem can be attached to or within a mobile phone or some other device containing an IR port. (Some IR phones contain modems.)

Creating and editing GPRS connections

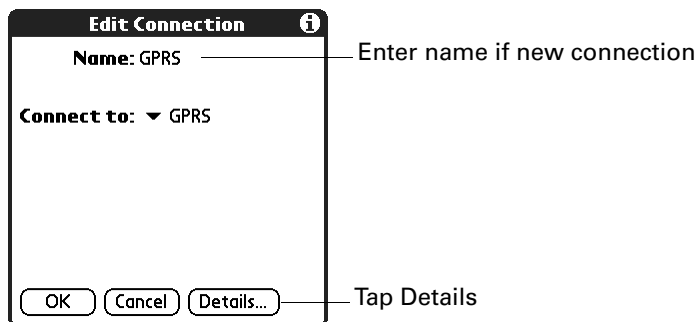
IMPORTANT Your wireless service provider may have set your GPRS connection settings. Different settings may affect your service. Contact your wireless service provider before using different settings.

To add or edit a GPRS connection:

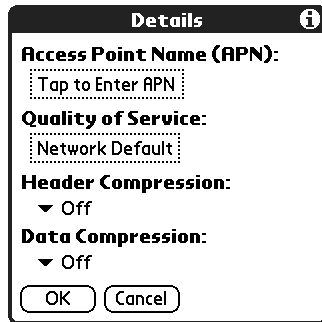
1. Do one of the following:
 - To add: Tap New.
 - To edit: Tap the GPRS connection and tap Edit.



2. Do one of the following:
 - To add: Enter name and tap Details.
 - To edit: Tap Details.



3. Adjust settings.



Access Point Name Opens a dialog box that allows you to change the address on the GPRS network in which data is routed through to outside networks—for example, a specific gateway to the Internet or a specific WAP gateway.

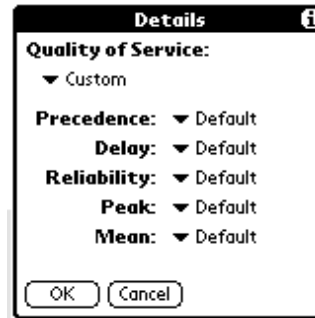
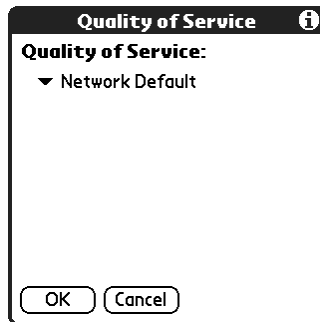
Quality of Service Opens up a dialog box that allows you to choose between using the network default settings for quality service or customizing individual settings.

NOTE The quality of service settings are only a request made to the network. The network may or may not grant the level of quality requested, depending on current network conditions and services provided on an individual basis.

Header Compression Sets whether the GPRS data headers are compressed or not. Compressing before transmission aids in increasing transmission speed.

Data Compression Sets whether transmitted data is compressed or not compressed. Compressing data aids in increasing transmission speed.

4. Tap the box under Quality of Service and adjust settings.



- Network Default** Sets the quality to what the GPRS network currently is providing.
- Custom** Allows you to adjust the individual quality settings.
- Precedence** Changes the requested priority that your data receives in times of network congestion. A higher priority results in privileged handling of your data by the network.
- Delay** Sets the requested maximum time it takes for your data to travel through the network. Best Effort sets all data to be handled in a first in, first out manner.
- Reliability** Sets the requested level of acceptable data loss and timeliness of data delivery that the network provides for data from the device.
- Class 1 is for non-time, error-sensitive applications that cannot cope with data loss.
 - Class 2 is for non-time, error-sensitive applications that can cope with infrequent data loss.
 - Class 3 is for non-time, error-sensitive applications that can cope with data loss and some interruption.
 - Class 4 is for time and error-sensitive applications that can cope with data loss.
 - Class 5 is for time, non-error-sensitive applications that can cope with data loss.
- Peak** Sets the maximum rate of data sent through the network per second.
- Mean** Sets the requested maximum rate of data sent through the network averaged over all of the data transmitted.

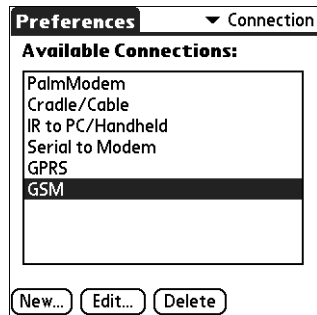
5. Press Function  + Enter , twice or tap OK twice.

Creating and editing GSM connections

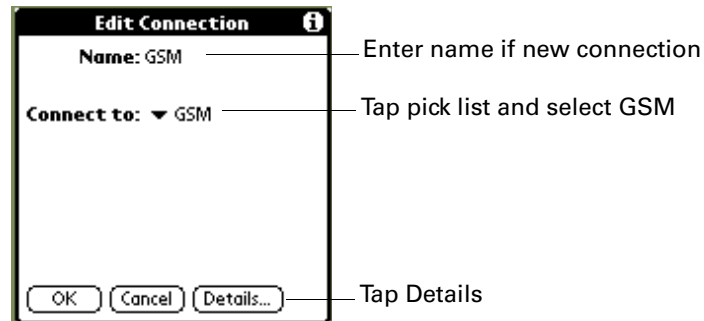
IMPORTANT Your wireless service provider may have set your GSM connection settings. Changing the settings may affect your service. Contact your wireless service provider before making changes to the settings.

To create or edit a GSM connection:

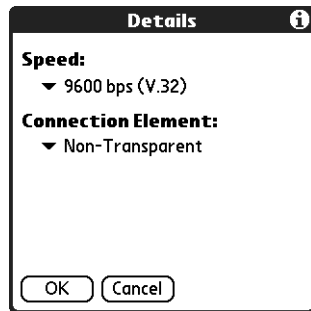
1. Do one of the following:
 - To add: Tap New.
 - To edit: Tap the GSM connection and tap Edit.



2. Do one of the following:
 - To add: Enter name and tap Details.
 - To edit: Tap Details.





3. Tap the pick lists, select the settings, and then tap OK.



Speed Sets the modem rate and protocol used for the connection. Autobauding automatically negotiates the best modem rate and protocol at the beginning of the connection.

Connection Element Sets the connection as Transparent or Non-Transparent.

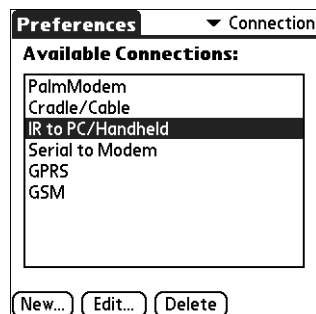
4. Press Function  + Enter , or tap OK.

IR to PC connection

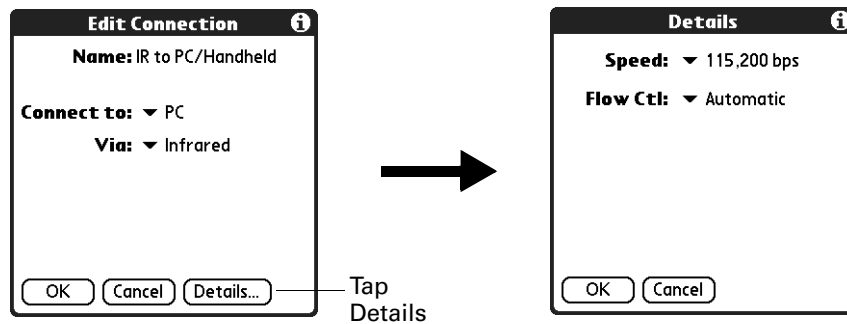
The following example shows you how to edit the IR to PC/Handheld connection to adjust the communication speed; you can similarly edit other connections or settings or create a custom connection. You can use the IR to PC/Handheld connection to perform a remote IR HotSync operation. To accomplish the HotSync operation, your handheld sends data through its IR port to an IR port in your desktop computer, to synchronize with your Desktop application.



To edit the IR to PC/Handheld connection:

1. Tap the IR to PC/Handheld connection and tap Edit.



2. Tap Details.



3. Tap the Speed pick list and select the appropriate speed.
4. Enter the initialization string supplied by the documentation for the modem attached to your mobile phone, if necessary.
5. Press Function + Enter , or tap OK.
6. Press Function + Enter , or tap OK again to save the configuration.

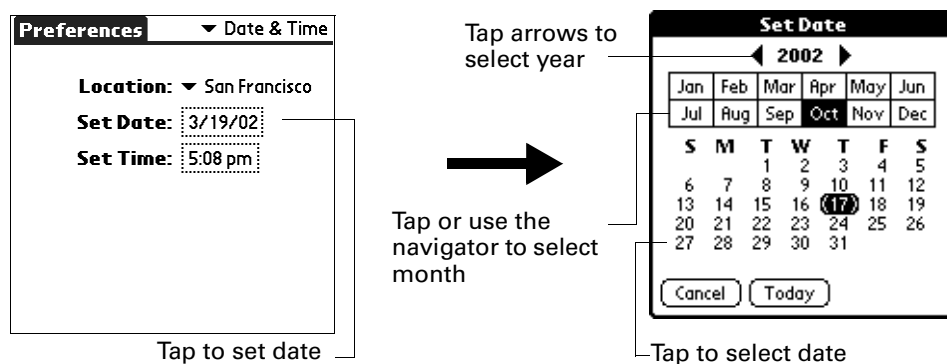
After you create the configuration, you need to set up the HotSync Manager of your Desktop application and the HotSync application of your handheld to perform a modem HotSync operation.

Date and Time preferences

The Date and Time Preferences screen enables you to set the date, time, time zone, and Daylight Saving option on your handheld.

To set the date:

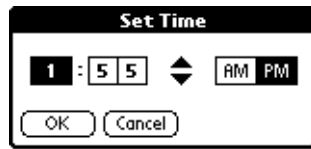
1. Tap the Set Date box.
2. Tap the arrows to select the current year.




3. Select a month.
4. Tap the current date.

To set the time:

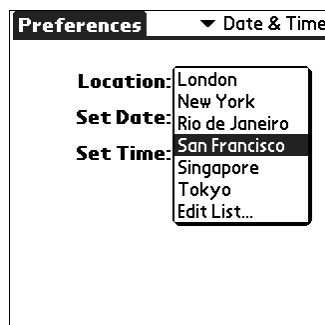
1. Tap the Set Time box.



2. Tap the up or down arrows to change the hour.
3. Tap each number of the minute, and then tap the arrows to change the numbers.
4. Press Function + Enter , or tap OK.

To set the time zone:

1. Tap the Location pick list.

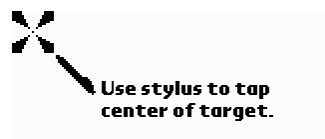


2. Select a time zone.

When you travel, changing the time zone setting to a new time zone automatically resets the date and time on your handheld, but it does not change the time of appointments set in Date Book.

Digitizer preferences

The Digitizer Preferences screen opens the digitizer calibration screen. This is the same screen that appears when you start your handheld for the first time.



You can recalibrate your screen after a hard reset, or if your digitizer drifts.

Formats preferences

Use the Formats Preferences screen to set the country default and the display format of the dates, times, and numbers on your handheld.

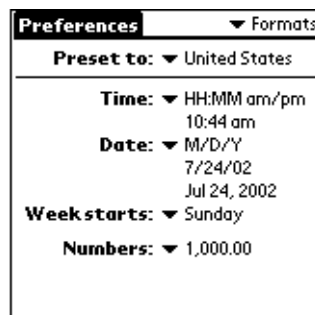
Country default

The country default sets date, time, week start day, and number conventions based on geographic regions where you might use your handheld. For example, in the United Kingdom, time often is expressed using a 24-hour clock. In the United States, on the other hand, time is expressed using a 12-hour clock with an AM or PM suffix.

All your handheld applications use the Country default settings. You can, however, customize your own preferences as described in [“Time, date, week start, and numbers formats”](#) later in this chapter.

To set the country default:

- Tap the Preset to pick list and select a country.



Time, date, week start, and numbers formats

The Time setting defines the format for the time of day. The time format that you select appears in all applications on your handheld.

To select the time, date, week start, and numbers format:

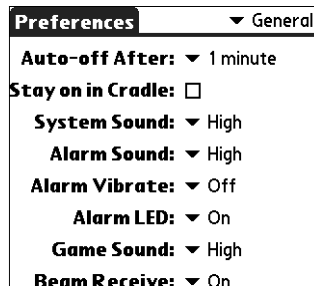
1. Tap the Time pick list and select a format.
2. Tap the Date pick list and select a format.
3. Tap the Week starts pick list, and select whether you want the first day of the week to be Sunday or Monday.

This setting controls the Day, Week, and Month views in Date Book and all other aspects of your handheld that display a calendar.

4. Tap the Numbers pick list, and select formats for the decimal point and thousands separator.

General preferences

The General Preferences screen enables you to set the auto shutoff interval, alarm options, sounds for your handheld, and the Beam Receive feature.



Auto-off delay

Your handheld has an automatic shutoff feature that activates after a period of inactivity. This feature turns off the power and backlight but leaves the radio on. This feature helps conserve battery power in case you forget to turn off your handheld.

If you find that your handheld shuts itself off before you finish reviewing the information on the screen, you should increase the time setting of the automatic shutoff feature.

To set the Auto-off delay:

1. Tap the Auto-off After pick list.
2. Select the setting you want to use for the automatic shutoff feature: 30 seconds, 1 minute, 2 minutes, or 3 minutes.

Cradle settings

You can choose to leave your handheld on when it is in the cradle during a HotSync operation, or when you are recharging the battery, so you can continue to view your data.

To change the cradle setting:

- Tap the Stay on in Cradle check box to leave your handheld on when it is in the cradle.

System, alarm, and game sounds

Your handheld uses a variety of sounds. The System, Alarm, and Game Sound settings enable you to turn the sounds on or off, and to adjust the volume level.

To set the system and alarm sounds:

1. Tap the System Sound pick list and select the sound level.

IMPORTANT When you turn off the System Sounds, you also turn off the “chime” tones associated with the HotSync operation.

2. Tap the Alarm Sound pick list and select the sound level.
3. Tap the Game Sound pick list and select the sound level.

The Game Sound setting works only with games that are programmed to respond to this setting. Older games typically do not respond to this setting.

Alarm Vibrate and indicator light settings

You can set alarms in Date Book, Note Pad and World Clock to remind you of important meetings or notes. When you enable the Alarm Vibrate and indicator light settings, your handheld vibrates and the indicator light blinks to notify you of alarms. This is useful whenever you want to turn the Alarm Sound off but still be notified of alarms.

To set the Alarm Vibrate and indicator light settings:

1. Tap the Alarm Vibrate pick list and select On or Off.
2. Tap the Alarm LED pick list and select On or Off.

Beam Receive

You can choose to turn off the Beam Receive feature. This prohibits anyone from beaming information to your handheld. It also results in a slight saving of battery power.

To change the Beam Receive setting:

- Tap the Beam Receive pick list and select On or Off.

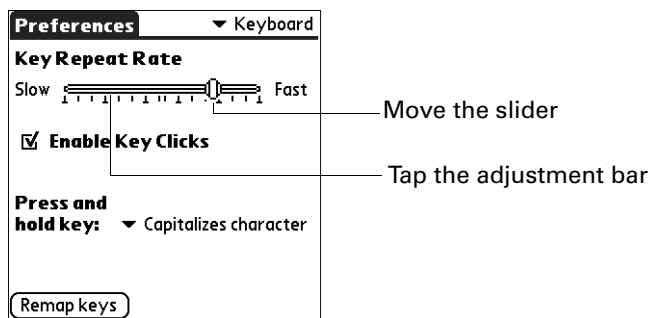
Keyboard Preferences

The Keyboard Preferences screen enables you to customize the keyboard. You can set how each key responds when pressed or held. You can also remap the character or function of the key.

Any changes you make in the Keyboard Preferences screen become effective immediately; you do not have to change to a different screen or application.

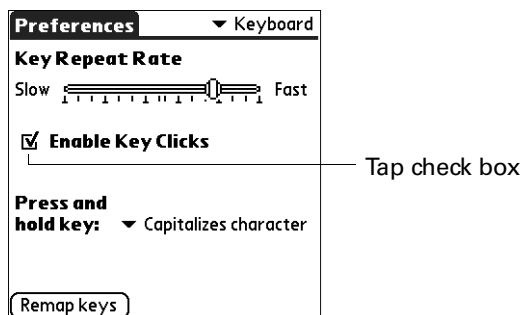
To set the key repeat rate:

- Move the slider or tap the adjustment bar.



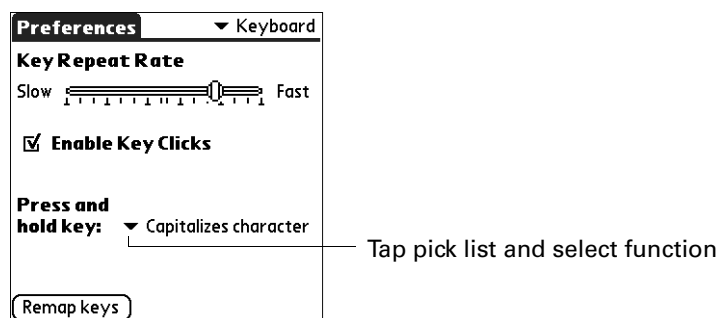
To set key clicking:

- Tap check box to enable or disable key clicking.



To set key press-and-hold functionality:

- Tap the Press and hold key pick list, and select the function.

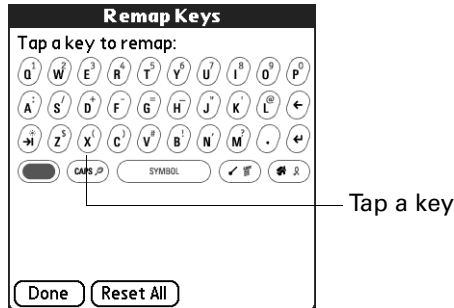


Remapping keys

Keys can be remapped from their default function to any of the keys or buttons available on the handheld, including the Function keys.

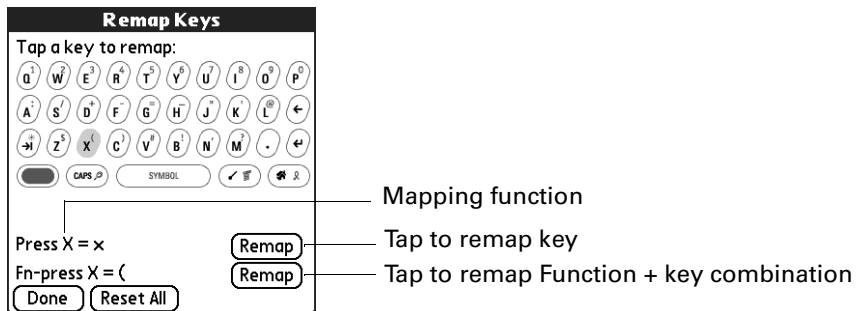
To remap a key:

1. Tap Remap keys.
2. Tap a key.

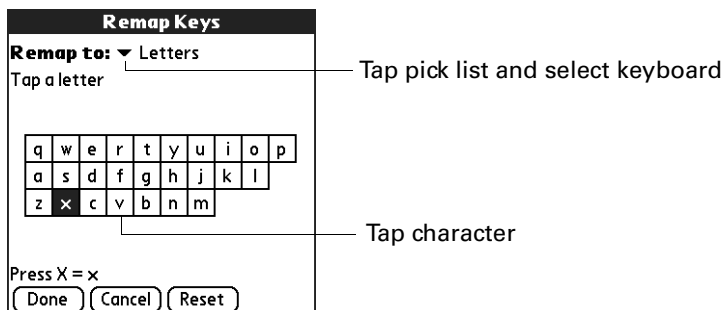




3. Tap Remap.

You can chose to remap the key and the Function + key combination.



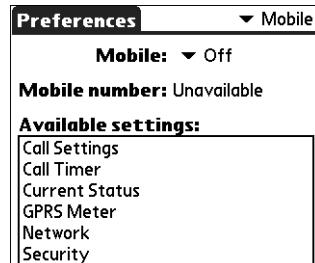
4. Tap Save.



5. Press Function  + Enter , or tap Done.

Mobile preferences

The Mobile Preferences screen allows you to view and configure many of the wireless settings for the applications sharing configuration settings. You can also turn the mobile radio on and off.

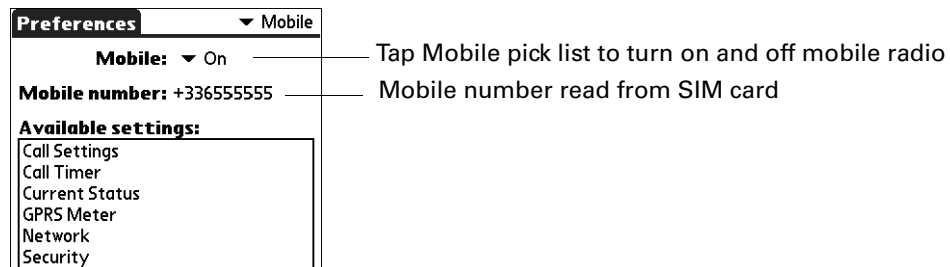


Turning the mobile radio on and off

When you open a wireless application, the radio dialog box automatically appears if the mobile radio is turned off. You can also turn on the mobile radio from the Mobile Preferences screen.

To turn the mobile radio on or off:

- Tap the Mobile pick list and select On or Off.



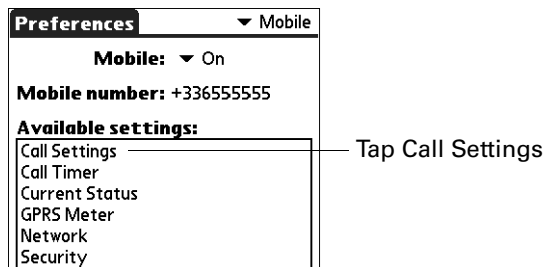
Enabling call waiting

NOTE Call waiting is a subscriber service that may be provided by your wireless service provider. Contact your wireless service provider for information.

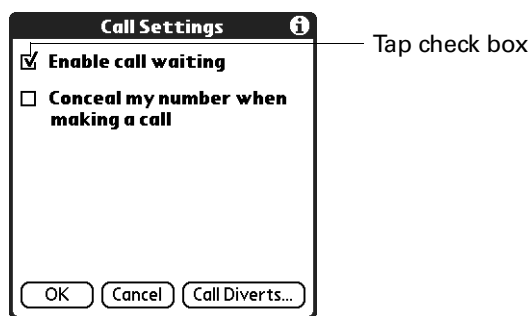
Call waiting lets you accept an incoming call when you have a currently active call. You are notified of the incoming call by a sound and a dialog box.



To enable or disable call waiting:

1. Tap Call Settings.



2. Tap the Enable call waiting check box to select or deselect it.



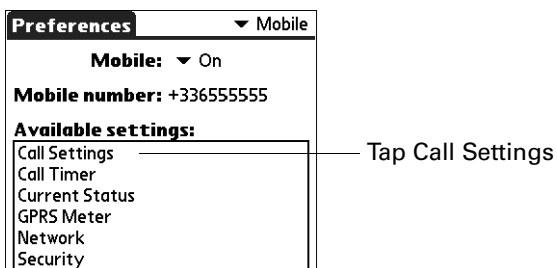
3. Press Function  + Enter , or tap OK.

Concealing your number

You can conceal (block) or display your number when making a call.

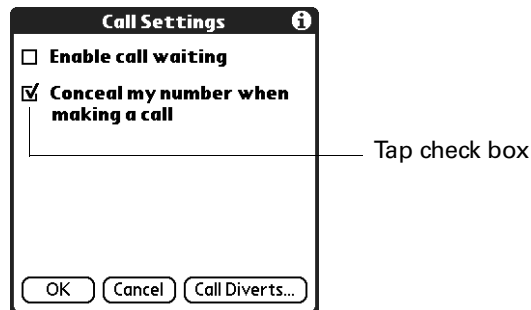
To conceal or display your number:



1. Tap Call Settings.



2. Tap the Conceal my number when making a call check box.

A checkmark appears, indicating that your number is concealed from the recipient when you place a call. Leave the check box blank to display your number to the recipient when you place a call.



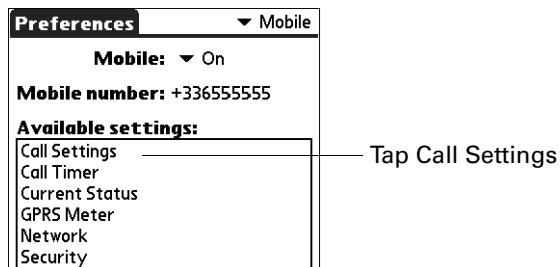
3. Press Function  + Enter , or tap OK.

Diverting your calls

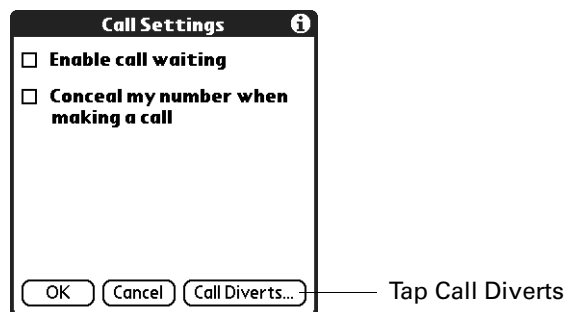
You can divert (forward) your phone calls, e-mail messages, and faxes to different numbers.

To divert your phone calls:

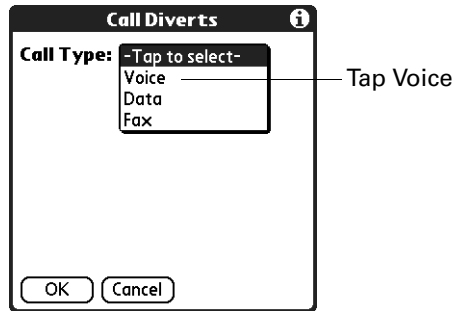
1. Tap Call Settings.



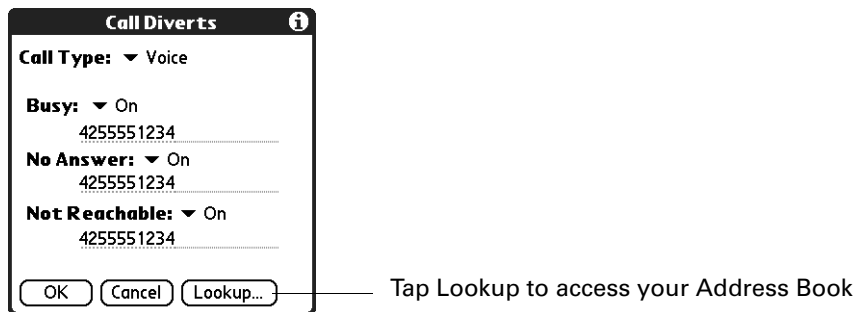
2. Tap Call Diverts.





3. Tap the Call Type pick list and select Voice.



4. Tap a selection and select On.

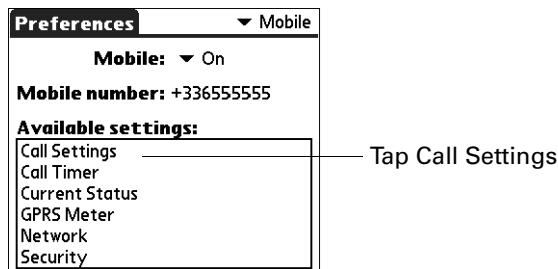


- Busy** If the line is busy, diverts call to phone number.
- No Answer** If the call is not answered, diverts call to phone number.
- Not Reachable** If the mobile radio is out of range, diverts call to phone number.

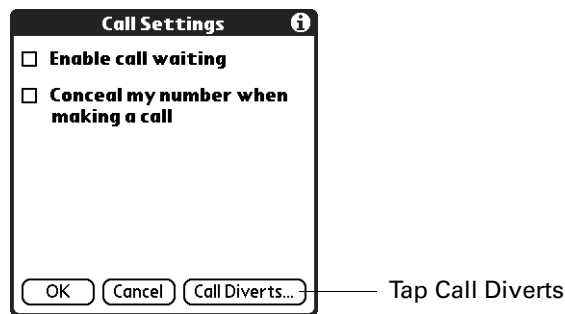
5. Enter a phone number for the selection.
6. Press Function  + Enter , or tap OK.

To divert your e-mail:

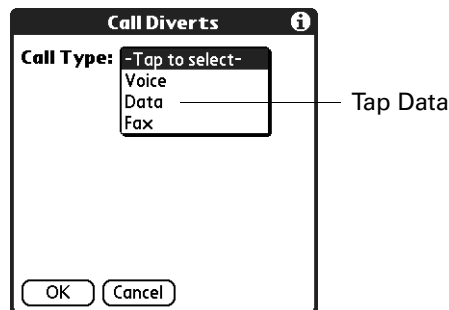
1. Tap Call Settings.



2. Tap Call Diverts.

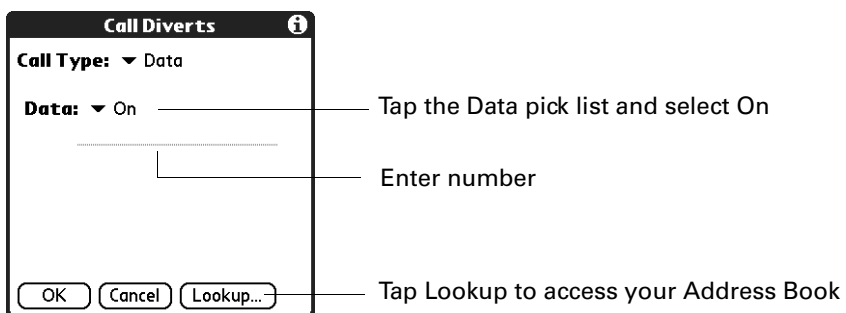


3. Tap the Call Type pick list and select Data.



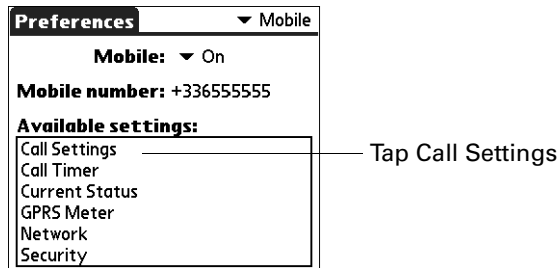
4. Tap the Data pick list and select On.

5. Enter the number.

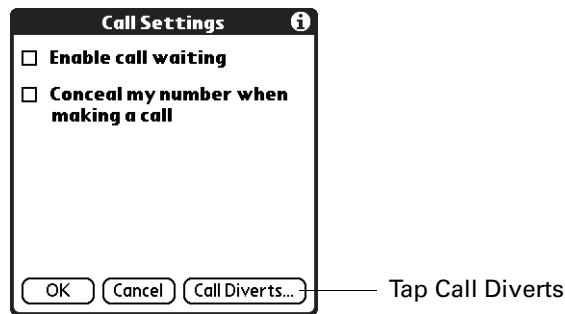


To divert your Fax messages:

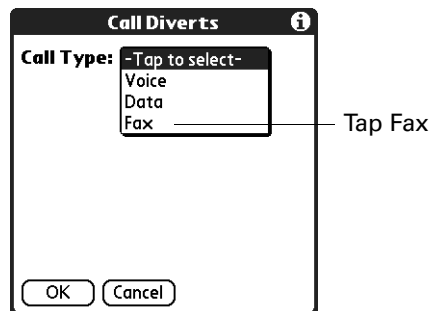
1. Tap Call Settings.



2. Tap Call Diverts.

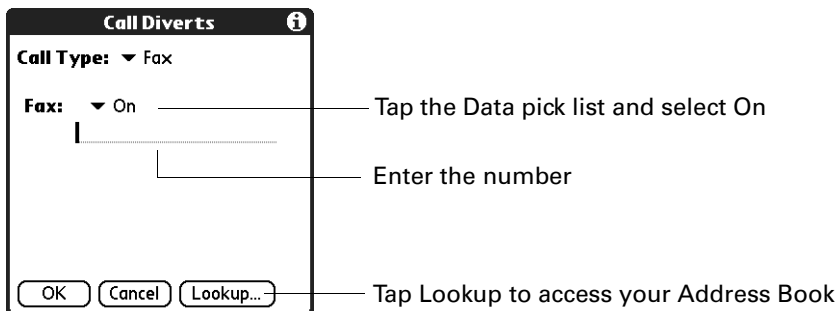




3. Tap the Call Type pick list and select Data.



4. Tap the Fax pick list and select On.

5. Enter the number.



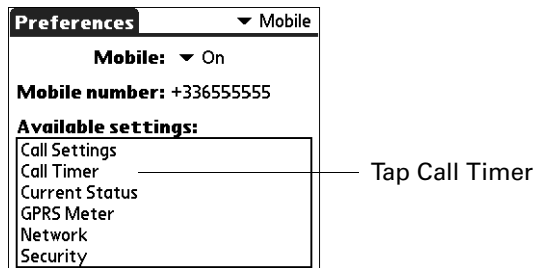
6. Press Function  + Enter , or tap OK.

Tracking your phone time

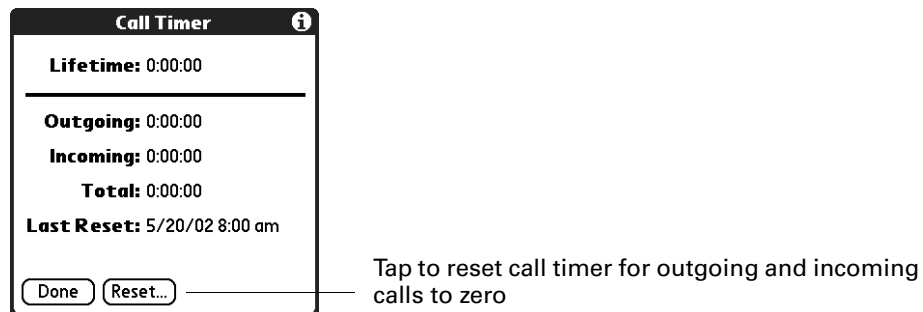
You can track your phone usage using the Call Timer screen.

To check your phone call timer settings:

1. Tap Call Timer.



2. Check your phone usage statistics.



Check the following statistics:

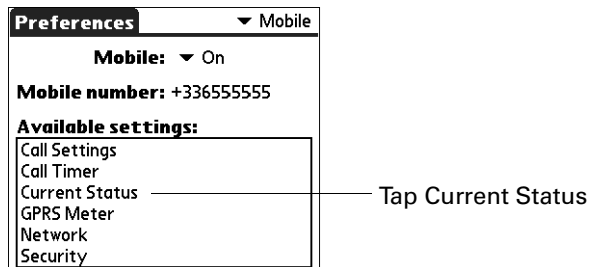
Lifetime	Total amount of time spent on calls for the life of your mobile (it cannot be reset)
Outgoing	Amount of time spent on outgoing calls since last reset
Incoming	Amount of time spent on incoming calls since last reset
Total	Total amount of time spent on outgoing and incoming calls since last reset
Last Reset	Date and time you last reset the call timer to zero

Checking your current status

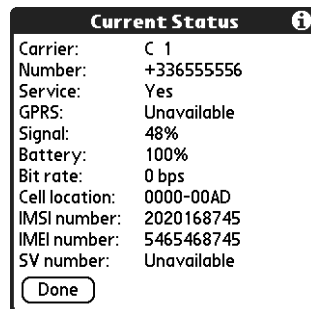
You can check your current status related to your handheld and network access.

To check your current status statistics:

1. Tap Current Status.



2. Check your current status statistics.



Check the following statistics:

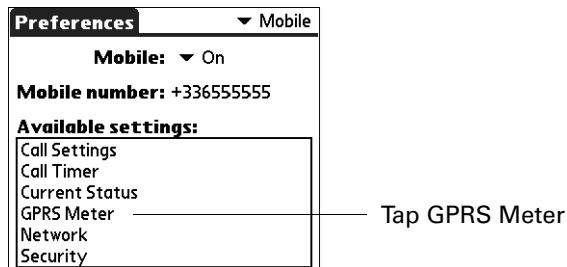
Carrier	Name of your mobile carrier
Number	Your mobile phone number
Service	Indicates if voice service is available
GPRS	Indicates the current status of your GPRS data service
Signal	Percentage of signal strength
Battery	Percentage of battery strength remaining
Bit rate	Throughput rate measured in bits-per-second
Cell location	Cell location and tower assigned to your mobile
IMSI number	International Mobile Subscriber Identity assigned to your SIM card
IMEI number	Your mobile International Mobile Equipment Identity number
SV number	Your mobile Software Version number

Checking your GPRS network usage

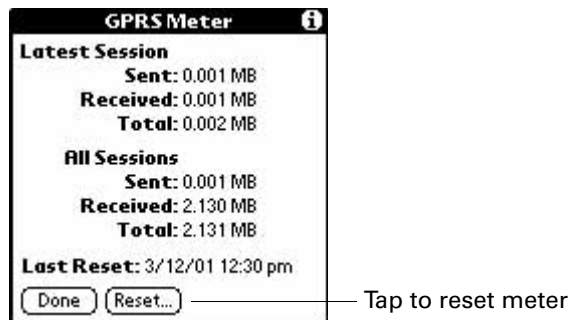
You can check your GPRS network usage.

To check your GPRS network usage:

1. Tap GPRS Meter.



2. Check your current GPRS statistics.



Check the following statistics:

Latest Session	Amount of information tracked (sent, received, and total) during your latest or current session since last reset
All Sessions	Amount of information tracked (sent, received, and total) on all sessions since last reset
Last Reset	Date and time of last reset

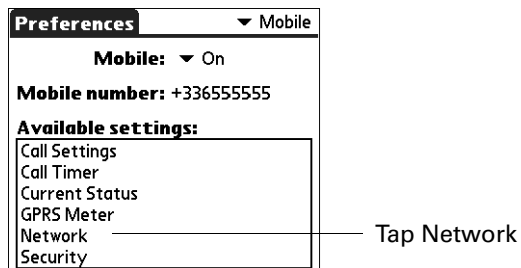
Setting your network selection search mode

The Search mode setting allows you to specify how the phone will register with a network carrier during mobile radio power-on. The following two options are available:

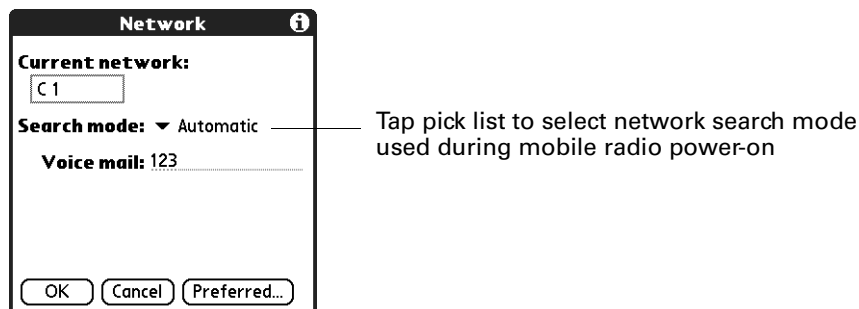
- Automatic** The phone attempts to register with the home network during mobile radio power-on. If the home network is not available, the phone automatically attempts to register with the next available network (if any). The phone attempts to register with each available network until registration succeeds or registration with each available network fails. The search order for network registration is home network, preferred carriers, and other carriers, respectively.
- Manual** The phone attempts to register with the home network during mobile radio power-on. If the home network is not available, a dialog box listing all the available networks is displayed for your selection.



To set your network search mode:

1. Tap Network.



2. Tap the Search mode pick list and select Automatic or Manual.



3. Press Function  + Enter , or tap OK.

Viewing and editing your preferred networks list

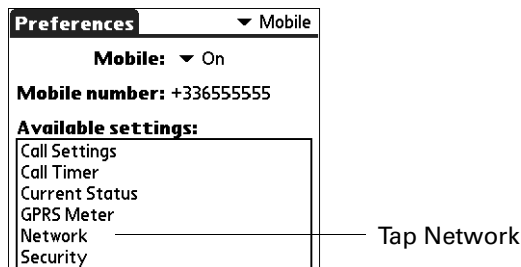
If your home carrier is not available, your mobile registers with the next preferred network on your preferred networks list. You can view and edit your preferred networks. The networks are listed in order of priority, with the most preferred at the top. You can sort the priority list.

You can also add and remove networks. The user can add networks to the Preferred list by entering a new network ID or by selecting a network from the Known or Available lists. Networks are excluded from the Known and Available lists if they are already in the preferred list. This prevents duplicate networks from being added to the preferred list. Only one network can be added at a time.

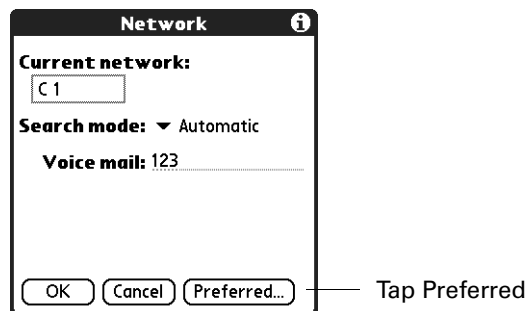
IMPORTANT Some wireless service providers restrict editing privileges for the Preferred Networks list. If the list is restricted, you can read the list, but you are unable to edit it.

To view the Preferred Networks list:

1. Tap Network.

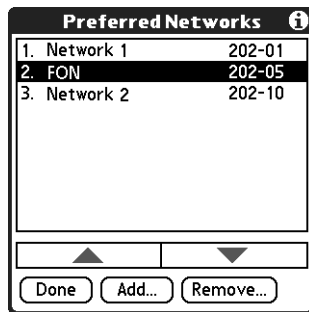


2. Tap Preferred.



3. View the Preferred Networks list.

Networks are listed in order of priority, with the most preferred at the top.



To sort priority in the Preferred Networks list:

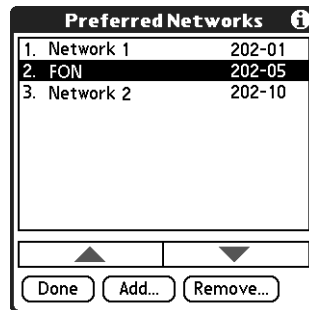
- Select a network and tap the up or down arrow buttons.

To remove a network:

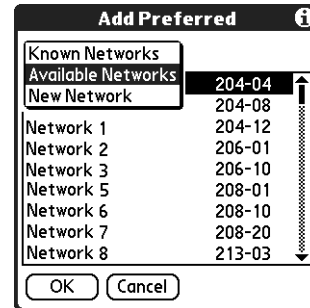
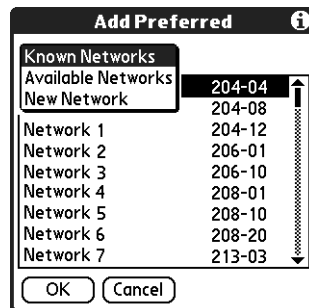
- Select a network and tap Remove.



To add a network to the Preferred Networks list from your Known or Available Networks:

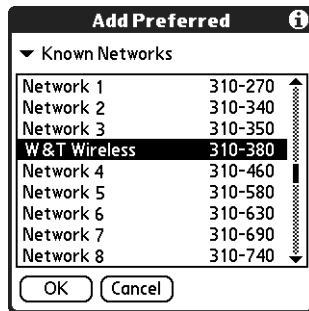
1. Tap Add.



2. Tap the upper-left pick list and select Known Networks or Available Networks.

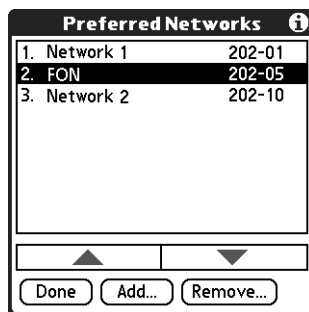


3. Select a network, and press Function  + Enter , or tap OK.

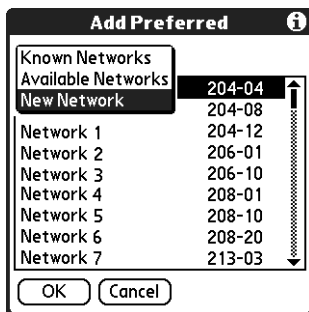



To add a network to the Preferred Networks list by specifying a network ID:

1. Tap Add.



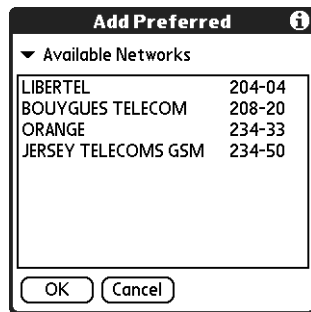
2. Tap the upper-left pick list and select New Network.



3. Enter the five- or six-digit network ID number, and then press Function  + Enter , or tap OK.

If you don't know the ID, contact the new network (mobile carrier).

The added networks appear at the bottom of your Preferred Networks list, where you can sort them.



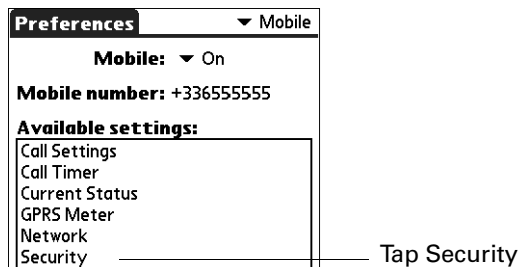
Setting PIN for mobile power on

When the Security setting is enabled, the mobile requires the user to enter a valid PIN code each time the mobile radio is powered on. The mobile is locked until a valid PIN code is entered. Modification of this setting is PIN code protected. You are prompted to enter a valid PIN code when a change to this setting is saved.

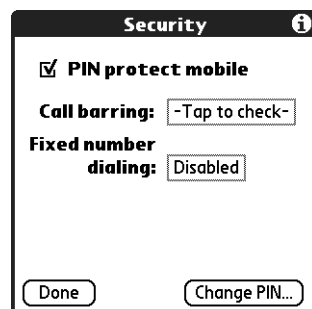
IMPORTANT If you enter the current PIN incorrectly three times, the SIM card is locked. You must enter an eight-digit PIN Unlock Key to unlock your SIM. See ["Unlocking your SIM card"](#) later in this chapter for more information.



To edit PIN protection:

1. Tap Security.

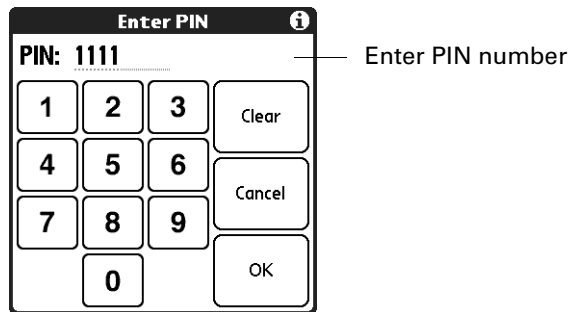




2. Tap the PIN protect mobile check box to select or deselect it.



3. Enter a PIN number using the keypad and press Function  + Enter , or tap OK.

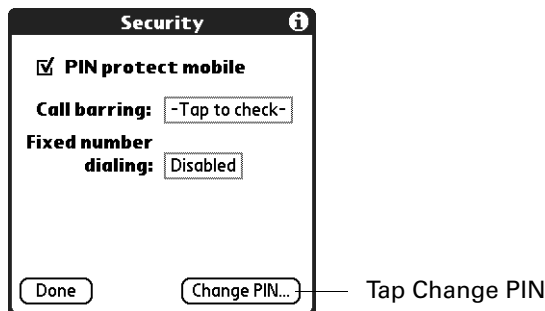
The minimum length is four characters, and the maximum length is eight characters.




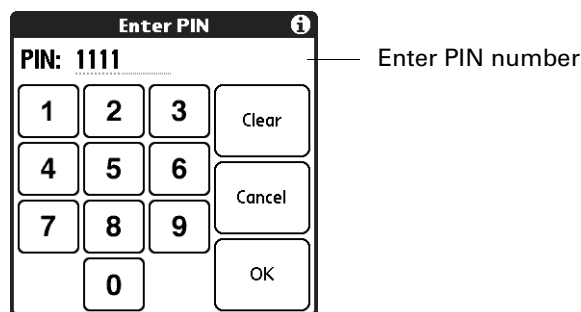
4. Press Function  + Enter , or tap OK.

To change your PIN number:



1. Tap Change PIN.

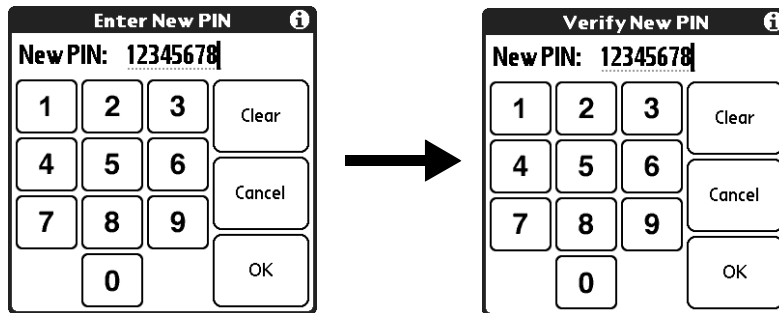




2. Enter your current PIN number.
3. Press Function  + Enter , or tap Done.



4. Enter a new PIN.

5. Press Function  + Enter , or tap OK.





6. Enter your new PIN number again to verify.
7. Press Function  + Enter , or tap OK.

Unlocking your SIM card

If you enter the current PIN incorrectly three times, the SIM card is locked. A SIM locked alert displays. You must enter an eight-digit PIN Unlock Key (PUK) to unlock your SIM. The PUK is provided by your wireless service provider. To find your PUK, check the documentation that came with your wireless service or contact your wireless service provider.

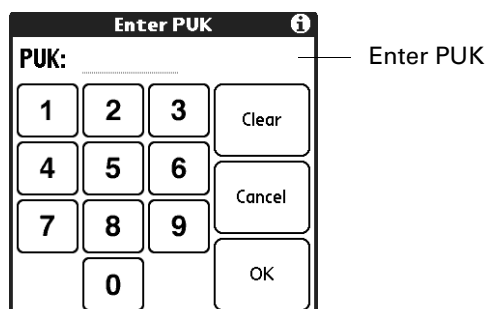
IMPORTANT If you enter your PUK incorrectly ten consecutive times, your SIM card is permanently locked. A permanently locked SIM card is usable for emergency dialing only. Contact your wireless service provider.



To unlock your SIM card:

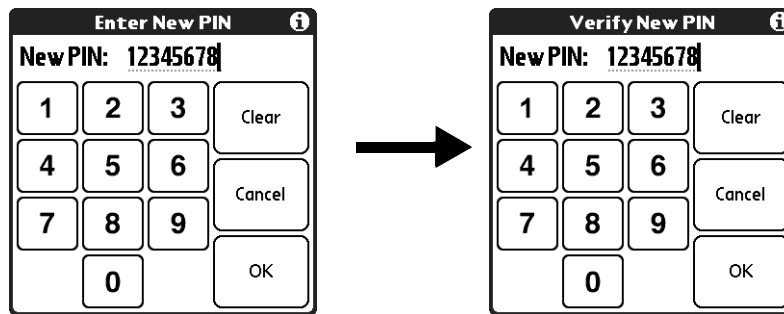
1. Press Function  + Enter , or tap OK.





2. Enter your PUK.



3. Enter a new PIN.
4. Press Function  + Enter , or tap OK.



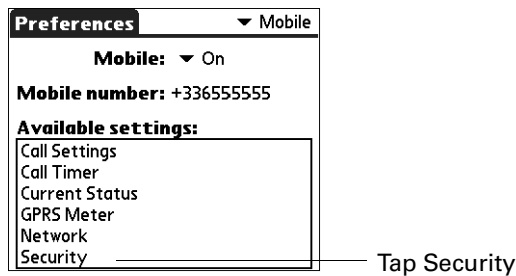
5. Enter the new PIN again to verify.
6. Press Function  + Enter , or tap OK.

Setting call barring

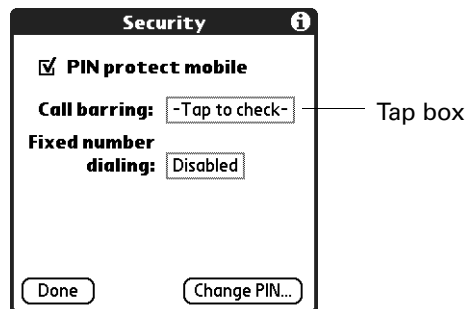
Call barring is a supplementary service that allows you to bar or block different classes of incoming and outgoing calls ranging from All calls to No barring. The call barring settings are protected by the barring password. The barring password is managed by and originally obtained from the wireless service provider.

To edit call barring settings:

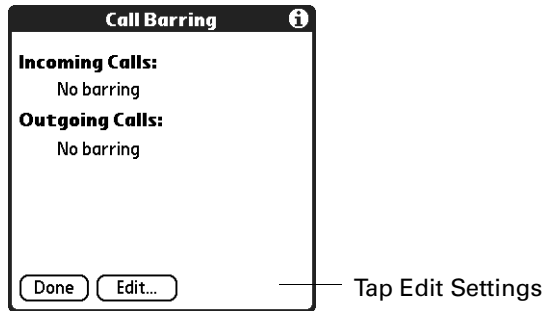
1. Tap Security.





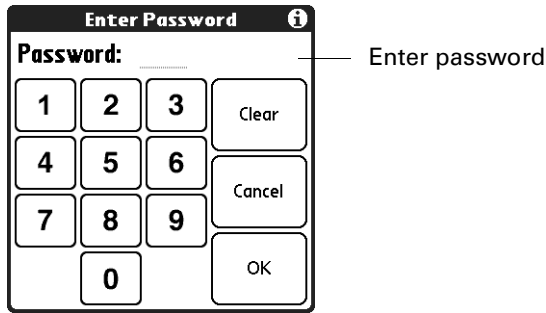
2. Tap the Call barring box.





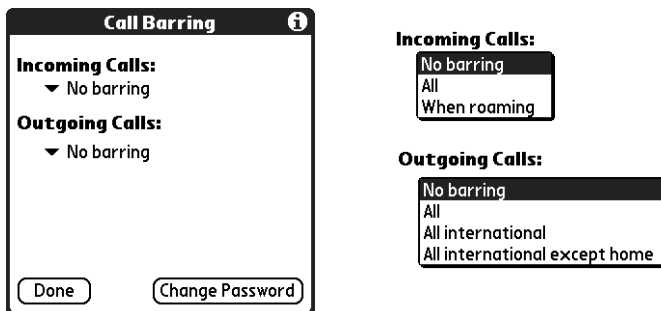
3. Tap Edit Settings.



4. Enter a call barring four-digit password using the keypad.
5. Press Function  + Enter , or tap OK.

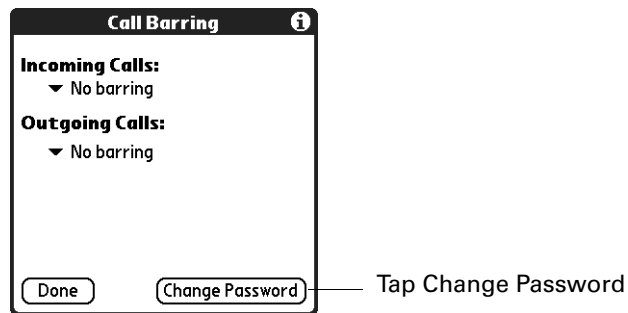




6. Tap the Incoming Calls or Outgoing Calls pick list to change settings.
7. Press Function  + Enter , or tap OK.

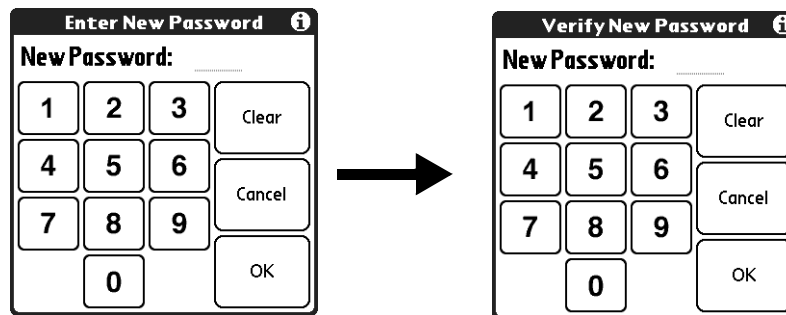


To change the call barring password:

1. Tap Change Password.



2. Enter a new four-digit password.
3. Press Function  + Enter , or tap OK.



4. Enter the new password again to verify.
5. Press Function  + Enter , or tap OK.

Setting Fixed Number Dialing (FND)

Fixed Number Dialing (FND) restricts the handheld so that only preprogrammed phone numbers in the FND phone book can be dialed.

There are two modes to the FND screen: view and edit. When the user taps the FND selector on the main Security screen, the FND view panel is displayed. You can view or dial the numbers that are stored in the FND phone book. Tapping Edit Settings and entering a valid PIN2 security code enables editing of the FND settings.

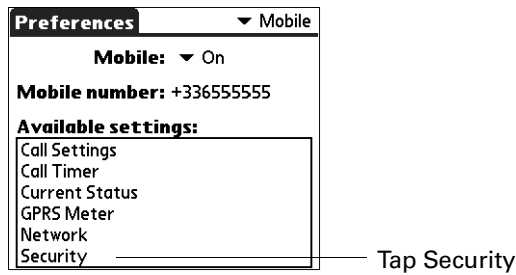
IMPORTANT If you enter the PIN2 code incorrectly three consecutive times, access to FND menus is blocked. You must obtain a PUK2 code from your wireless service provider to unlock the services.

When FND is enabled:

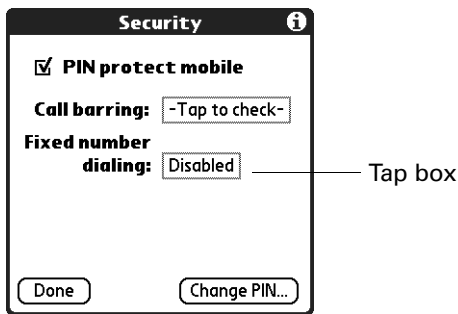
- Dialing is restricted to numbers contained in the FND phone book, except for emergency calls.
- You can extend an FND entry by adding digits to the dial string. This makes it possible to restrict dialing to a specific country or area code.

To view or dial an FND entry:

1. Select Security.

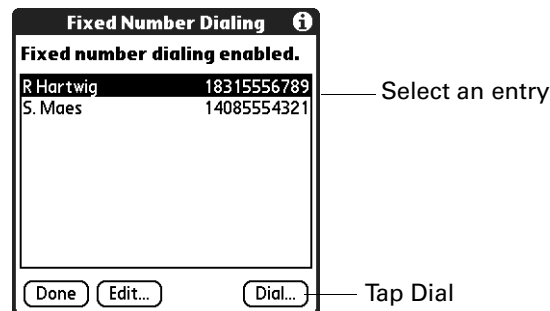


2. Select the Fixed dialing box.



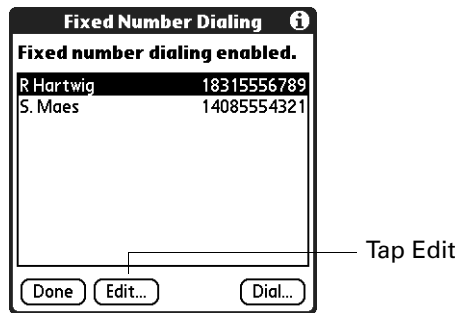
3. Select an entry and tap Dial.



You go to the Palm™ Mobile main screen and the number is dialed.

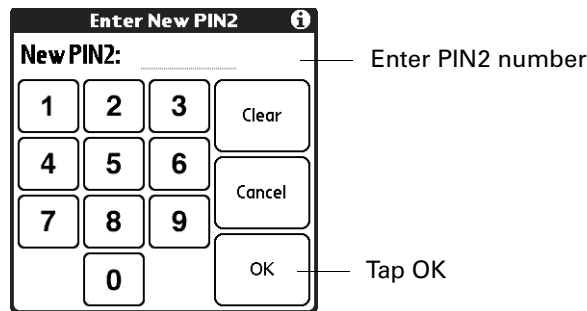


To add or edit an FND entry:

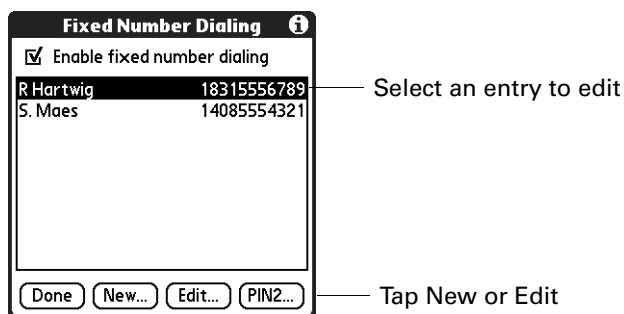
1. Select Edit.





2. Enter your PIN2 number.
3. Press Function  + Enter , or tap Done.

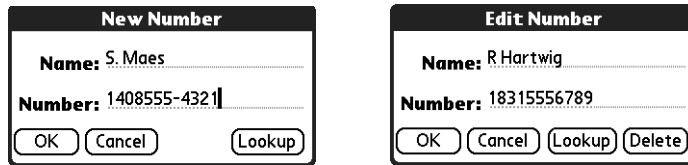


4. Tap New, or select an entry and tap Edit.



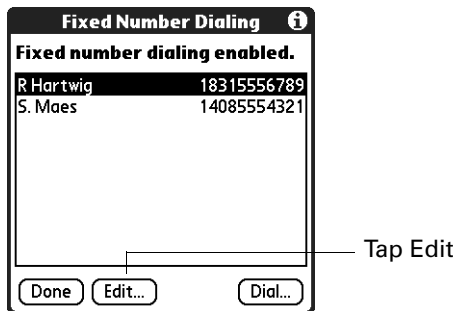
5. Edit or add the entry.
6. Press Function  + Enter , or tap OK.


You can delete the entry by tapping Delete, or access your Address Book by tapping Lookup.

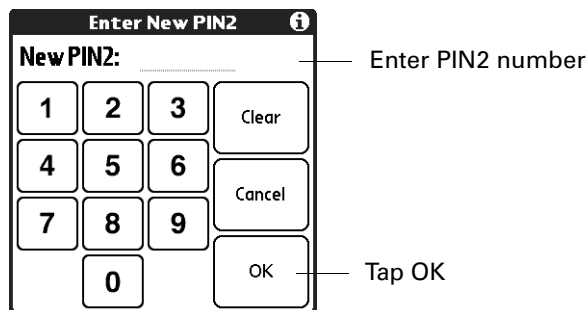


To change the PIN2 number:

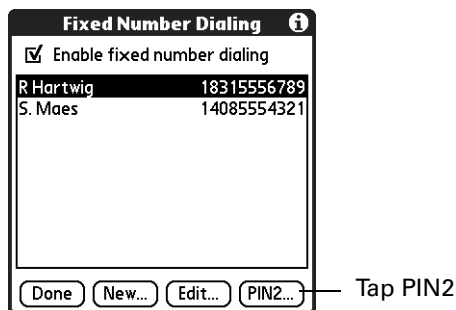
1. Select Edit.



2. Enter your PIN2 number.
3. Press Function + Enter , or tap OK.



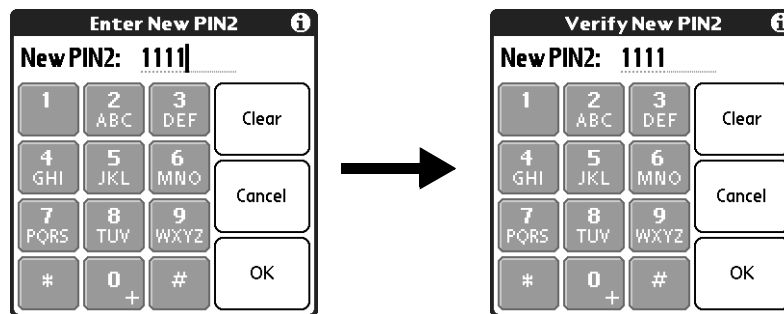
4. Tap PIN2.





5. Enter the new PIN2 number.

6. Press Function  + Enter  or tap OK.

The number must be between four and eight digits.



7. Enter the new PIN2 number again to verify.
8. Press Function  + Enter , or tap OK.

Network preferences

Your handheld supports GPRS data connections and acts as a fully functional data modem for circuit-switched connections over GSM.

Modem Accessory and TCP/IP software

Although your handheld is wirelessly enabled, you can also use TCP/IP software that is included in the handheld operating system to connect with Internet Service Providers (ISPs) or dial-in (remote access) servers.

To use TCP/IP, you must create a configuration in Connection Preferences and then create Network Preferences settings.

The Connection Preferences screen enables you to define several ways that your handheld can use a modem to communicate with remote devices. For example, you can communicate with the wireless service provider server, or with your computer if you are traveling. See “[Connection preferences](#)” earlier in this chapter for a complete explanation of how to create modem configurations.

After you configure both the Connection and Network Preferences, you can establish a PPP (Point-to-Point Protocol) connection with your wireless service provider or dial-in server. You can do this either by using menu commands from the Network Preferences screen or by using a third-party application.

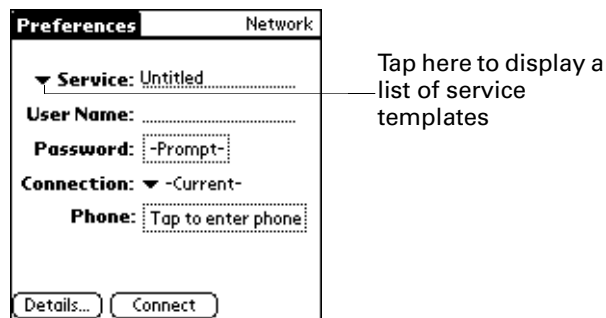
NOTE TCP/IP provides the ability to connect to your wireless service provider or dial-in server with applications that allow you to view the transmitted data. Visit the web site www.palm.com/support/intl for information on third-party applications that take advantage of TCP/IP.

Selecting a service

Use the Service setting to select the service template for your wireless service provider or a dial-in server. Service templates are a set of wireless service provider and dial-in server configuration settings that you can create, save, and reuse. Also, you can create new service templates. See [“Creating additional service templates”](#) later in this chapter.

To select a service:

1. Tap the Service pick list.



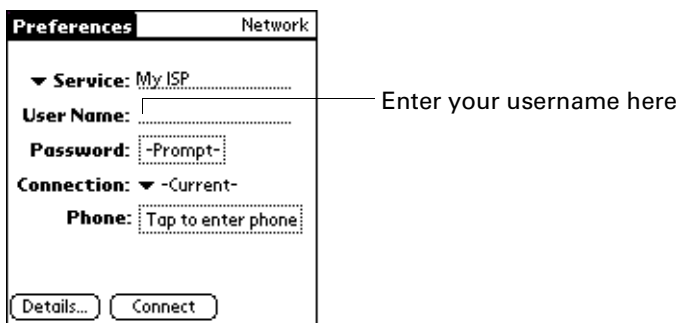
2. Select the predefined service template you want to use.

Entering a username

The User Name setting identifies the name you use when you log in to your wireless service provider or your dial-in server. Although this field can contain multiple lines of text, only two lines appear onscreen.

To enter a username:

1. Tap the User Name field.
2. Enter your username.



NOTE Most dial-in servers do not accept spaces in the username.

Entering a password

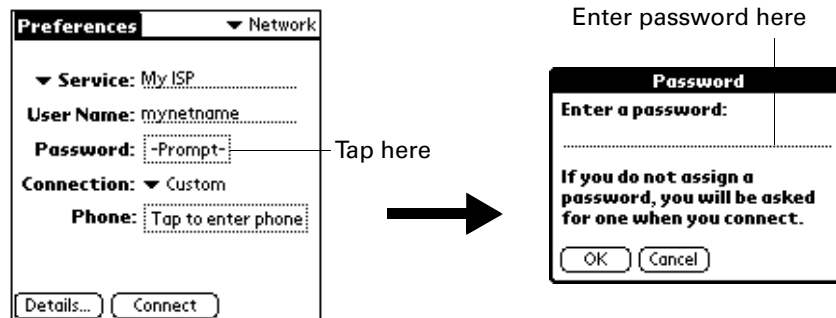
The Password box identifies the password you use to log in to your server or wireless service provider. Your entry in this field determines whether your handheld prompts you to enter a password each time you log in to your network:



- If you do not enter a password, your handheld displays the word “Prompt” in this field and asks you to enter a password during the login procedure.
- If you enter a password, your handheld displays the word “Assigned” in this field and does not prompt you to enter a password during the login procedure.

If you are concerned about security, select the Prompt option and do not enter a password.

To enter a password:

1. Tap the Password box.
2. Enter the password you use to log in to your server.



3. Press Function  + Enter , or tap OK.

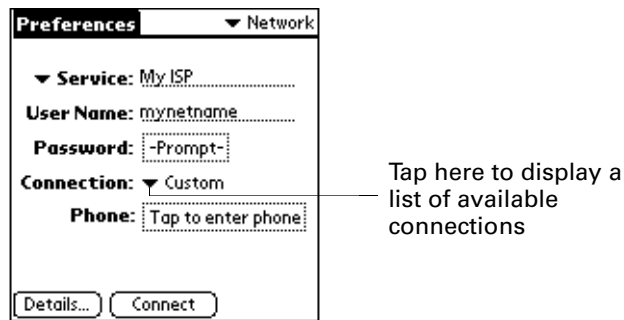
The Password field updates to display the word “Assigned.”

Selecting a connection

Use the Connection setting to select the method you want to use to connect to your wireless service provider or a dial-in server. See “[Connection preferences](#)” earlier in this chapter for information about creating and configuring connection settings.

To select a connection:

1. Tap the Connection pick list.



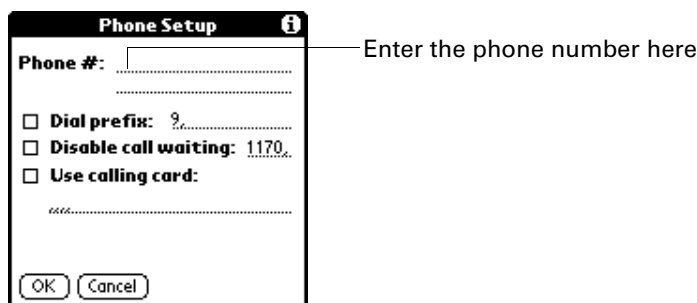
2. Select the connection you want to use.

Adding telephone settings

Some services require a telephone number. When you select the Phone field, a dialog box opens in which you define the telephone number you use to connect with your wireless service provider or dial-in server. In addition, you can define a prefix, disable call waiting, and give special instructions for using a calling card.

To enter your server phone number:

1. Tap the Phone field.
2. Enter the phone number for your wireless service provider or dial-in server.



3. If you need to enter a prefix or disable call waiting, skip to those procedures. Otherwise, press Function  + Enter , or tap OK.



Entering a prefix

A prefix is a number that you dial before the telephone number to access an outside line. For example, many offices require that you dial “9” before dialing a number outside the building.

To enter a prefix:

1. Tap the Dial prefix check box to select it.



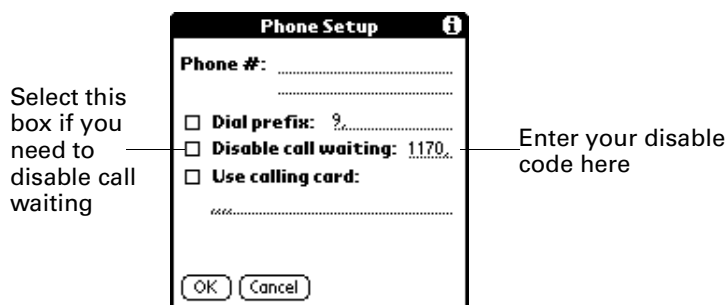
2. Enter the prefix.
3. Press Function  + Enter , or tap OK.

Disabling call waiting

Call waiting can cause your session to terminate if you receive a call while you are connected. If your telephone has call waiting, you need to disable this feature before logging in to your wireless service provider or dial-in server.



To disable call waiting:

1. Tap the Disable call waiting check box to select it.



2. Enter the code to disable call waiting on the Disable call waiting line.

Each telephone company assigns a code to disable call waiting. Contact your local telephone company for the code that is appropriate for you.

3. Press Function  + Enter , or tap OK.

Using a calling card

The Use calling card field enables you to use your calling card when dialing your wireless service provider or Intranet server. Keep in mind that there is usually a delay before you enter your calling card number. When you define your calling card number, you need to add commas at the beginning to compensate for this delay. Each comma delays transmission of your calling card number for two seconds.

To use a calling card:



1. Tap the Use calling card check box to select it.



2. Enter your calling card number on the Use calling card line.

NOTE The Phone Setup dialog box works correctly for AT&T and Sprint long-distance services. However, because MCI works differently, MCI customers need to put the calling card number in the Phone # field and the phone number in the Use calling card field.

TIP It's a good idea to add at least three commas before your calling card number to compensate for the cue delay.

3. Press Function  + Enter , or tap OK.

Connecting to your service

After you set your Connection and Network Preferences, establishing a connection to your wireless service provider or your company's network (dial-in server) is easy.

To establish a connection:

- Tap Connect to dial the current service and display the Service Connection Progress messages.

To see expanded Service Connection Progress messages, press the lower half of the Scroll button.


To close a connection:

- Tap Disconnect to terminate the connection between your handheld and your service.

Creating additional service templates

You can create additional service templates from scratch, or you can duplicate existing templates and editing information. After you create a new or duplicate template, you can add and edit settings.


To add a new service template:



- Press Command Stroke  + N.

Alternately, press Function  + Menu , and then select New on the Service Menu.

An Untitled service template is added to the Service pick list.

To duplicate an existing service template:

1. Tap the Service pick list.
2. Select the predefined service template you want to duplicate.
3. Press Command Stroke  + L.

Alternately, press Function  + Menu , and then select Duplicate on the Service Menu.

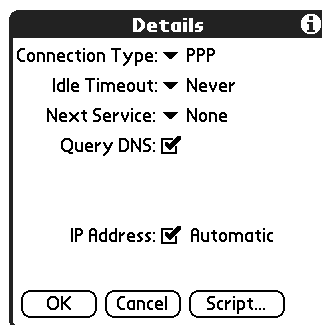
A copy of the service template is added to the Service pick list.

Adding detailed information to a service template

If you are using one of the predefined service templates, you probably need to enter only your username and telephone number. If you are creating a new service template, you may need to provide additional information to your wireless service provider or dial-in server. You use the Details dialog box to add more information to a selected service template.

To add connection details:

1. Tap the service field.
2. Tap Details.



Idle timeout



The Idle timeout setting defines how long your handheld waits before dropping the connection with your wireless service provider or dial-in server when you switch out of a TCP/IP application.

To set the Idle timeout:

1. Tap the Idle timeout pick list and select one of the following options:

- | | |
|------------------|---|
| 1 minute | Waits one minute for you to open another application before it drops the connection. |
| 2 minutes | Waits two minutes. |
| 3 minutes | Waits three minutes. |
| Never | Maintains your PPP or SLIP connection until you turn off your handheld (or until it times out). |

CAUTION By enabling this option, you may incur significant charges if the connection to your wireless service provider is left open.

2. Press Function  + Enter , or tap OK.

Selecting Next Service

Next Service allows you to automatically try another connection method when the primary method fails. If the current connection fails, then a connection to the selected service is attempted. If you do not want to try another service connection, select None.

To select the Next Service:

- Tap the Next Service pick list and select a service.

Defining primary and secondary DNS

The Domain Naming System (DNS) is a mechanism in the Internet for translating the names of host computers into IP addresses. When you enter a DNS number (or IP address) you are identifying a specific server that handles the translation services.

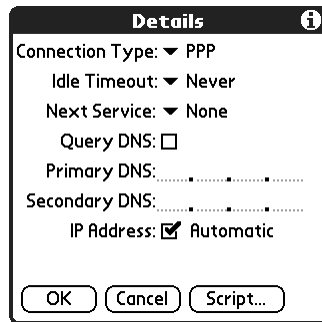
Each IP address has four sections, separated by periods. In the Details dialog box, you enter each section separately. Each section of an IP address is made up of a number from 0 to 255; numbers are the only allowable characters in this field.



Ask your wireless service provider or system administrator for the correct primary or secondary DNS IP numbers.

Many systems do not require that you enter a DNS. If you are not sure, leave the DNS field blank.

To enter a primary and secondary DNS:

1. Tap the Query DNS check box to deselect it.



2. Tap the space to the left of the first period in the Primary DNS field, and then enter the first section of the IP address.
Each section must be a number from 0 to 255.
3. Repeat step 2 for the second, third, and last sections of the Primary DNS field.
4. Repeat steps 2 and 3 for the secondary DNS number.
5. Press Function  + Enter , or tap OK.

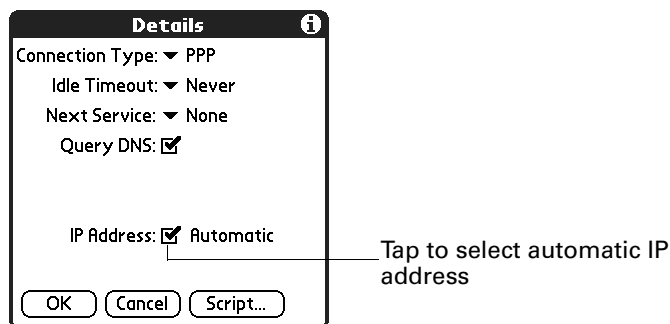
IP address

Everyone who logs in to the Internet needs to have a unique identifier (an IP address), whether permanent or temporary. Some networks dynamically assign a temporary IP address when clients log in. The IP Address field lets you identify whether your network provides automatic (dynamic) temporary IP addressing.

If your IP address is permanently assigned, you need to get that information from your system administrator. If you are not sure, select Automatic.

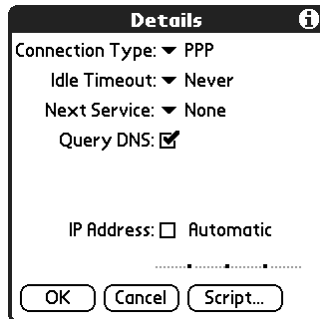
To identify dynamic IP addressing:

- Tap the IP Address check box to select it.





To enter a permanent IP address:

1. Tap the IP Address check box to deselect it and display a permanent IP address field below the check box.



2. Tap the space to the left of the first period, and then enter the first section of the IP address.

Each section must be a number from 0 to 255.

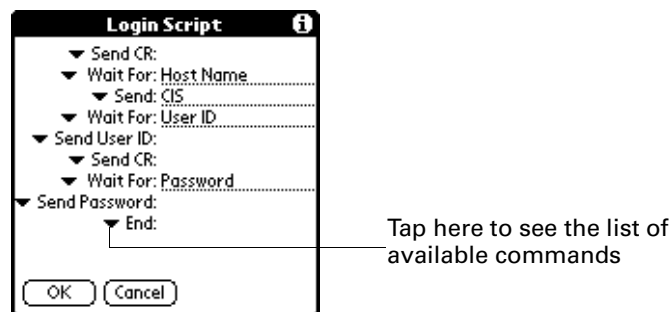
3. Tap and enter the remaining sections of the IP address.
4. Press Function  + Enter , or tap OK.

Login scripts

A login script is a series of commands that automates logging in to a network server—for example, your corporate network or your wireless service provider. A login script is associated with a specific service template created in Network Preferences.

A login script is something that you are likely to receive from your system administrator if your company has a system in which you log in to the corporate servers from your handheld using a modem or network connection. The script is generally prepared by the system administrator and distributed to users who need it. It automates the events that must take place in order to establish a connection between your handheld and the corporate servers.

You can create login scripts from the Login Script dialog box on your handheld, accessed from the Details dialog box in Network Preferences.



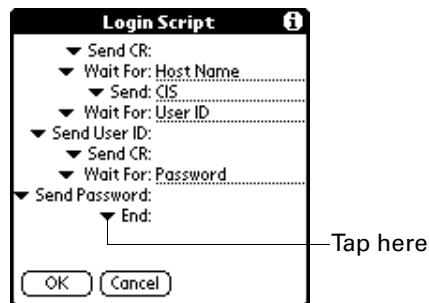
NOTE You can also use non-ASCII and literal characters in your login script.

Creating a login script on your handheld

You can create login scripts by selecting commands from the Command pick list in the Login Script dialog box. Some commands, such as Send, require you to supply additional information. Those commands have a parameter field so that you can add the necessary data.

To create a login script:



1. Tap Script.
2. Tap the End pick list.



3. Select the command you want from the Command list. If the command requires additional information, a field appears to the right of it for you to enter the information. The following commands are available:

Wait For	Tells your handheld to wait for specific characters from the TCP/IP server before executing the next command.
Wait For Prompt	Detects a challenge-response prompt coming from the server and then displays the dynamically generated challenge value. You then enter the challenge value into your token card, which in turn generates a response value for you to enter on your handheld. This command takes two arguments, separated by a vertical bar () on the input line.
Send	Transmits specific characters to the TCP/IP server to which you are connecting.
Send CR	Transmits a carriage return or LF character to the TCP/IP server to which you are connecting.
Send User ID	Transmits the user ID information entered in the User ID field of the Network Preferences screen.
Send Password	Transmits the password entered in the Password field of the Network Preferences screen. If you did not enter a password, this command prompts you to enter one. The Password command is usually followed by a Send CR command.

Delay	Tells your handheld to wait a specific number of seconds before executing the next command in the login script.
Get IP	Reads an IP address and uses it as the IP address for your handheld. This command is used with SLIP connections.
Prompt	Opens a dialog box and prompts you to enter text of some kind (for example, a password or a security code).
End	Identifies the last line in the login script.

- Repeat steps 2 and 3 until the login script is complete.
- Press Function  + Enter , or tap OK.

Plug-in applications

You can create plug-in applications containing script commands that extend the functionality of the built-in script commands. A plug-in application is a standard PRC application that you install on your handheld just like any other application. After you install the plug-in application, you can use the new script commands in a login script.

Plug-in applications have the following characteristics:

- Written in C language
- Compiled into a device executable
- Called properly from a login script
- Able to return control to a login script after it terminates
- Created using a development environment that supports Palm OS® software, such as Metrowerks CodeWarrior for Palm Platform.






For additional information on creating plug-in applications, send e-mail to Palm Developer Support at devsupp@palm.com.

Deleting a service template

There is only one way to delete a service template: use the Delete command from the Service menu.

To delete a service template:

- Tap the Service pick list.
- Select the service template you want to delete.

3. Press Command Stroke  + D.
Alternately, press Function  + Menu , and then select Delete on the Service Menu.
4. Press Function  + Enter , or tap OK.

Network preferences menu commands

The Network Preferences screen includes menu commands to make it fast and easy to create and edit service templates. See “Using menus” in [Chapter 4](#) for more information about choosing menu commands.

Service menu

Service	Edit	Options
New	<input checked="" type="checkbox"/>	N
Delete...	<input checked="" type="checkbox"/>	D
Duplicate	<input checked="" type="checkbox"/>	L

Options menu

Service	Edit	Options
		View Log <input checked="" type="checkbox"/>

View Log

The Network Log lists all of the communication that occurs between your modem and your dial-in server during the login procedure. The information in the Network Log can help your wireless service provider or your system administrator pinpoint where the login procedure communication fails and why.

Owner preferences

The Owner Preferences screen enables you to record a name, company name, phone number, or any other information that you want to associate with your handheld. This information can be from the business card created during installation.

If you use the Security Preferences screen to turn off and lock your handheld with a password, information that you put in the Owner Preferences is displayed the next time you turn on your handheld.



To enter the Owner preferences:

- Enter the text that you want to associate with your handheld in the Owner Preferences screen. If you enter more text than can fit on one screen, a scroll bar automatically appears on the right side of the screen.

The screenshot shows a screen titled "Preferences" with a dropdown menu set to "Owner". The screen contains several text input fields with the following text: "This handheld computer is owned by:", "Perry Smith", "555 Long Road", "Midtown, Nevada", "888-555-1212", and "If found, please contact me!".

If you assign a password with the Security Preferences screen, the information in the Owner Preferences screen cannot be changed. In this case, an Unlock button appears at the bottom of the screen.

To unlock the Owner Preferences screen:

1. Tap Unlock.
2. Enter the password that you defined in the Security Preferences screen.
3. Press Function  + Enter , or tap OK.

Security preferences

Your handheld comes with a Security feature so that unauthorized users cannot view the entries you wish to protect. Use the Security feature to do the following:

- Lock and turn off your handheld so that it does not operate until you enter the correct password.
- Mask all records that you mark as private so the information appears grayed out.
- Hide all records that you mark as private so they do not appear on any screen.

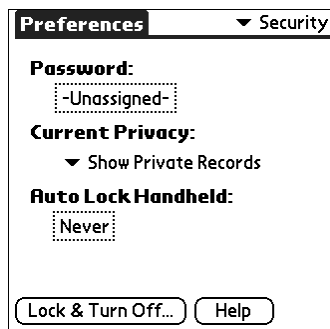
You can mask and hide private records with or without a password. Without a password, private records are hidden or masked until you set the Security preference to show them. With a password, you must enter the password to view the private entries.

Assigning a password

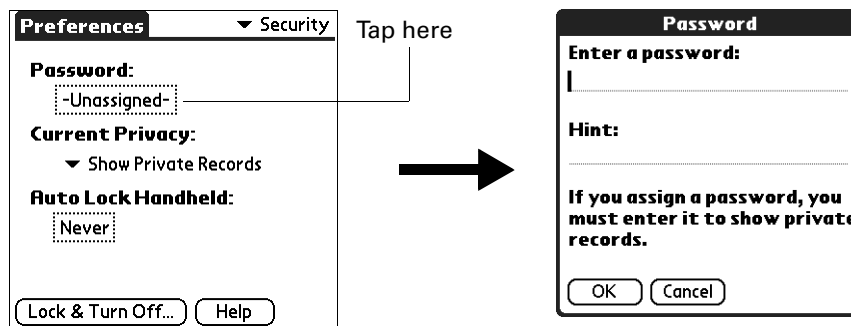
You can assign a password to protect your private records and to lock your handheld.





To assign a password:

1. Tap the Password box.



2. Enter a password.
3. Enter a hint to help your remember your password if you forget it. This is optional.



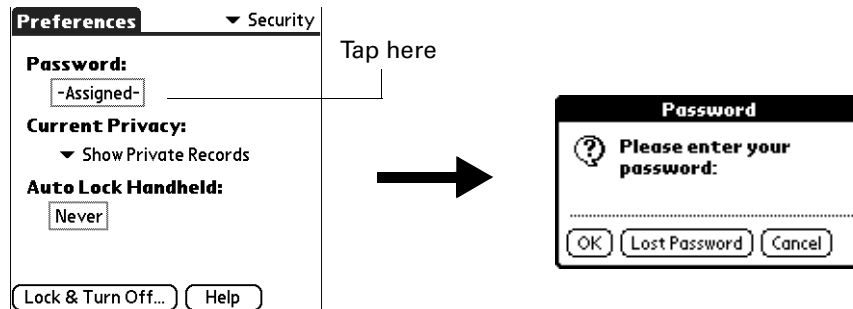
4. Press Function  + Enter , or tap OK.
5. Enter the *same* password a second time, and press Function  + Enter , or tap OK.



Changing or deleting a password

Once you define a password for your handheld, you can change or delete it at any time. You must enter the current password before you can change or delete it.

To change or delete your password:

1. Tap the Password box.
2. Enter the current password.



3. Press Function + Enter , or tap OK.
4. Do one of the following:
 - To change the password and hint, enter the new password and hint, and press Function + Enter , or tap OK.
 - To remove the password, tap Unassign.



Locking your handheld

You can lock your handheld so that it cannot be operated until your password is entered. In the event that your handheld is lost or stolen, this helps protect your data from unauthorized use. You can set your handheld to lock automatically, or you can lock it manually.

NOTE The lockout screen has an Emergency Call button in case the phone needs to be used in an emergency.

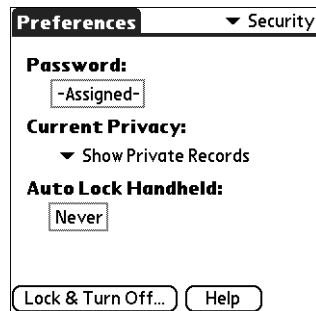
Locking your handheld automatically

You can set your handheld to lock automatically when any one of the following occur:

- When you turn off the power
- At a time you specify
- After a period of inactivity you specify



To set your handheld to lock when you turn it off:

1. Tap the Auto Lock Handheld box.



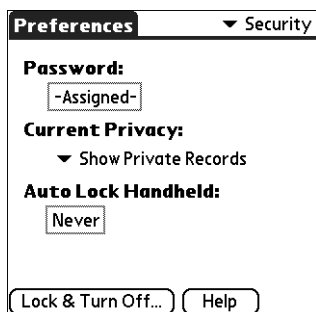
2. Enter your password.



3. Select On power off.
4. Press Function  + Enter , or tap OK.

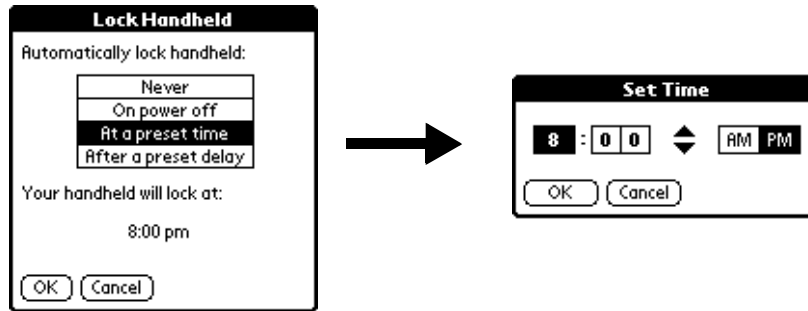
To set your handheld to lock at a preset time:



1. Tap the Auto Lock Handheld box.



2. Enter your password.

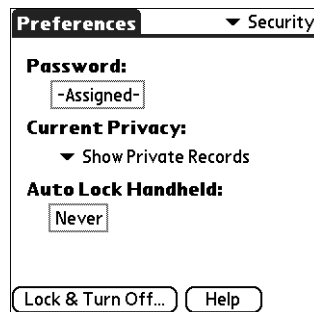
3. Select At a preset time, and then use the arrows to set the time.



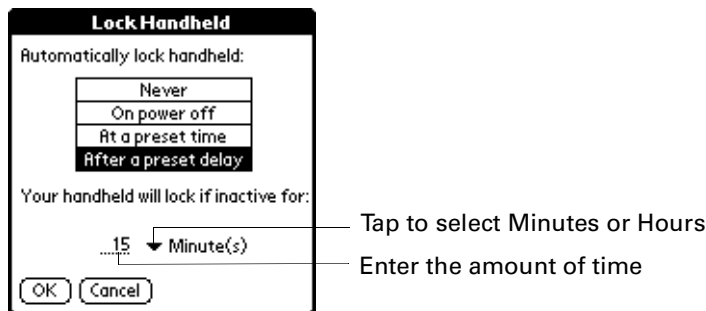
4. Press Function  + Enter , or tap OK.



To set your handheld to lock after a period of inactivity:

1. Tap the Auto Lock Handheld box.



2. Enter your password.
3. Select After a preset delay.



4. Enter the inactive period, and then select Minute(s) or Hour(s) from the pick list.
5. Press Function  + Enter , or tap OK.

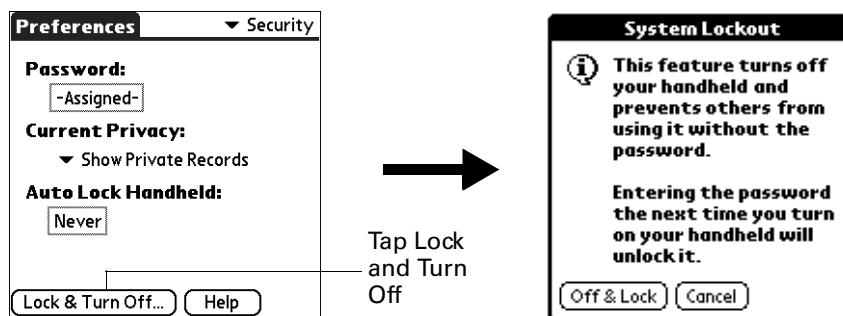
IMPORTANT If you lock your handheld, you must enter the exact password to reactivate your handheld. If you forget the password, your handheld will present the hint you have entered to help you remember the password. If you still cannot remember the password, you must perform a hard reset to resume using your handheld. Performing a hard reset deletes all the records in your handheld; however, you can restore all synchronized data at the next HotSync operation. See [“Performing a hard reset”](#) in [Appendix A](#) for more information.

Locking your handheld manually

You can turn off and lock your handheld manually. When the handheld is locked, you can only make emergency calls by pressing the four application buttons simultaneously.

To lock and turn off your handheld:

1. Tap Lock & Turn Off.



2. Tap Off & Lock.
3. To use your handheld, turn it on and then enter the password.



Recovering from a forgotten password

IMPORTANT Deleting a forgotten password also deletes all entries and files marked as Private.

If you forget your password, your handheld displays the password hint, if you entered one, to help you remember the password. If you are still unable to remember the password, you can delete it from your handheld.

IMPORTANT If you synchronize with your computer before deleting a forgotten password, your handheld restores your private entries the next time you perform a HotSync operation, but it does not restore the password.

To delete a forgotten password:

1. Tap Lost Password.
2. Press Function  + Enter , or tap Yes.

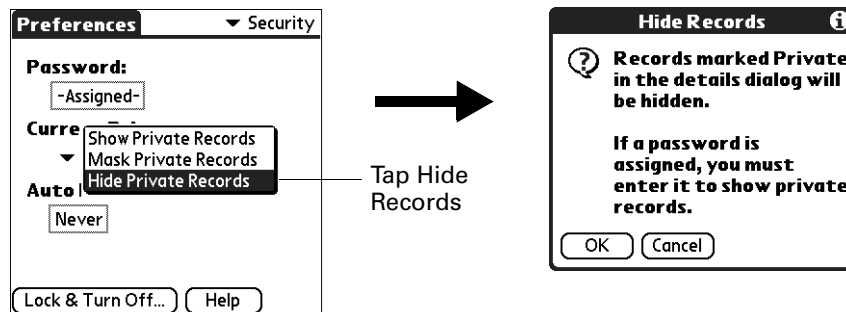
Making records private



In many applications, you can make individual records private. Private records remain visible and accessible, however, until you select the Security setting to hide or mask all private records. Masked records appear as grey placeholders in the same position they would appear if they were not masked, and are marked with a lock icon. Hidden records disappear completely from the screen. If you define a password for your handheld, you must enter it to display private records.



To hide all private records:

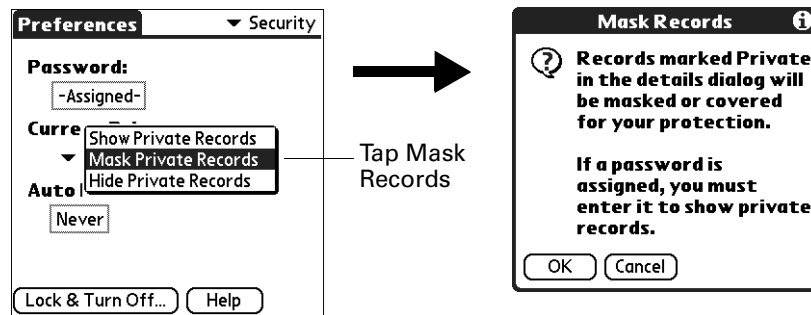
1. Tap the Current Privacy pick list and select Hide Records.



2. Press Function  + Enter , or tap OK to confirm that you want to hide private records.

To mask all private records:

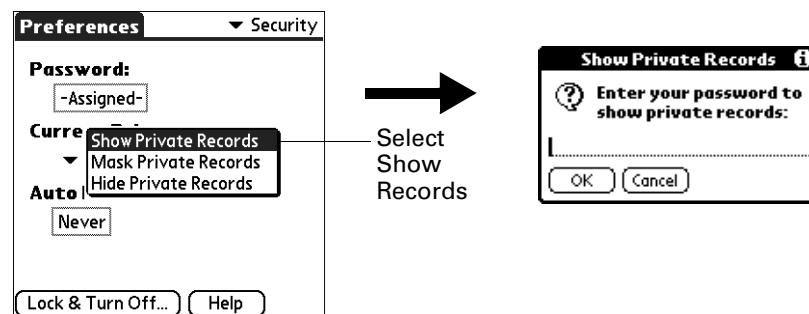
1. Tap the Current Privacy pick list and select Mask Records.





2. Press Function  + Enter , or tap OK to confirm that you want to mask private records.



To display all private records:

1. Do one of the following:
 - Tap the Current Privacy pick list and select Show Records.
 - If you do not have a password, hidden and masked records become visible. If you have a password, the Show Private Records dialog box appears. Go to step 2.





2. Enter your password.
3. Press Function  + Enter , or tap OK.

To unmask individual records:

1. Select a masked record.
2. Do one of the following:
 - If you do not have a password, a masked record becomes visible.
 - If you have a password, the Show Private Records dialog box appears. Go to step 3.
3. Enter your password.
4. Press Function  + Enter , or tap OK.

To make a record private:

1. Display the entry that you want to make private.
2. Tap Details.
3. Tap the Private check box.
4. Press Function  + Enter , or tap OK.

ShortCuts preferences

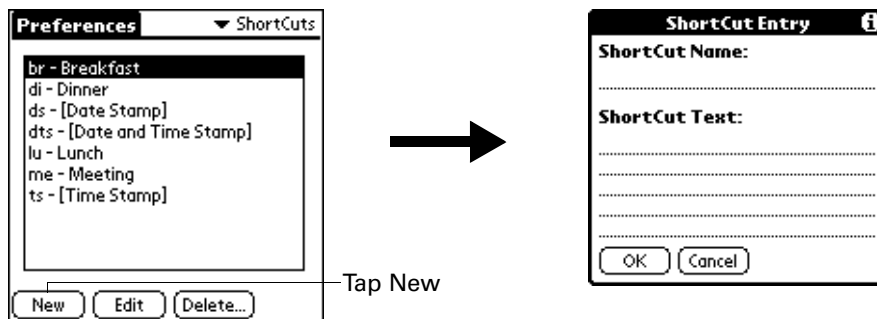
The ShortCuts Preferences screen enables you to define abbreviations for entering text. This section describes how to create, edit, and delete a ShortCut.

Creating a ShortCut

You can create a ShortCut for any words, letters, or numbers. All ShortCuts you create appear on the list in the ShortCut Preferences screen. All the ShortCuts are available in any of your handheld applications and are backed up on your computer when you perform a HotSync operation.



To create a ShortCut:



1. Tap New.
2. On the ShortCut Name line, enter the letters you want to use to activate the ShortCut.

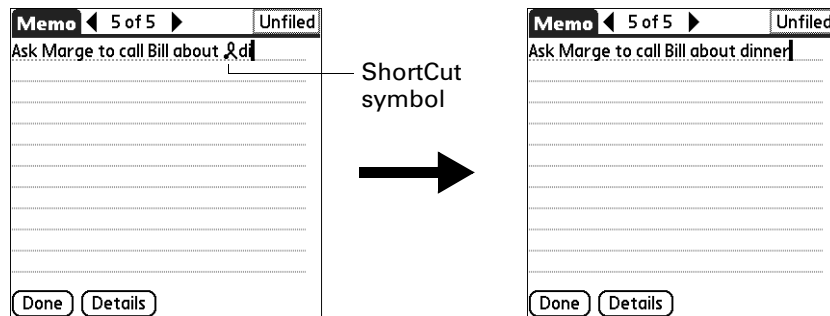


3. Select the ShortCut Text area and enter the text that you want to appear when you write the ShortCut characters.

TIP You may want to add a space (space character) after the last word in your ShortCut text. This way, a space automatically follows the ShortCut text.

4. Press Function  + Enter , or tap OK.



To use a ShortCut, press Press Function  + ShortCut  followed by the ShortCut characters. The ShortCut symbol appears at the insertion point to show that you are in ShortCut mode.



Editing a ShortCut

After you create a ShortCut, you can modify it at any time.



To edit a ShortCut:

1. Tap the ShortCut you want to edit.
2. Tap Edit.
3. Make the changes you want.
4. Press Function  + Enter , or tap OK.

Deleting a ShortCut

If you no longer need a ShortCut, you can delete it from the list of ShortCuts.

To delete a ShortCut:

1. Tap the ShortCut you want to delete.
2. Tap Delete.
3. Press Function  + Enter , or tap Yes.

Maintaining Your Handheld

This appendix provides information on the following:

- Proper care of your handheld
- Prolonging battery life
- Resetting your handheld
- Removing and installing your SIM card

Caring for your handheld

Your handheld is designed to be rugged and reliable and to provide years of trouble-free service. Please observe the following general tips when using your handheld:

- Take care not to scratch the screen of your handheld. Keep the screen clean. When working with your handheld, use the supplied stylus or plastic-tipped pens intended for use with a touch-sensitive screen. Never use an actual pen or pencil or other sharp object on the surface of the handheld screen.
- Your handheld is not waterproof and should not be exposed to rain or moisture. Under extreme conditions, water may enter the circuitry through the front panel buttons. In general, treat your handheld as you would a pocket calculator or other small electronic instrument.
- Take care not to drop your handheld or subject it to any strong impact. Do not carry your handheld in your back pocket: if you sit on it, you may damage it.
- Protect your handheld from temperature extremes. For example, do not leave your handheld on the dashboard of a car on a hot day or on a day when temperatures are below freezing, and keep it away from heaters and other heat sources.
- Do not store or use your handheld in any location that is extremely dusty, damp, or wet.
- Use a soft, damp cloth to clean your handheld. If the surface of the handheld screen becomes soiled, clean it with a soft cloth moistened with a diluted window-cleaning solution.

Battery considerations

Please note the following considerations for the battery in your handheld:

- Under normal conditions, you can keep your handheld battery charged by placing it in the cradle between 30 and 60 minutes each day. You can conserve battery life by minimizing the use of the backlight feature, and changing the Auto-off setting that automatically turns the handheld off after a period of inactivity. See “Auto-off delay” in [Chapter 21](#) for more information.
- If the battery becomes low in the course of normal use, an alert appears on the handheld screen describing the low battery condition. If this alert appears, perform a HotSync® operation to back up your data; then leave your handheld in the cradle to recharge the unit. This helps prevent accidental data loss.
- If the battery becomes too low, the wireless operations are disabled to save battery strength.
- If the battery drains to the point where your handheld does not operate, it stores your data safely for about five days. In this case, there is enough residual energy in the battery to store the data, but not enough to turn on your handheld. If your handheld does not turn on when you press the power button, you should recharge the unit immediately. The battery may not have enough residual energy to power the indicator light, which normally displays green when charging.
- If your battery drains and you have the unit in an uncharged state for an extended period of time, you can lose all of the stored data.
- There are no serviceable parts inside your handheld, so do not attempt to open the unit.
- If you ever dispose of your handheld, please dispose of it without damaging the environment. Take your handheld to your nearest environmental recycling center.

Resetting your handheld

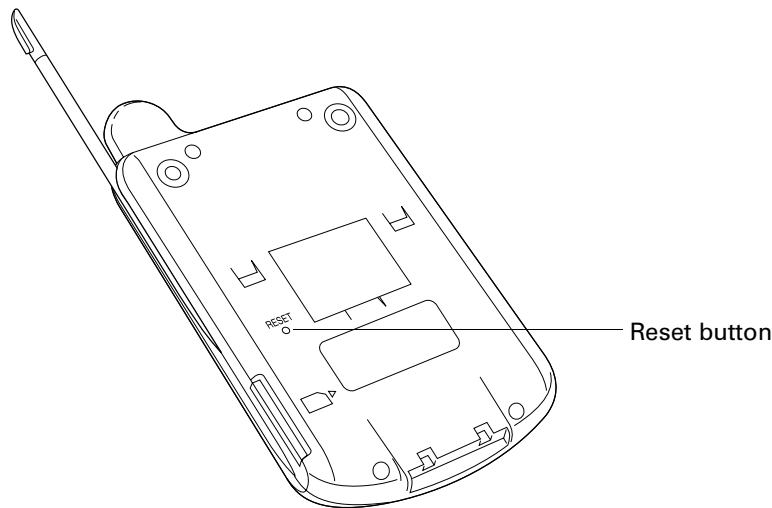
Under normal circumstances, you will not have to use the reset button. On rare occasions, however, your handheld may no longer respond to buttons or the screen. In this case, you need to perform a reset to get your handheld running again.

Performing a soft reset

A soft reset tells your handheld to stop what it's doing and start over again. All records and entries stored in your handheld are retained with a soft reset. After a soft reset, the Welcome screen appears, followed by the Date and Time Preferences screen (to set date and time).

To perform a soft reset:

- Use the reset tip tool, or the tip of an unfolded paper clip (or similar object *without* a sharp tip), to gently press the reset button inside the hole on the back panel of your handheld.



TIP The metal and plastic stylus that comes with your handheld has a reset tip inside. To use it, unscrew the barrel from the stylus quill.

Performing a hard reset

With a hard reset, all records and entries stored in your handheld are erased. Never perform a hard reset unless a soft reset does not solve your problem.

NOTE You can restore any data previously synchronized with your computer during the next HotSync operation.

To perform a hard reset:

1. Hold down the power button on the front panel of the handheld.
2. While holding down the power button, use the reset tip tool, or the tip of an unfolded paper clip (or similar object *without* a sharp tip), to gently press and release the reset button.

3. Wait for the Palm Powered™ logo to appear; then release the power button.
4. When a message appears on the handheld screen warning that you are about to erase all the data stored on your handheld, do one of the following:
 - Press Up on the navigator to complete the hard reset and display the Digitizer screen.
 - Press any application button to perform a soft reset. (Pressing a keyboard key has no effect.)

NOTE With a hard reset, the current date and time are retained. Formats Preferences and other settings are restored to their factory default settings.

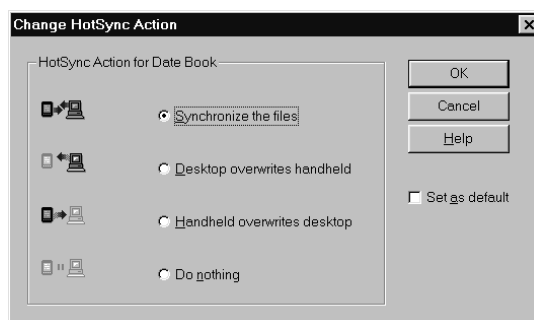
To restore your data from a Windows computer after a hard reset:

1. Click the HotSync icon ™ in the Windows system tray (lower-right corner of the taskbar).

You can also click the HotSync command on the Palm™ Desktop software menu bar.

2. From the HotSync Manager menu, select Custom.
3. Select the appropriate username from the list.
4. Select an application in the Conduit list.
5. Click Change, and select Desktop overwrites the handheld.

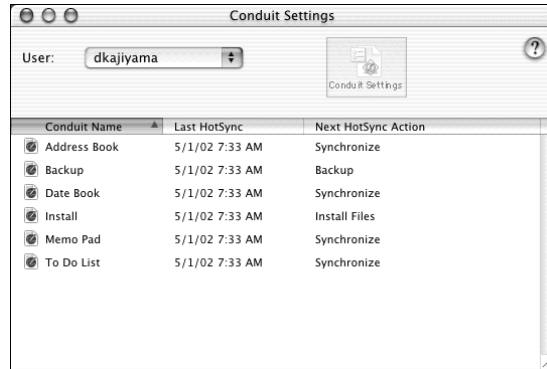
Changing the HotSync setting from the default affects only the next HotSync operation. Thereafter, the HotSync Actions revert to their default settings. To use a new setting on an ongoing basis, select the Set As Default box. Thereafter, whatever you selected as the default setting is used when you click the Default button in the Custom dialog box.



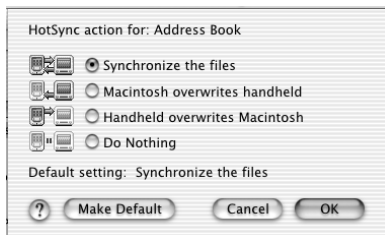
6. Click OK.
7. Repeat steps 4 through 6 to change conduit settings for other applications.
8. Click Done to activate your settings.
9. Perform a HotSync operation.

To restore your data from a Mac computer after a hard reset:

1. Double-click the HotSync Manager in the Palm folder.
2. From the HotSync menu, choose Conduit Settings.



3. From the Users pop-up menu, select the appropriate username.
4. Select an application from the list.
5. Click Conduit Settings.



6. Click Macintosh overwrites handheld.

NOTE Changing the HotSync setting from the default affects only the *next* HotSync operation. Thereafter, the HotSync Actions revert to their default settings. To use a new setting on an ongoing basis, click Make Default. Thereafter, whatever you selected as the default setting is used for HotSync operations.

7. Click OK.
8. Repeat steps 4 through 7 to change conduit settings for other applications.
9. Close the Conduit Settings window.
10. Perform a HotSync operation.

Installing and removing the SIM card

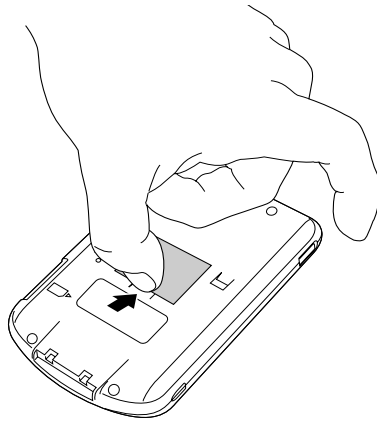
With the SIM card installed, you can use your handheld's wireless features, such as the mobile phone, SMS, and wireless e-mail. Without the SIM card, you can operate your handheld, but you cannot use the wireless features.

If you have not installed your SIM Card, see the *Getting Started* that came with your handheld or use the following instructions. Most likely, the SIM card either is in your package or was handed to you by a representative of your wireless service provider. In some cases the SIM card is already installed in your handheld by your wireless service provider.

IMPORTANT If you are sending in your handheld for service to Palm, you must remove the SIM card before sending in your handheld. Use the following instructions if you need to exchange or remove the SIM card.

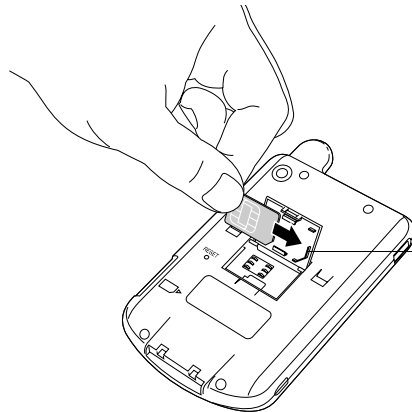
To install the SIM card or verify installation:

1. If you have the SIM card attached to its plastic holder, carefully detach the SIM card from the holder.
2. On the back panel of your handheld, slide a thin, flat edge (similar to your thumb nail) in the indent and under the access door until the access door is released.



3. Do one of the following:

- If a placeholder card is present, remove the placeholder card. Then slide the SIM card into place on the access door. Close the access door.
- If the SIM card is present (look for the gold contact area), close the access door.



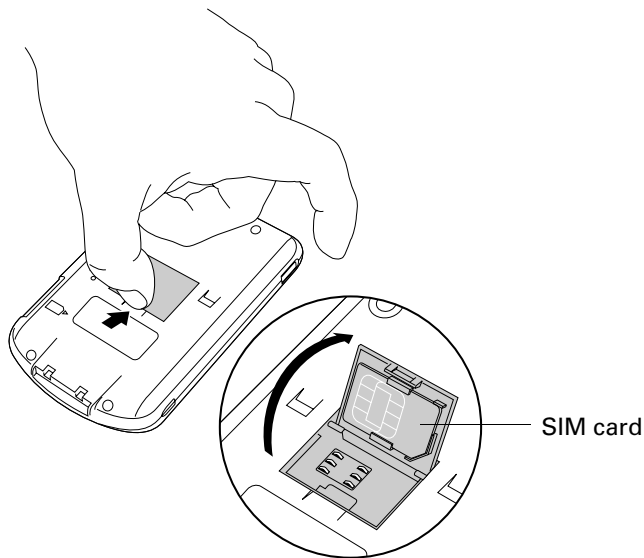
After removing the placeholder card, slide the SIM card into place on the access door

To remove the SIM card:

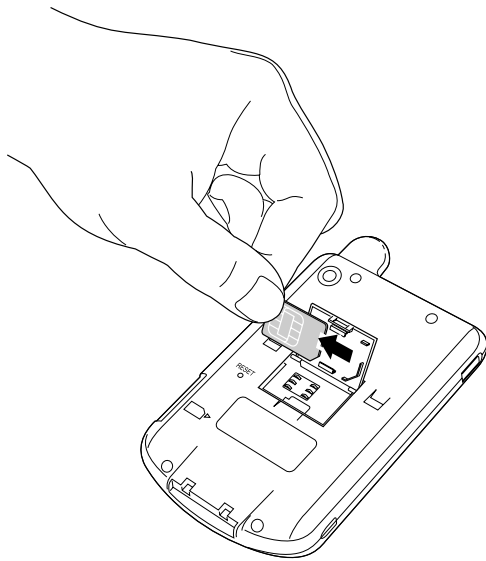
1. Turn off the handheld.

IMPORTANT Turn off the handheld before opening the access door and removing the SIM card. This prevents any static discharge and damage to the connector.

2. On the back panel of your handheld, slide your thumbnail into the indent and under the access door until the access door is released.



3. Slide the SIM card out of guides on the underside of the access door. Close the access door.



4. Place the SIM card in a nonstatic container for safe keeping.

Frequently Asked Questions

If you encounter a problem with your handheld, do not call technical support until you have reviewed the following list of frequently asked questions and you have also reviewed the following:

- This handbook
- The *Getting Started* that came with your handheld
- The README file located in the folder where you installed the Palm™ Desktop software on your Windows computer or on your installation CD for Macintosh users
- The Palm Desktop online Help
- The *Palm Desktop Software for the Macintosh User's Guide* located in the Documentation folder on your installation CD
- The Palm Knowledge Library, accessible at www.palm.com/support/intl under the Support section
- The most recent Palm™ Tungsten™ W handheld HelpNotes on your regional web site

If you are still having problems, contact Technical Support. See the Customer Support card that comes with your handheld, or go to www.palm.com/support/intl.

NOTE Thousands of third-party add-on applications have been written for Palm OS® handhelds. Unfortunately, we are not able to support such a large number of third-party applications. *If you are having a problem with a third-party application, please contact the developer or publisher of that software.*

Software installation problems

Problem	Solution
The Palm Desktop Installer Menu did not appear when I inserted the CD-ROM into my Windows computer.	<ol style="list-style-type: none">1. Click the Start button.2. Choose Run from the Start menu.3. Click Browse.4. Locate your CD-ROM drive and select the autorun.exe file.5. Click Open.6. Click OK.
I cannot install Palm Desktop software on my Windows computer.	<p>Try the following:</p> <ol style="list-style-type: none">1. Disable any virus scanning software on your computer.2. Press CTRL-ALT-DELETE and end all tasks except Systray and Explorer. If a dialog box with buttons appears instead of a list of tasks, click the Task List button and then end all tasks except Systray and Explorer.3. Make sure your computer has at least 30MB of disk space available.4. Delete all temporary files.5. Run ScanDisk on your computer.6. Reinstall Palm Desktop software.
I cannot install Palm Desktop software on a Mac computer.	<p>Try the following:</p> <ol style="list-style-type: none">1. Disable any virus-scanning software on your computer.2. Quit any open applications.3. Make sure your computer has at least 25MB of disk space available.4. Reinstall Palm Desktop software.



Operating problems

Problem

I don't see anything on my handheld's screen.

Solution

Try each of these in turn:

- Press an application button to ensure your handheld is turned on.
- Press Function  + Brightness . If the Brightness dialog box appears, adjust the brightness by holding down the up scroll button for a few seconds. If this doesn't work, hold the down scroll button for a few seconds.
- If your handheld was exposed to cold, make sure it is at room temperature.
- Recharge the unit.
- Perform a soft reset. If your handheld still doesn't turn on, perform a hard reset. See ["Resetting your handheld"](#) in [Appendix A](#).

IMPORTANT With a hard reset, all records and entries stored in your handheld are erased. Never perform a hard reset unless a soft reset does not solve your problem. You can restore any data previously synchronized with your computer during the next HotSync® operation.

My battery doesn't charge.



- Make sure the power outlet is active and the HotSync cradle is properly plugged in.
- If the battery does not hold a charge, return your handheld to an authorized Palm service center.

I get a warning message telling me my handheld memory is full.

- Purge records from Date Book and To Do List. This deletes To Do List items and past Date Book events from the memory of your handheld. See ["Purging records"](#) in [Chapter 4](#). You may need to perform a HotSync operation to recover the memory.
- Delete unused memos and records. If necessary, you can save these records. See ["Deleting records"](#) in [Chapter 4](#).
- If you have installed additional applications on your handheld, remove them to recover memory. See ["Removing applications"](#) in [Chapter 4](#).

My handheld keeps turning itself off.	Your handheld is designed to turn itself off after a period of inactivity. This period can be set at one, two, or three minutes. Check the Auto-off setting. See “Auto-off delay” in Chapter 21 .
My handheld is not making any sounds.	Check the System, Alarm, and Game Sound settings. See “System, alarm, and game sounds” in Chapter 21 .
My handheld’s indicator light is not blinking when alarms occur.	Check the Alarm LED setting. See “Alarm Vibrate and indicator light settings” in Chapter 21 .
My handheld does not vibrate when alarms occur.	Check the Alarm Vibrate setting. See “Alarm Vibrate and indicator light settings” in Chapter 21 .
My handheld has frozen.	Perform a soft reset. See “Resetting your handheld” in Appendix A .
My handheld appears to freeze when I place it near my computer.	Move your handheld away from the computer’s infrared port.

Tapping and writing problems

Problem	Solution
When I tap the buttons or screen icons, my handheld activates the wrong feature.	Calibrate the screen. See “Digitizer preferences” in Chapter 21 .
When I press Function  + Menu  , or tap the Menu bar nothing happens.	Not all applications or screens have menus. Try changing to a different application.

Wireless problems

Problem

The signal strength is weak.

Solution

You can monitor the transmission signal strength using the Signal Strength bar graph. Monitor the signal strength while you try the following solutions:

- Move away from your original location, five to ten feet in any direction.
- If you're indoors, stand near a window, or move outdoors.
- Open metal blinds on windows.
- If you're in an underground parking lot or other space below street level, move to a location above ground.
- If you're in a crowd, move to a less crowded area.
- If you're in a vehicle, keep your handheld level with the windshield. The metal frame of the vehicle shields mobile radio signals. Mountains and buildings may also block signals.
- If you're outdoors, move away from overhead electrical wires. Move from under trees.

I can't access the Internet.

- Check the battery icon to verify that the battery is charged.
- Make sure the mobile radio is on and within range by verifying that the indicator light is flashing green. See [“Using the indicator light”](#) in [Chapter 2](#).
- Verify that the signal strength indicator shows a strong signal.
- Your wireless service provider's server may be down. Try again later.

I can't access a web page or a web clipping application.

- Make sure the mobile radio is on and within range by verifying that the indicator light is flashing green. See ["Using the indicator light"](#) in [Chapter 2](#).
- Try to access the home page of your wireless carrier by pressing the Wireless button.
 - If you can access the home page, network service is available. It may be that the web page or the web clipping server currently is not accessible. Try again later.
 - If you cannot access the home page, network service may be down. Try again later.
- For questions and support for third-party web clipping applications, please contact the software developer directly.




I am having a problem establishing a network connection.

- Display expanded Service Connection Progress messages.

It's helpful to identify at what point in the login procedure the connection fails. An easy way to do this is to display the expanded Service Connection Progress messages. Expanded Service Connection Progress messages describe the current stage of the login procedure. Press Up on the navigator during login to display these messages.

- View the Network Log.

If viewing the expanded Service Connection Progress messages does not give you enough information to find out why you cannot connect to your wireless service provider or dial-in server, take a look at the Network Log. The Network Log lists all of the communication that occurs between your modem and your dial-in server during the login procedure. The information in the Network Log can help your wireless service provider or your system administrator pinpoint where the login procedure communication fails and why.

To view the Network Log, go to the Network Preferences screen and press Command Stroke  + V. (Alternately, press Function  + Menu . Select Options, and then select View Log.)

I am having a problem establishing a network connection. (continued)

- Add a DNS number.

If your wireless service provider or dial-in server requires a DNS number and you did not enter that information in the Network Preferences screen, it will appear that you successfully logged into your network. When you try to use an application or look up information, however, the connection fails. If this occurs, try adding a DNS number. Ask your wireless service provider or your system administrator for the correct primary and secondary DNS IP numbers.

Palm WAP Browser problems

Problem

Solution

I cannot connect to my wireless service provider.

You may need to enter additional technical networking information. Contact your wireless service provider to obtain their primary and secondary DNS address and their IP address.

I can connect to my ISP, but I can't access a WAP site.

Try alternate WAP sites. A WAP site could be temporarily unavailable due to site problems.

If you can't access the alternate sites, then contact your ISP and verify the following WAP browser settings: APN, Mode, and Gateway Server. Also check Gateway ID and Gateway password, if applicable.

I can't access some WAP sites.

The WAP browser can access all WAP web sites compliant to WAP version 1.1 or WAP version 1.2.1 (WAP June 2000 Conformance Release).

I can't access an HTML web site.

The WAP browser does not open HTML web sites, only WML web sites.

When generating a new password or signature key pair, my handheld froze.

Key generation can take up to an hour. During this time, your handheld appears to be completely frozen and you are not able to use your handheld.

I am having problems within a specific WAP Internet site.

Contact the site administrator.

SMS problems

Problem

I cannot connect to my SMS center.

Solution

You may need to enter the SMS center telephone number in the SMS Preferences Details dialog box. To find this number, check your mobile phone options screen or your wireless service provider's web site. See [“Setting preferences”](#) in [Chapter 15](#) for details.

Palm Mobile problems

Problem

I connect to my wireless service provider, but the number doesn't work.

Solution

- Be sure the telephone number you are dialing has all the digits required by your wireless service provider. If you are dialing an international telephone number, a + (plus) sign might be required at the beginning of the telephone number.
- Verify that your wireless service provider plan includes phone services. Contact your wireless service provider for information.

Application problems

Problem

I tapped the Today button, but it does not show the correct date.

Solution

Your handheld is not set to the current date. Make sure the Set Date box in the Date and Time Preferences screen displays the current date. See [“Date and Time preferences”](#) in [Chapter 21](#) for more information.

I know I entered some records, but they do not appear in the application.

- Check the Categories pick list (upper-right corner). Choose All to display all of the records for the application.
- Check Security and confirm that Private Records is set to Show private records.
- In To Do List, tap Show and see if Show Only Due Items is selected.

I am having problems listing memos the way I want to see them.

- If you cannot manually arrange the order of the memos in the list screen, check the Memo Preferences setting. Make sure that Sort by is set to Manual.
- If you choose to view your memos alphabetically on Palm Desktop software and then perform a HotSync operation, the memos on your handheld still appear in the order defined in the Memo Preferences setting. In other words, the sort settings you use with Palm Desktop software *are not* transferred to your handheld.

I created an event in Date Book, but it doesn't appear in the Week View.

In the Week View, you cannot select overlapping events that have the same start time. If you have two or more events with the same start time, choose the Day View to see the overlapping events.

My vCard or vCal e-mail attachment isn't forwarding correctly.

Palm Desktop software provides several features that interact with e-mail client software on a Windows computer. In order for these features to work correctly, the e-mail client software must be properly configured. Follow these steps to check the configuration:

1. Click the Windows Start menu, and then select Settings.
2. Select Control Panel.
3. Select Internet Options, and then click the Programs tab.
4. Make sure that the E-mail field is set to the correct E-Mail client software.
5. Click OK.
6. Start the e-mail client software and make sure it is configured as the default MAPI client. Consult the documentation for your desktop E-Mail application for more information.

HotSync problems

Problem

I cannot perform a HotSync operation; what should I check to make sure I am doing it correctly?

Solution

Make sure the HotSync cradle is connected securely.

On a Windows computer try these steps:

- Check the Windows system tray to make sure the HotSync Manager is running. If it is not, open Palm Desktop software.
- Make sure you selected Local USB or Local Serial, as appropriate, from the HotSync Manager menu.
- If you are using the serial cradle, make sure you selected the correct serial port on the Local tab in the Setup dialog box. It should be set to the port where you connected the HotSync cradle.

On a Mac computer, try the following:

- Make sure HotSync Manager is enabled. If it is not, double-click the HotSync Manager icon in the Palm folder and enable HotSync Manager on the HotSync Controls tab.
- On a Windows computer, click the HotSync Manager and choose Custom. Check that the correct conduit is active.
- On a Mac computer, double-click the HotSync Manager icon. From the HotSync menu, choose Conduit Settings. Select your username from the User pop-up menu, and check that the correct conduit is active.

I performed a HotSync operation, but one of my applications did not synchronize.

I am using Outlook as my PIM, but I cannot do a HotSync operation.

- Click the HotSync Manager and choose Custom. Check that the correct conduit is active.
- Check that the correct conduit is installed. Reinstall the HotSync Manager and make sure the correct conduit is selected.

I cannot launch the HotSync Manager.

- If you are using the optional serial cradle, or if you are performing a HotSync operation using a modem, make sure you are not running another program, such as America Online, that uses the serial port you selected in the Setup dialog box.
- Back up the Palm Desktop software, uninstall it, and then reinstall it.

I tried to perform a local HotSync operation, but it did not complete successfully.

- Make sure your handheld is seated in the cradle correctly.
- Check the connection between the HotSync cradle and the USB or serial port on your computer.
- Make sure the username you selected in Palm Desktop software matches the username assigned to your handheld.
- Make sure the date on your computer matches the date on your handheld.
- Read the HotSync Log for the user account for which you are performing a HotSync operation.

On a Windows computer, try each step in turn:

- Make sure HotSync Manager is running. If it is running, close it, and restart it.
- Make sure you selected Local USB or Local Serial, as appropriate, from the HotSync Manager menu.
- If you are using the serial cradle, make sure you selected the correct serial port on the Local tab in the Setup dialog box. It should be set to the port where you connected the HotSync cradle.
- If you are using the serial cradle, try a lower baud rate setting on the Local tab in the Setup dialog box.
- If you are using the serial cradle, make sure you aren't running a program, such as America Online, that uses the serial port you selected in the Setup dialog box.

On a Mac computer, try the following:

- Make sure that HotSync Manager is enabled on the HotSync Controls tab in the HotSync Software Setup window.

I tried to perform a modem HotSync operation, but it did not complete successfully.

Check the following on your computer:

- Make sure your computer is turned on and that it does not shut down automatically as part of an energy-saving feature.
- Make sure the modem connected to your computer is turned on and is connected to the outgoing phone line.
- Make sure the modem you are using with your handheld has an on-off switch. Your handheld cannot “wake up” a modem that has an auto-off feature.
- Make sure the modem is connected properly to your computer and is connected to the incoming phone line.

On a Windows computer, check the following:

- Make sure that Modem is checked in the HotSync Manager menu.
- Confirm that the Setup String in the Setup dialog box configures your modem correctly. You may need to select a different Modem Type or enter a custom Setup String. Most modems have a Setup String that causes them to send initial connection sounds to a speaker. You can use these sounds to check the modem connection.
- Confirm that the Speed setting in the Setup dialog box works for your modem. If you have problems using the As Fast As Possible option or a specific speed, try using a slower speed.
- Make sure you are not running another program, such as WinFax, CompuServe, or America Online, that uses the serial port you selected in the Setup dialog box.
- Make sure your modem resets before you try again. (Turn off your modem, wait a minute, and then turn it back on.)

On a Mac computer, check the following:

- Make sure that Modem is selected on the Connection Settings tab in the HotSync Software Setup window.
- You may need to select a different Modem type or enter a Custom setup string on the Connection Settings tab. Most modems have a setup string that causes them to send initial connection sounds to a speaker. You can turn on the Modem Speaker option and use these sounds to check the modem connection.

I tried to perform a modem HotSync operation, but it did not complete successfully.
(continued)

- Make sure you are not running another program, such as America Online, fax or telephony software, or AppleTalk networking, that uses the serial port you selected in the Serial Port Settings tab.
- Make sure your modem resets before you try again. (Turn off your modem, wait a minute, and then turn it back on.)


Check the following on your handheld:

- Confirm that the telephone cable is securely attached to your modem.
- Make sure the dialing instruction dials the correct phone number.
- If you need to dial an outside line prefix, make sure you selected the Dial Prefix option on your handheld and entered the correct code.
- If the telephone line you are using has Call Waiting, make sure you selected the Disable call waiting option under Modem Sync Phone Setup on your handheld and entered the correct code.
- Make sure the telephone line you are using is not noisy, which can interrupt communications.
- Check the batteries in your modem and replace them if necessary.

I can't perform an IR HotSync operation.

- On a Windows computer, be sure the HotSync Manager is running and the Serial Port for local operations is set to the simulated port for infrared communication. See [“Conducting IR HotSync operations”](#) in [Chapter 20](#) for details.
- On a Mac, open the HotSync Software Setup window and be sure that HotSync Manager is enabled and that the IR Port Connection Setting is set to On. See [“Conducting IR HotSync operations”](#) in [Chapter 20](#) for more information.
- On your handheld, be sure the HotSync application is set to Local, with the option IR to PC/Handheld.
- Be sure the IR port of your handheld is aligned directly opposite to, and within a few inches of, the infrared device of your computer.
- IR HotSync operations do not work after you receive a low battery warning. Check the battery power of your handheld. Recharge the internal battery.

When I press the HotSync button on the cradle, nothing happens on Palm Desktop software and my handheld times out.

- Make a copy of your Palm folder. Uninstall, and then reinstall, Palm Desktop software.
- Turn on your handheld and press the Home . Tap the HotSync icon, and then tap Local.

When I perform a HotSync operation, my information does not transfer to Palm Desktop software.

- If you perform a HotSync operation for more than one device, make sure the correct user is active on the Palm Desktop software.
- If you have performed a HotSync operation successfully but you cannot find the data from your handheld on Palm Desktop software, check to see that you have the correct user name selected for viewing data.
- On a Windows computer, click the HotSync Manager and choose Custom. Check that all conduits are set to synchronize files.
- On a Mac computer, double-click the HotSync Manager icon. From the HotSync menu, choose Conduit Settings. Select your username from the User pop-up menu, and check that the correct conduit is active.

My handheld displays the message “Waiting for sender” when it’s near my computer’s infrared port.

- Your computer’s infrared port may be set to search automatically for the presence of other infrared devices. Consult the documentation for your operating system for information about turning off this option.
- In some cases, simply moving your handheld away from the computer’s infrared port solves the problem.

I want to synchronize my computer with more than one handheld.

- If the computer running Palm Desktop software synchronizes with more than one handheld, each handheld must have a unique name. Assign a username to your handheld the first time you perform a HotSync operation.
- Please be aware that synchronizing more than one handheld with the same username causes unpredictable results and, potentially, loss of your personal information.

Beaming problems

Problem

I cannot beam data to another device with an IR port.

When someone beams data to my handheld, I get a message telling me it is out of memory.

Solution

- If you are beaming to another Palm handheld, confirm that your handheld and the other handheld are between ten centimeters (approximately 4") and one meter (approximately 39") apart, and that the path between the two handhelds is clear of obstacles. Beaming distance to other devices with an IR port may be different.
- Move your handheld closer to the receiving device.
- Your handheld requires at least twice the amount of memory available as the data you are receiving. For example, if you are receiving a 30KB application, you must have at least 60KB free.
- Perform a soft reset. See [“Performing a soft reset”](#) in [Appendix A](#) for more information.

Recharging problems

Problem

When I place my handheld in the cradle, the indicator light does not go on.

Solution

- Confirm that your handheld is well seated in the cradle.
- Confirm that your recharger cable is properly connected to the back of the cradle’s USB or serial port connector that plugs into your computer.
- Confirm that your recharger is plugged into an AC outlet that has power.
- If you have not used your handheld for a long period, such as an extended vacation, the battery may not contain enough charge to power the indicator light. After your handheld has recharged, the indicator light will function normally.

Password problems

Problem	Solution
I forgot the password, and my handheld is not locked.	<p>First, use the password hint to try and remember the password. If this does not help, or if you do not have a password hint, you can use Security to delete the password, but your handheld deletes all entries marked as private. However, if you perform a HotSync operation <i>before</i> you delete the password, the HotSync process backs up all entries, whether or not they are marked private. Then you can follow these steps to restore your private entries:</p> <ul style="list-style-type: none">■ Use the Palm Desktop software and the cradle or infrared communication to synchronize your data.■ Tap Forgotten Password in Security to remove the password and delete all private records.■ Perform a HotSync operation to synchronize your data and restore the private records by transferring them from your computer to your handheld.
I forgot the password and my handheld is locked.	<p>First, use the password hint to try and remember the password. If this does not help, or if you do not have a password hint, you must perform a hard reset to continue using your handheld. See “Performing a hard reset” in Appendix A for more information.</p>



Technical support



If, after reviewing the sources listed at the beginning of this appendix, you cannot solve your problem, contact your regional technical support office by e-mail, phone, or fax.

Before requesting support, please experiment a bit to reproduce and isolate the problem. When you do contact support, please be ready to provide the following information:

- The name and version of the operating system you are using
- The actual error message or state you are experiencing
- The steps you take to reproduce the problem
- The version of handheld software you are using and available memory
- The wireless service provider’s name
- The software version of your mobile radio

To find your handheld version and memory information:



1. Press the Home .
2. Press Command Stroke  + L.

Alternately, press Function  + Menu , and then select Info on the App Menu.

NOTE Thousands of third-party add-on applications have been written for Palm OS handhelds. Unfortunately, we are not able to support such a large number of third-party applications. *If you are having a problem with a third-party application, please contact the developer or publisher of that software.*

3. Tap Version to see version numbers, and tap Size to see the amount of free memory in kilobytes.

To find your wireless service provider's name and mobile radio software version:

1. Press the Home .
2. Tap the Preferences icon .
3. Tap the pick list in the upper-right corner of the screen.
4. Select Mobile.
5. Select Current status.
6. Scroll down to SV number to view the software version of your mobile radio.

Product Regulatory and Safety Information

FCC Statement

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.

NOTE This equipment has been tested and found to comply with the limits for a Class B digital device, 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.

The use of shielded I/O cables is required when connecting this equipment to any and all optional peripheral or host devices. Failure to do so may violate FCC rules.

CAUTION Changes or modifications not covered in this manual must be approved in writing by the manufacturer's Regulatory Engineering Department. Changes or modifications made without written approval may void the user's authority to operate this equipment.

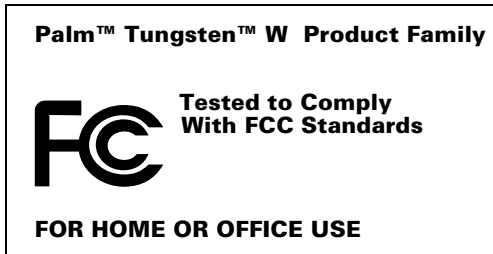
In August 1996, the Federal Communications Commission (FCC) of the United States with its action in Report and Order FCC 96-326 adopted an updated safety standard for human exposure to radio frequency electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both U.S. and international standards bodies. The design of this product complies with the FCC guidelines and these international standards.

Exposure To Radio Frequency Energy (SAR)

In order to comply with FCC RF exposure safety guidelines, users **MUST** use a Palm brand body-worn accessory during body-worn operation. Use of accessories not provided by Palm or that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

Responsible Party:

Palm, Inc.
400 N. McCarthy Blvd.
Milpitas, California 95052
United States of America
(408) 878-9000



Industry Canada

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

Battery Warning

Do not mutilate, puncture, or dispose of batteries in fire. The batteries can burst or explode, releasing hazardous chemicals.

Varning

Eksplotionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera använt batteri enligt fabrikantens instruktion.

Advarsel!

Lithiumbatteri—Eksplotionsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Levér det brugte batteri tilbage tilleverandøren.

Varoitus

Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan valmistajan suosittelemaan tyyppiin. Hävitä käytetty paristo valmistajan ohjeiden mukaisesti.

Advarsel

Ekspløsjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner.

Waarschuwing!

Bij dit produkt zijn batterijen geleverd. Wanneer deze leeg zijn, moet u ze niet weggooien maar inleveren als KCA.

Uwaga

Nie kroić lub przekłuwać baterii, ani nie wrzucać ich do ognia. Mogą się rozzerwać lub wybuchnąć wydzielając trujące środki chemiczne. Zużytych baterii należy pozbywać się w sposób opisany przez producenta i zgodnie z miejscowymi przepisami.

אזהרה

יש סכנת התפוצצות אם מחליפים את הסוללה בצורה לא נכונה.
יש להחליף את הסוללה בסוללה זהה או דומה, בהתאם להמלצת היצרן.
יש להשליך סוללות משומשות בהתאם להוראות היצרן

Declaration of Conformity

Declaration of Conformity

Application of Council Directive(s): 89/336/EEC, 99/5/EC, 95/54/EC, EN60950

Standards to which Conformity is Declared:

89/336/EEC EMC directive
99/5/EC RTTE directive
95/54/EC Vehicular directive
EN60950 Safety directive
ICNIRP SAR exposure directive 1998
NAPRD 2.3.0 PTCRB compliance
GCF Field trial compliance

Manufacturers Name: Palm Inc.

Manufacturers Location: 5470 Great America Pkwy
Santa Clara, CA 95052
USA

Importers Name: Palm Germany GmbH

Importers Location: Landsberger Strasse 155
D-80687 Munchen
Germany

Type of Equipment: Handheld Computer

Model Number: Palm i710

Year of Manufacture: 2002

I, the undersigned hereby declare that the equipment specified above conforms to the above Directive(s) and Standard(s)

Place: Santa Clara, CA

Signature: _____

Date: April 20, 2002

Typed Name: David Woo

Title: Global Compliance Manager

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