



User Guide

Your Palm® Treo™ XXX Smart Device

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Welcome

Congratulations on the purchase of your Palm® Treo™ XXX smart device! In one compact and indispensable device, you now have all of the following:

- Phone application for making and receiving calls
- Push to Talk application for talking instantly with other members who are signed up to use this walkie-talkie type of service
- Contacts application that stores the names, phone numbers, and even pictures of friends, family, business contacts—everyone you stay in touch with
- Email applications for receiving and sending email (business and personal)
- Palm OS® by ACCESS personal info applications for storing your appointments, to-do lists, memos, and more
- Expansion card slot that accepts micro SD cards (sold separately) for storing

music files, videos, dictionaries, games, and lots of other applications

- An SXGA 1.3 megapixel (1280 x 1024) digital camera for snapping photos and capturing short videos
- Text and multimedia messaging
- MP3 player
- Applications for reading, creating, and editing Microsoft Office files and viewing PDF files
- Desktop synchronization software for entering names, addresses, and more on your computer, and then transferring them to your Treo XXX with one press of a button

What's in the box?

You should have received all the following items in the box:

Hardware

- Treo XXX
- AT&T SIM card (not included with all models; preinstalled in Treo XXX on

some models; see [Inserting the SIM card and battery](#) for details)

KEY TERM SIM (Subscriber Identity Module)

card The smartcard that you insert into your Treo XXX and that identifies you to the mobile network. It contains your mobile account information, such as your phone number and the services to which you subscribe. Phone book entries and SMS messages can also be stored on the SIM card.

- Rechargeable battery
- AC charger
- USB sync cable
- [Headset](#)

Documentation and software

- *Getting Started Guide*
- *Quickstart Guide*
- Palm Software Installation CD, which includes the following:
 - Palm® Desktop software
 - Bonus software for your Treo XXX
 - *User Guide: Your Palm Treo XXX Smart Device* (this guide)
- Palm warranty

TIP Missing something? Need help? Call AT&T customer service: 1-800-331-0500 or call 611 from your Treo XXX.

What do I need to get started?

This guide helps you set up your Treo XXX and quickly learn to use it. To get started, you need all the items that came in the Treo XXX box (see [What's in the box?](#)), plus the following:

- Appropriate service contracts. Phone and text messaging services [and Push to Talk service](#) require a service contract with [your network operator AT&T](#). Web, email, and multimedia messaging services require a service contract and data services from [your network operator AT&T](#). Data speeds vary based on network availability and capacity. Please contact [your network operator AT&T](#) for details about your data service options.

- A SIM card. To use your Treo XXX on your the AT&T network, you must insert the SIM card into your Treo XXX.

Without a SIM card, you can only call 911.



- If your Treo XXX box did *not* contain a SIM card, you need to contact **AT&T your network operator** to get one.
- If your SIM card does not work properly, contact your network operator to ensure that your SIM card is up-to-date.
- A location where you are within coverage of your the AT&T network.
- An electrical outlet.
- The computer with which you want to synchronize your personal information.

Where can I learn more?

Whether you're on the go or at your computer, there are several ways to learn more about using your Palm® Treo™ XXX smart device.

For a quick introduction



Quick Tour: The Quick Tour introduces you to many of the features on your Treo XXX. It is already installed on your Treo, and you can open it any time. Press


Applications , and then select **Quick Tour** .


Tutorial: The Palm 680 Tutorial explains how to make calls, browse the web, and send and receive email. Find the tutorial on the web at go.palm.com/treoxxx-cingular/go.palm.com/treoxxx/.

While using your Treo

On-device User Guide: A copy of this guide is included on your Treo XXX. The on-device guide is specially formatted for your Treo XXX screen. To view the on-device guide, press

Applications , and then select **My Treo** .

Tips: Many of the built-in applications include helpful tips for getting the most out of your Treo. To view these tips, open an application, press **Menu** , select **Options**, and then select **Tips**.

Many dialog boxes have a Tips  icon in the upper-right corner. Select the **Tips** icon to learn about the tasks you can perform in that dialog box.

Online support from Palm: For up-to-date downloads, troubleshooting, and support information, go to go.palm.com/treoxxx-att/go.palm.com/treoxxx/.

If you need more information

Books: Many books on Palm OS® devices are available in local or online book retailers (look in the computers section), or visit

go.palm.com/treoxxx-att/go.palm.com/treoxxx/.

Online forums: Consult online user discussion groups to swap Treo information and learn about Treo topics you may find nowhere else. Visit go.palm.com/treoxxx-att/go.palm.com/treoxxx/ for details.

Customer service from AT&T: For questions about your mobile account or features, contact AT&T at 1-866-246-4852, or dial 611 from your Treo.



Setting up

You're about to discover the many things about your Palm® Treo™ XXX smart device that will help you better manage your life and have fun, too. As you become more familiar with your Treo XXX, you'll want to personalize the settings and add applications to make it uniquely yours.

But first, take the few easy steps in this chapter to set up your Treo XXX and get it running.

Benefits

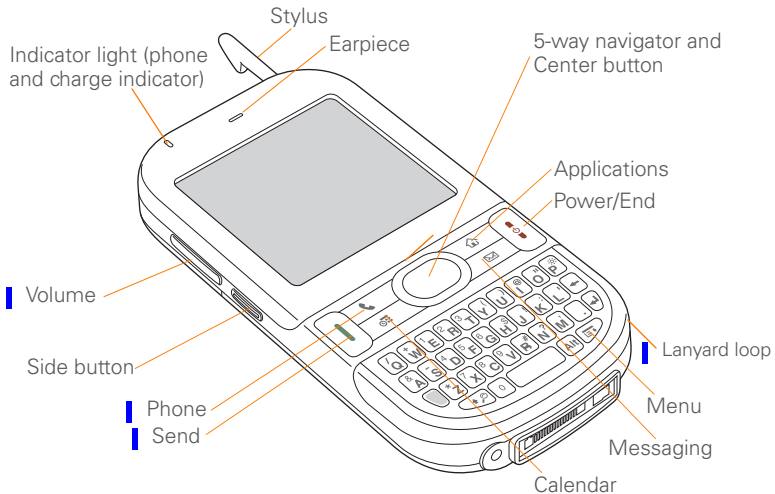
- Know where your Treo XXX controls are located
- Start using your Treo XXX right away
- Establish a link between your Treo XXX and your computer

In this chapter

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Treo™ XXX overview

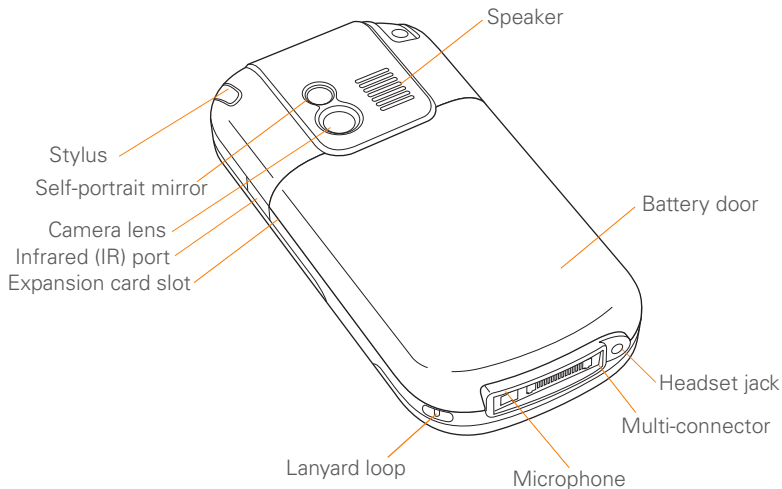
Front view



TIP Protect your screen. Be careful to store your Treo XXX away from items that might scratch or crush the screen. Your Treo XXX comes with a screen protector. Visit [go.palm.com/treoux-ati/](http://go.palm.com/treoux-ati) go.palm.com/treoux/ to find carrying cases and other useful accessories.

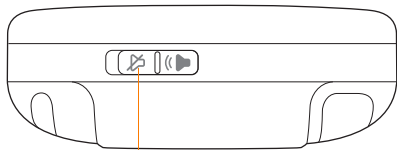
DID YOU KNOW? When your Treo XXX screen is on, you can **press the Side button to open the Push to Talk application**. If you decide not to subscribe to Push to Talk, you can change your button settings and select an application of your choice; see [Reassigning buttons](#) for details.

Back view



IMPORTANT The Treo XXX speaker includes a large magnet, so be sure to keep your Treo XXX away from credit cards or other items that could be demagnetized.

Top view



Ringer switch

DID YOU KNOW? The Ringer switch silences all sounds at once. You don't need to hunt for Off buttons all over the device.

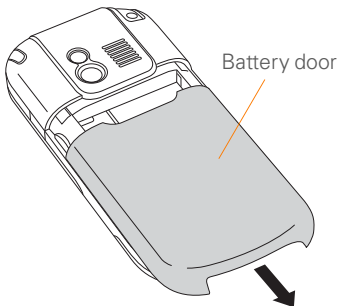
Inserting the SIM card and battery

Your SIM card contains account information such as your phone number and voicemail access number. To use the

phone, email, or web features, the SIM card must be inserted into your Treo XXX.

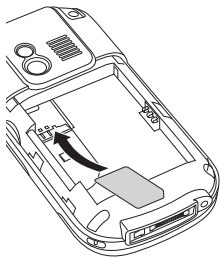
NOTE Your SIM card may already be installed in your Treo XXX. Follow steps 1 through 3 to check. If a SIM card did not come with your Treo XXX, you may already have one. If the SIM card does not work, contact [AT&T your network operator](#).

- 1 Press the **battery door** near the top and slide the battery door downward to remove it from your Treo XXX.

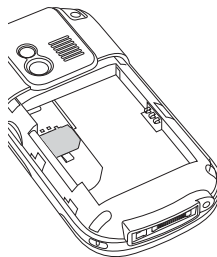


- 2 If the battery is installed, remove it. (See [Replacing the battery](#) for details.)

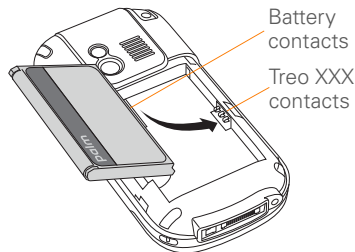
- 3 If the SIM card is already installed, skip to step 7.
- 4 Remove the stylus.
- 5 Align the notch on the SIM card with the right side of the SIM holder.



- 6 Insert the straight end of the SIM card into the SIM holder, and then push the SIM card forward until it fits into place.



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



IMPORTANT Use the battery that came with your Treo XXX. Do *not* use a battery from another Treo model in your Treo XXX. Similarly, do *not* use the Treo XXX battery in another Treo model. Using a battery that is designed for another Treo model can damage your Treo XXX. For info on replacement batteries, see [Replacing the battery](#).

NOTE Unauthorized batteries will not power your Treo. Only a Palm approved battery will wake up and power your Treo. If your Treo does not turn on, check to see whether an unauthorized battery has been inserted in your Treo.

- 8 Slide the battery door onto the back of the Treo XXX until it clicks into place.
- 9 Your Treo screen wakes up and begins the setup process. When the language selection screen appears, select the language you want to use, and then follow the onscreen instructions to set up your Treo.

IMPORTANT Always use the same language for your Treo, your computer operating system, and your desktop

synchronization software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.

NOTE If the correct battery is inserted and your Treo still does not turn on, you need to connect it to the AC charger. Make sure the AC charger is plugged in to a wall outlet. If your Treo still does not turn on after being connected to the AC charger for five minutes, do a soft reset. See [Performing a soft reset](#).

TIP The power-saving feature turns off the Treo screen after a period of inactivity. To wake up the screen, press and release **Power/End**, and then press **Center** on the 5-way to turn off **Keyguard**.

Charging the battery

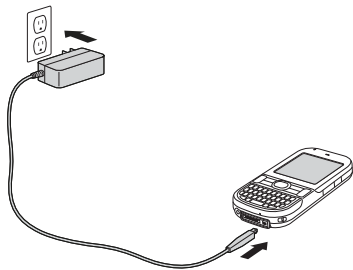
The battery comes with a sufficient charge to complete the setup process and activate your phone. After activation, we recommend charging your Treo XXX for three hours (or until the indicator light is

solid green) to give it a full charge. See [Maximizing battery life](#) for tips on maximizing the life of your Treo battery.

TIP To avoid draining the battery, charge your Treo XXX every day, especially if you use your phone often.

DID YOU KNOW? If your battery ever becomes fully drained, your info is still stored safely on your Treo XXX until you connect your Treo XXX to a power source and charge the battery.

- 1 Plug the AC charger into a wall outlet.
- 2 Connect the charger cable to the bottom of your Treo XXX. Make sure the arrow on the connector is facing up, toward the screen.

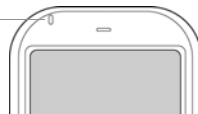


DID YOU KNOW? You can also trickle-charge your Treo XXX without the AC charger by connecting it to your computer with the sync cable. Trickle-charging takes longer, however. Be sure to plug your computer into a power source, or your Treo XXX could drain the computer's battery. For the quickest charge time, use the AC charger.

TIP When trickle-charging your Treo XXX with the sync cable, the indicator light may not turn on. To make sure the battery is being charged, check the onscreen battery indicator.

- 3 To confirm that your Treo XXX is being charged, check the indicator light on your Treo XXX.
- Solid red indicates that your Treo XXX is being charged.
 - Solid green indicates that your Treo XXX is fully charged.

Indicator light



TIP If the battery is fully drained, it may take a few moments for the indicator light to turn on when you begin charging.

TIP If the indicator light does not turn on when you connect your Treo XXX to the AC charger, double-check the cable connection and the electrical outlet to which it is connected.

When your Treo is on (see [Turning your Treo™ XXX smart device on and off](#)), the onscreen battery icon displays the charging status:



A red lightning bolt indicates that the battery is connected to an electrical outlet and is being charged.



A green lightning bolt indicates that the battery is connected to an electrical outlet and is fully charged.



A partial battery without a lightning bolt indicates that the battery is not connected to an electrical outlet and it has some power.

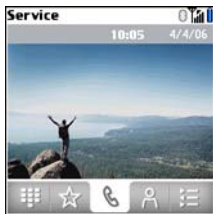


An almost empty battery that is red at the bottom indicates that you need to charge the battery immediately.

TIP To see the remaining battery charge expressed as a percentage, tap the onscreen **battery** icon.



Battery icon



Battery icon

Maximizing battery life

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

IMPORTANT Use the battery that came with your Treo XXX. Do *not* use a battery from another Treo in your Treo XXX. Similarly, do *not* use the Treo XXX battery in another Treo. Using a battery that is designed for another Treo can damage your Treo XXX. For info on replacement batteries, see [Replacing the battery](#).



Unauthorized batteries will not power your Treo. Only a battery approved by Palm will wake up and power your Treo. If your Treo does not turn on, check to see whether an unauthorized battery has been inserted in your Treo.

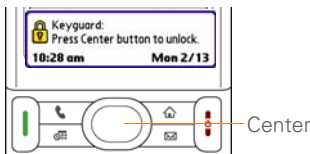
TIP You can buy an extra battery as a spare for long plane trips or periods of heavy use. To purchase batteries that are compatible with your Treo XXX, go to go.palm.com/mytreoxxx-att/go.palm.com/mytreoxxx.

- Charge your Treo XXX whenever you can. Charge it overnight. The battery has a much longer useful life when it is topped off frequently than when it is charged after it is fully drained.
- The wireless features (phone, email, messaging, **Push to Talk**, and web) and media features (camera, media players, eBooks, and games) of your Treo XXX consume more power than its organizer features. Speakerphone usage also consumes more power than using the earpiece. If you use the wireless, speakerphone, and media features often, keep an eye on the battery icon and charge when necessary.

- If you don't plan to use the wireless features on your Treo for a while, turn off your phone (see [Turning your Treo™ XXX smart device on and off](#)) and let all calls be picked up by voicemail.
- As with any mobile phone, if you are in an area with no wireless coverage, your Treo searches for a signal, which consumes power. If you cannot move to an area of better coverage, temporarily turn off your phone. While your phone is off, you can continue to use the nonwireless features of your Treo.
- Turn down the screen brightness (see [Adjusting the brightness](#)).
- Decrease the settings in Power Preferences and turn off Beam Receive (see [Optimizing power settings](#)).
- Turn off the Bluetooth® feature if you're not using it. See [Connecting to a Bluetooth® hands-free device](#).



Making your first call

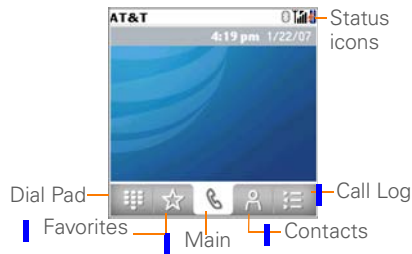
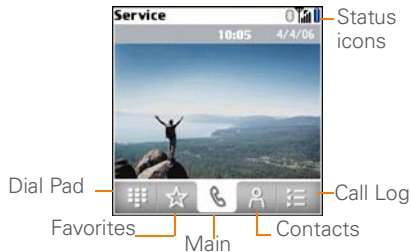
- 1 Press **Phone** .
- 2 If prompted, press **Center**  to turn off **Keyguard** (see [Locking your keyboard \(Keyguard\)](#) for more info).



TIP If **Check SIM Card** appears in the title bar, see [Inserting the SIM card and battery](#).



TIP If a blank space appears in the title bar, the phone is either searching for a network or you're outside a wireless coverage area. It may take a few moments for the title bar to display a network name. If you believe you are in a wireless coverage area and this problem persists, contact **AT&T** [your network operator](#) for assistance.

- 3 Press **Left**  to select the **Dial Pad**  tab.




- 4 Tap the onscreen Dial Pad to enter the number you want to call.



- 5 Press **Send**  to dial the number.
6 If prompted, press **Center**  to select **Yes** and turn on your phone.

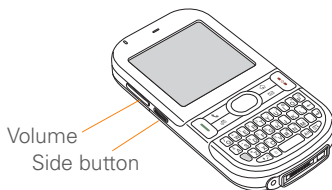
TIP If you are inside a coverage area and cannot complete a call, contact [AT&T your network operator](#) for assistance.

- 7 After you finish the call, press **Power/End**  to end the call.



Adjusting call volume

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

- To increase the volume, press the upper half of the **Volume** button.
- To decrease the volume, press the lower half of the **Volume** button.



What's my phone number?

- 1 Make sure your phone is on (see [Turning your phone on and off](#)).
- 2 Press **Phone** .
- 3 Press **Menu** .
- 4 Select **Options**, and then select **Phone Info**.



Look here for your phone number



Look here for your phone number

TIP If your phone number doesn't appear in Phone Info, make sure your SIM card is properly inserted into your Treo XXX. If your phone number still does not appear in Phone Info, look for the number on the plastic holder to which the SIM card was attached. If you still need assistance, please contact [AT&T your network operator](#).

Setting up your computer for synchronization

Before you can synchronize the info on your computer and the info on your Treo, you need to install the desktop synchronization software and connect the sync cable to your computer.

You can use either Palm® Desktop software (included) or Microsoft Outlook for

Windows (sold separately) as your desktop software.

Not familiar with synchronization? See [Synchronizing information—the basics](#).

System requirements

Your computer should meet the following minimum system profiles for Windows or Mac computers.

Windows XP SP2, Windows Media Center Edition 2005, and Vista:

- 32MB of available memory (RAM)
- 170MB of free hard disk space

- CD drive
 - Available USB port
- Mac OS X version 10.3 to 10.5:

- 128MB of total memory (RAM)
- 190MB of free hard disk space
- CD drive
- Available USB port

Upgrading from another Palm® OS by ACCESS device

NOTE If you are setting up your first Palm OS device, skip ahead to [Installing the desktop synchronization software](#).

When you install the desktop software from the Palm Software Installation CD, some third-party applications may be quarantined because they are not compatible with the Palm OS software version 5.4.9 on your Treo XXX. Quarantined files are not installed on your Treo XXX, nor are they deleted. These files are placed in a new folder on your computer: C:\Program Files\Palm*<device name>*\PalmOS5 Incompatible Apps. (Can't find a Palm folder in Program Files? Then look for a folder labeled palmOne or

Handspring instead. For more info, see [L can't find my user folder.](#))

IMPORTANT Synchronize your Treo with only the version of Palm Desktop software included with your device. Older versions may not work correctly.

TIP We do not recommend using third-party utilities that back up your old device's information onto an expansion card and then transfer the info to your Treo XXX. Such methods transfer all applications to your Treo XXX, including those that are not designed to work with Palm OS version 5.4.9.

You can transfer all compatible applications and information from your previous Palm OS device—whether it's a handheld or a Treo—to your new Treo XXX, so long as the space taken up by all the info you want to transfer is 64MB or less. This includes your calendar events, contacts, memos, and tasks, as well as your application settings and any compatible third-party applications and files.

- 1 Calculate how much space your apps and info occupy on your *previous* Palm OS device.

- In Applications View, open the menus.
- Select **Info** on the **App** menu.
- At the bottom of the screen, select **Size**.



- Look at the numbers on the **Free Space** line and subtract the number on the left from the number on the right to calculate the space used. For example, on the device shown here, $22.4 - 17.5 = 4.9$. This means that 4.9MB of space is occupied on this device.
- 2 If the space occupied on your previous device is 64MB or less, go to step 3. If the space occupied is greater than 64MB, do any of the following to reduce the storage space you're using before you go to the next step:

- Delete any third-party applications that you no longer use.
 - Move large files, such as eBooks and images, to an expansion card.
 - Move third-party applications to an expansion card.
 - Purge old info in applications such as Calendar (Date Book), Tasks (To Do), and email. Refer to the documentation that came with your previous device for instructions on these items.
- 3 Synchronize your *previous* device with your *previous* desktop software to back up your information one last time.
 - 4 Install the desktop synchronization software from your new Palm Software Installation CD (see [Installing the desktop synchronization software](#)).
 - 5 During the installation process, sync your Treo XXX with your *new* desktop software as instructed. When prompted, do the following:
 - Connect your Treo XXX to your computer (see [Connecting your Treo XXX to your computer](#)).
 - Indicate that you want to sync only the info in your PIM apps (Calendar, Contacts, Memos, and Tasks). This is strongly recommended to ensure an optimal upgrade experience. Or indicate that you want to sync all info and apps (excluding apps known to be incompatible).
 - Select a device name for your Treo XXX; be sure to select the same name that you used for your old device. (To locate this name, select the HotSync application on your old Palm device. The device name appears in the upper-right corner of the screen.)
 - 6 **MAC ONLY** If you have pictures on your previous device, copy them from your previous device to an expansion card or beam them to your Treo XXX.
 - 7 If you plan to continue using your *previous* device, perform a hard reset on your *previous* device to remove its associated device name. (See the documentation that came with your *previous* device for instructions on performing a hard reset.) Each device you synchronize with your computer

must have a unique name. The next time you synchronize your previous device with your computer, be sure to assign it a new name.

If any third-party applications are quarantined during the installation, do not manually install them. Contact the third-party developer for software updates and info about compatibility with your Treo XXX.

TIP If you have trouble upgrading or finding quarantined files, see [Upgrading](#).

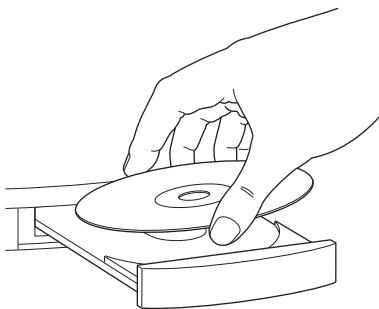
Installing the desktop synchronization software

IMPORTANT Even if you already own a Palm OS device and have installed a previous version of the desktop software, you must install the software from the Palm Software Installation CD that came with your Treo XXX.

BEFORE YOU BEGIN If you are installing on a computer at work, make sure your computer is configured to let you install new software. Contact your company's IT department for help.

TIP If you want to sync info with applications other than Palm Desktop or Microsoft Outlook, you need to purchase additional third-party sync software. This sync software is sometimes called a *conduit*.

- 1 Close any applications that are currently running on your computer, including those that are minimized. Your computer needs to have all its resources available to install the software.
- 2 Insert the Palm Software Installation CD into the CD drive on your computer.



- 3 If you are installing on a Mac, double-click the **CD** icon on the desktop, and then double-click the **Palm Software.pkg** icon.
- 4 When the installation wizard opens, follow the onscreen instructions. Note these important points about the installation.
 - When the language selection screen appears, select the same language you selected on your Treo XXX.
 - **WINDOWS ONLY** You can choose which desktop software you want to use for synchronization:
Palm Desktop software or
Microsoft Outlook.

NOTE Whether you select to synchronize with Microsoft Outlook or Palm Desktop software, Palm Desktop software is still installed on your computer. If you use Outlook as your desktop email application, select Outlook as your desktop synchronization software. Remember that when you enter information on your computer, you must enter it in the software you selected in this step.

- The installation process prompts you to connect your Treo XXX to your computer. Go to the next section.

Connecting your Treo XXX to your computer

After you install the desktop software (see [Installing the desktop synchronization software](#)), you're ready to connect your Treo XXX to your computer.

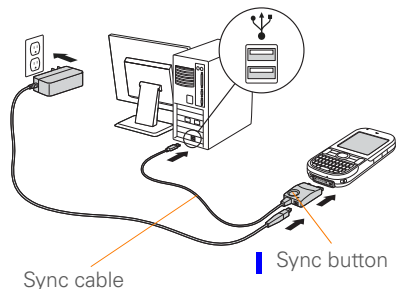
BEFORE YOU BEGIN To set up your computer, you need the sync cable that came with your Treo XXX.

- 1 Plug the AC charger into a wall outlet.
- 2 Plug the USB sync cable into an available USB port or into a powered USB hub connected to your computer.

TIP For best performance, plug your sync cable directly into a USB port on your computer. If your computer has USB ports on both the front and back, we recommend using the back port; the front port is often a low-power port. If you use a USB hub, make sure the hub has its own power supply.

- 3 With the sync button facing up, connect the sync cable to the bottom of your Treo XXX. Do not press the sync button until you are instructed to do so.
- 4 (Optional) Connect the charger cable to the bottom of your Treo XXX.

You are now ready to synchronize; go to [Synchronizing information—the basics](#).



Synchronizing information—the basics

Synchronizing means that info you enter or change in one place (your Treo XXX or your computer) is automatically entered or changed in the other; so there's no need to enter the info twice. We strongly recommend that you sync your Treo XXX with your computer or corporate server frequently to keep your info up-to-date (and backed up) in both locations.

The info from all the following applications is updated by default each time you sync your Treo XXX with your desktop software:



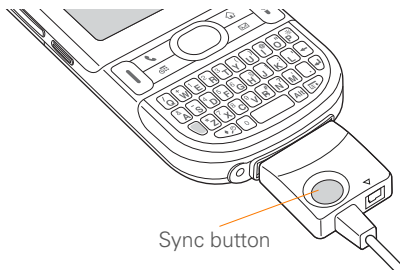
How each application syncs depends on your computer type and the desktop software you are using, as follows:

Computer type	Desktop software	What syncs and where
Windows	Microsoft Outlook	<ul style="list-style-type: none">• Calendar, Contacts, Memos, and Tasks sync with Outlook.• Pictures & Videos syncs with Palm Desktop.
Windows	Palm Desktop	All apps sync with Palm Desktop.
Mac	Palm Desktop	All apps sync with Palm Desktop.

TIP For more sync options, including which apps sync, see [Synchronizing information—advanced](#).

BEFORE YOU BEGIN To sync your info, you must install Palm Desktop software from the Palm Software Installation CD that came with your Treo XXX—even if you sync with Outlook or another third-party application. See [Installing the desktop synchronization software](#) for instructions.

- 1 Connect your Treo XXX to your computer, as described in [Connecting your Treo XXX to your computer](#).
- 2 Press the **sync** button on the sync cable.



Messages on both your computer and your Treo XXX indicate that synchronization is in progress.

- 3 Wait until you see the message on your Treo XXX that the HotSync operation is complete; then disconnect the sync cable. Do not disconnect the sync cable until you see this message.

TIP Problems synchronizing? See [Synchronization](#) for troubleshooting suggestions.

If you're finishing your initial setup, you now have the option to install bonus software. If you choose to install some of the bonus software, you need to sync again to install the software on your Treo XXX. You can also install bonus software later; see [Installing applications](#).

TIP For info on locating your pictures and videos on your computer, see [Viewing pictures and videos on your computer](#).

Where's my info stored?

When you synchronize your Treo, your info is stored on your computer in one of these locations:

Windows XP and earlier: Program Files > Palm > *HotSyncUsername*

Windows Vista: *Username* > Documents > Palm > *HotSyncUsername*



Moving around on your Palm Treo XXX smart device

Have you ever been to a new city and felt a bit lost until you figured out that the numbered streets run north/south and the avenues run east/west? Learning to move around on your Treo XXX is similar. Most applications on your device use the same set of controls in the same way. So once you learn how to use these controls on your Palm® Treo™ XXX smart device, you'll be driving all over town and you won't even need a map.

Benefits

- Find and open applications quickly
- Access extra features with menus
- Move around in applications with one hand, using the 5-way navigator
- Access many more characters and symbols than are displayed on the keyboard

In this chapter

Moving around the screen	29
Using the keyboard	33
Opening applications	37

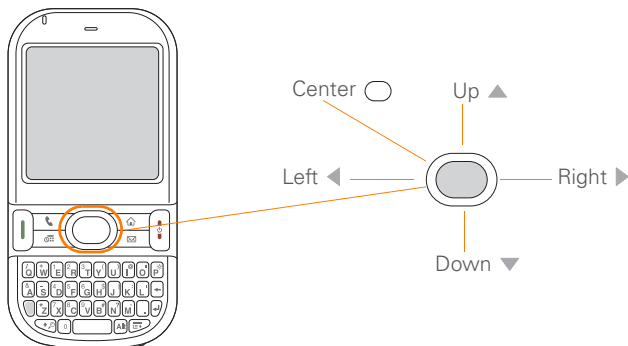
Moving around the screen

To move around the Treo XXX screen, you can use the 5-way navigator for one-handed navigation, or you can tap items on the screen with the stylus. With use, you will find your own favorite way to scroll, highlight, and select menu items.

TIP Some third-party applications may not work with the 5-way navigator, and you must use the stylus instead

DID YOU KNOW? In this guide, we use arrow icons to indicate directions on the 5-way. These are different from any onscreen arrows that you tap with your stylus or select with the 5-way to display pick lists.

The 5-way includes the following buttons:



Highlighting and selecting items

On most screens, one item—a button, a list entry, or a check box—is highlighted by default. The highlight identifies which item is affected by your next action. Use **Left** ◀, **Right** ▶, **Up** ▲, and **Down** ▼ on the 5-way to move the highlight from one item to another.

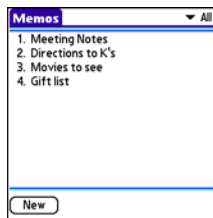
TIP If the item you want doesn't appear on the screen, try tapping the onscreen scroll arrows to view more info.

Learn to recognize the highlight. It can take two forms:

Border glow: When an entire screen, an onscreen button (such as Done, New, or OK) or a pick list is highlighted, a glow appears around its border. If an entire screen is highlighted, the glow appears at the top and bottom of the screen only.

TIP When a border appears at the top and bottom of a list screen, press **Center** on the **5-way** to highlight the first item in the list.

Done



Colored background: When a phone number, text, an email address, a web link, or an item in a list is highlighted, the item is displayed as white text against a colored background. Examples of lists include the Contacts list, the Messaging Inbox, and the Tasks list.



After highlighting an item, you can select or activate it by pressing **Center** ○, or by tapping the item with the stylus.

TIP After you open an application (see [Opening applications](#)), experiment with using the 5-way to highlight various screen elements.

Highlighting text

You can use the stylus to highlight text on the screen.

- Tap and drag the stylus across the text you want to highlight.
- To highlight a word, double-tap it.
- To highlight a paragraph, triple-tap it.

Accessing command buttons

In most applications, command buttons such as New, OK, and Details appear at the bottom of the screen. In many cases, you can jump directly to these buttons instead of scrolling to them.

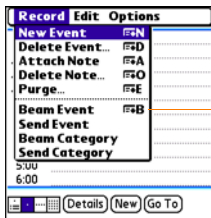
- From a list screen, such as the Memos list, press **Right** ► to jump to the first button.
- From a screen where you create or edit entries, such as Contact Edit, press **Center** ○ to jump to the first button.
- From a dialog box, such as Edit Categories, press **Up** ▲ or **Down** ▼ to scroll to the buttons.

Selecting menu items

Many applications have menus to give you access to additional features. These menus are usually hidden from view, but they appear when you press **Menu** (☰).

To get the most out of your Treo XXX, it's a good idea to familiarize yourself with the additional features available through the various application menus.

- 1 Press **Menu** (☰) to display an application's menus.



Menu shortcut

- 2 Press **Right** ► and **Left** ◀ to switch between menus.
- 3 Press **Up** ▲ and **Down** ▼ to highlight a menu item.
- 4 Press **Center** ○ to select the menu item, or press **Menu** (☰) to close the menu and cancel your selection.






TIP Most menu items have menu shortcuts listed in the menu. To use a menu shortcut, press **Menu** plus the shortcut letter. You don't have to see the menu item to use the menu shortcut.

Selecting options in a pick list

A range of options is often presented in a type of menu called a pick list, which can be identified by a downward-pointing arrow. Pick lists are different from the application menus previously described. The application menus give you access to additional features, and pick lists let you select the contents for a particular field.

You can select items from a pick list with the 5-way or the stylus.

5-way: Use the **5-way**  to highlight the pick list, and then press **Center**  to display the items in the list.

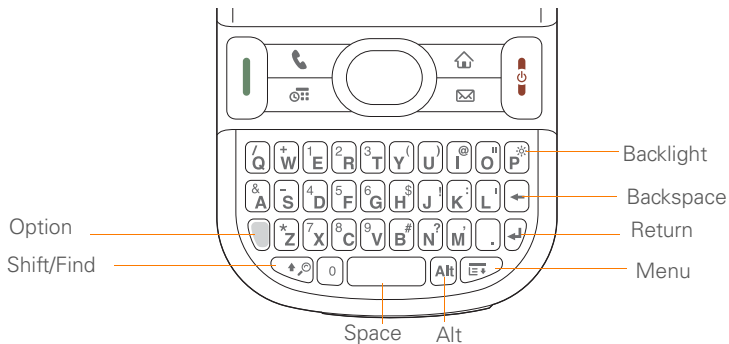
- Press **Up**  and **Down**  to highlight the item you want.
- Press **Center**  to select the highlighted item.
- To exit the pick list without making a selection, press **Left**  or **Right** .

Stylus: Use your stylus to tap the pick list.

- Tap the item you want from the list.
- To exit the pick list without making a selection, tap outside the list.









Using the keyboard



TIP When using the keyboard, most people find it easiest to hold the Treo with two hands and use the tips of both thumbs to press the keys.

DID YOU KNOW? The Treo XXX includes a keyboard backlight that turns on and off when the screen turns on and off. The backlight also dims when an active call lasts longer than a specified period of time. See [Optimizing power settings](#) to adjust the automatic shut-off and dimming intervals.







Entering lowercase and uppercase letters

- To enter lowercase letters, press the desired keys.
- To enter an uppercase letter, press **Shift/Find**  and then press a letter key. You don't need to press and hold **Shift/Find**  while entering a letter. When Shift is active, an up arrow  appears in the lower-right corner of the screen.
- To turn Caps Lock on, press **Shift/Find**  twice. To turn it off, press **Shift/Find**  once. When Caps Lock is on, an underlined up arrow  appears in the lower-right corner of the screen.

Entering numbers, punctuation, and symbols


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









- Press **Option** , and then press the key with the desired character shown above the letter. You don't need to press and hold **Option**  while pressing the second key. When Option is active, the symbol  appears in the lower-right corner of the screen.
- To turn Option Lock on, press **Option**  twice. To turn it off, press **Option**  once. When Option Lock is on, the symbol  appears in the lower-right corner of the screen.

DID YOU KNOW? Some application views, such as the Dial Pad tab in the Phone application or the Calculator, automatically default to Option Lock. In this case, you do not need to press **Option** to enter numbers.

Entering other symbols and accented characters

- Symbols and accented characters that do not appear on the keyboard are available when you use the Alt  key.

- 1 Enter the character that corresponds to the symbol or accented character you want. See the table on the next page.
- 2 Press **Alt** .
- 3 Press **Up** , **Down** , **Right** , or **Left**  to highlight the desired character.
- 4 Press **Center**  to insert the character.

DID YOU KNOW? Alternate characters are grouped by their similarity to the base key. For example, the alternate characters available from the E key are é, è, ë, and ê.

Symbols and accented characters

Enter...	Then press Alt [Alt] to select...	Enter...	Then press Alt [Alt] to select...	Enter...	Then press Alt [Alt] to select...
a	á à â ã ä å æ	n	ñ	u	ú û ü ù
A	Á Â Ã Ä Å Æ	N	Ñ	U	Ú Û Ü Ù
b or B	ß	o	ó ò ö ø œ õ	x or X	x ø
c	ç ø ©	O	Ó Ò Ö Õ Œ Õ	y	ý ÿ
C	Ç ø ©	p or P	¶	Y	Ý Ÿ
e	é è ë ê	r or R	®	!	¡
E	É È Ê Ë	s	ß š Œ	?	¿
i	í î ï ð	S	ß Š Œ	:	:-) :(-)
l	ì ï ð	t or T	™	\$	€ £ ¥ ¢
l or L	£				

Press Alt **[Alt]** by itself, after a space or at the beginning or end of a line, to select these characters:

; _ • \ % = ° ÷ € £ ¥ ¢ [] { } < > « » © ® ™ ~ ^ ø | Œ

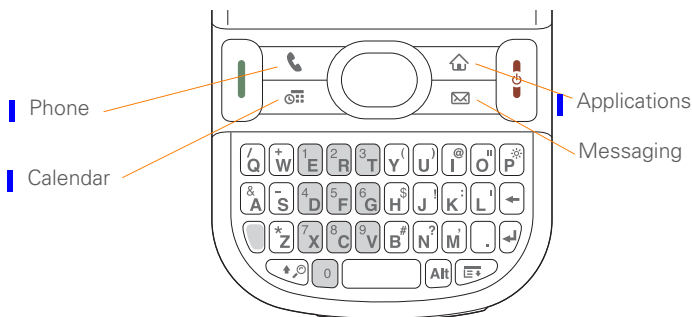
Opening applications

When you open an application using a quick button or Applications View, you automatically close the app you were previously using.

Using the quick buttons




The front of the Treo XXX has three quick buttons—Phone, Calendar, and Messaging—that open applications. The fourth button opens Applications View (see [Using Applications View](#)).

TIP You can customize the quick buttons yourself; see [Reassigning buttons](#) for details.









Each quick button opens two applications:

- To turn on your Treo XXX and open a button's primary application, simply press the button.

Button	Primary app
	Phone
	Calendar
	Messaging

- After you turn on your Treo 680, open a button's secondary application by pressing **Option** and then pressing the quick button.

Buttons	Secondary app
 + 	Web
 + 	Memos
 + 	Messaging

DID YOU KNOW? Pressing **Option + Menu** dims your Treo XXX screen.

Using Applications View

You can access all available applications through Applications View.

- Press **Applications** .

TIP If prompted, press **Center** on the 5-way to turn off **Keyguard** (see [Locking your keyboard \(Keyguard\)](#) for more info).

- Use the **5-way**  to highlight the application you want to use.






TIP You can press and hold **Applications** from any screen on your Treo to select from a list of your most recently used applications.

- 3 Press **Center**  to open the selected application.

In Applications View, you can also do the following:

- Press **Applications**  repeatedly to cycle through various categories of applications. See [Applications settings](#) for more info on categories.
- Enter the first few letters of the application's name to highlight it. For example, if you press **P** it highlights Phone; if you then press **R**, it highlights Prefs. If you pause and then press **R**, it highlights the first application that starts with **R**.



Your phone

The Phone application is your home base for making and receiving calls and for storing info about the people you need to stay in touch with.

You can effectively manage multiple calls, such as swapping between calls, sending text messages to ignored calls, and creating conference calls with up to five callers. Your Palm® Treo™ XXX smart device helps you perform all these tasks with ease.

You can do more than manage your phone calls in the phone application. You can send text messages, open applications, go to your favorite web pages, see your upcoming appointments, and even find out how many unread email messages you have.

Benefits

- Stay in touch—you choose how
- Save time with shortcuts to your favorite info
- Have fun: add wallpaper and ringtones
- Make or receive calls without taking your hands off the steering wheel

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Turning your Treo™ XXX smart device on and off

NOTE We use the term *phone* to describe the feature of your Treo that lets you connect to the **AT&T** network to make and receive calls and transmit data.

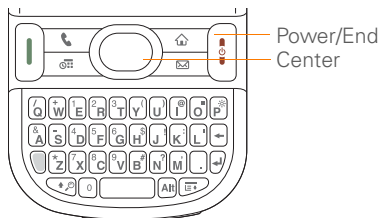
The phone and the screen of your Treo XXX can be turned on and off separately. You can wake up the screen to use just the organizer and media applications of your Treo XXX (such as Contacts, Calendar, Pocket Tunes™, and Pictures & Videos) without turning on the phone. Also, when the screen is turned off, the phone can be on and ready for you to receive and make calls.



Waking up the screen and turning it off

Wake up the screen and leave the phone turned off when you want to use only the organizer features of your Treo XXX—for example, when you're on a plane and want to look at your calendar.

- 1 Press and release **Power/End**  to wake up the screen.

TIP You can also press any of the quick buttons or the **Applications** button to wake up your Treo XXX screen.




- 2 Press **Center**  to turn off **Keyguard**. For more info about turning Keyguard on and off, see [Locking your keyboard \(Keyguard\)](#).
- 3 Press and release **Power/End**  to turn off the screen and lock the keyboard.

TIP You can set how long the screen stays on. Press **Applications**, select **Preferences**, select **Power**, and then adjust the **Auto-off after** setting.


Turning your phone on and off

When your phone is on, it is connected to the **AT&T** network (provided you are in a coverage area) so that you can make and receive phone calls and use wireless services, such as email, messaging, and the web browser. During initial setup, your phone is automatically turned on, so you can use wireless services right away.


If you turn off your phone, you can still use the organizer features such as Calendar and Contacts, as well as the media features such as Pocket Tunes and Pictures & Videos. You might hear this referred to as *flight mode* because you must turn your phone off when you're on a plane.

- 1 Wake up the screen.
- 2 Press and hold **Power/End**  to turn on your phone.

TIP If the Ringer switch is set to Sound On, you hear a series of tones when you turn your phone on and off (see [Silencing sounds](#)).

You know your phone is on and that you're inside a coverage area when you go to the Main tab of the Phone application and you see the **Signal Strength**  icon at the top of the screen.

TIP If you're outside a coverage area, the upper-left corner appears blank and the indicator light flashes red.

- 3 Press and hold **Power/End**  again to turn off your phone.

You know your phone is off when you go to the Main tab of the Phone application and you see **Phone Off** at the top of the screen.



Opening the Phone application

Press **Phone**  to display the Main tab in the Phone application.

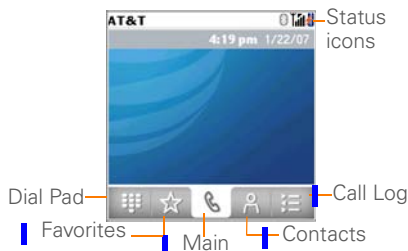
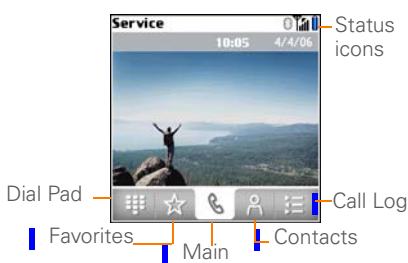
Making calls

There are several ways to make a call. Try them all to find out which way you like best.

Dialing using the onscreen Dial Pad

- 1 Press **Phone** .
- 2 Select the **Dial Pad**  tab.
- 3 Enter the phone number by tapping the onscreen Dial Pad with the stylus.

TIP Press **Backspace** to delete numbers you've entered. To cancel the call altogether, press **Phone** to return to the Main tab in the Phone application.



DID YOU KNOW? You can choose which tab appears when you press the **Phone** button. See [Customizing the Main tab in the Phone application](#) for details. If you change the default tab, you need to modify the steps in this chapter accordingly.






- 4 Press **Send**  to make the call.

DID YOU KNOW? You can paste numbers directly into the Dial Pad. Copy a number from another application, press **Phone**, and select the **Dial Pad** tab. Open the **Edit** menu and select **Paste**. Press **Send** to dial the number.

Dialing using the keyboard

- 1 Press **Phone** .
- 2 Press the numbered keys to enter the phone number. (You don't need to press Option.)





- 3 Press **Send**  to make the call.

TIP After you enter a phone number, you can also press **Center** on the 5-way to select whether to make a phone call or send a text message to that number.

Dialing by contact name

You need to have names and numbers in your contact list before you can make a call by contact name or phone number. You can add contacts directly into your Treo XXX (see [Adding a contact](#)), but the fastest way to enter lots of contacts is to enter them in your desktop software and then synchronize to transfer them to your Treo XXX (see [Synchronizing information](#)—

[the basics](#)). You can also import contacts from your SIM card (see tips on [Viewing your SIM Phonebook](#)).


- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Using the keyboard, start entering one of the following for the contact you want to call:
 - First name (JOH for John)
 - Last name (SMI for Smith)
 - First initial and last name (JSM for John Smith)
 - Firsts few digits of the phone number

For example, entering SM would display Smilla Anderson, John Smith, and Sally Martin. Entering JSM finds only John Smith.

Text appears here as you enter it



TIP To restart your search, press **Backspace** to delete letters or numbers you've entered. Or press **Phone** to return to the Main tab in the Phone application.



- 4 Highlight the number you want to dial.
- 5 Press **Send**  to make the call.

TIP To see more info for a contact, highlight the name and press **Center** on the 5-way to view the address, company, and other details.

DID YOU KNOW? If you want to be able to search for a contact by entering a name or number from the Main tab in the Phone application, you can change a setting to do that (see [Customizing phone settings](#)).

Voice dialing

You can use the Voice Dialing application to call people in your Contacts list by saying their name or number. If the person you are calling has more than one phone number, you can specify which number to call.

- 1 Press **Applications** .
- 2 Select **Voice Dial** .

A voice prompts you to “say a command.”

- 3 Do one of the following:

Call a person in your contact list by saying their name. For example, “Call John Doe.” You can specify which number you want to call for a contact with multiple numbers. For example, say “Call John Doe Home.”

Call a number by saying the individual digits. For example, “Call 408-555-1234.”


DID YOU KNOW? You can press the button on your Bluetooth headset to voice-dial calls through your headset.

Dialing with a speed-dial favorite button

Your Treo XXX comes with a few predefined speed-dial favorite buttons, but you can also create your own favorites. See [Creating a speed-dial favorite button](#).

- 1 Press **Phone** .
- 2 Select the **Favorites**  tab.



- 3 Use the **5-way**  to highlight the speed-dial favorite you want.

Look for the  icon to distinguish a speed-dial favorite from other types of favorites.

TIP To view more favorite buttons, repeatedly press **Down** on the 5-way.



TIP You can see all the contact numbers for the selected person or business. Highlight a **speed-dial favorite** button and press **Space** on the keyboard.

- 4 Press **Send**  or **Center**  to make the call.

Dialing from a web page or message

Your Treo recognizes most phone numbers that appear on web pages or in text, email, or multimedia messages.



- 1 Select the phone number on the web page or in the message.







TIP If you can't use the 5-way or stylus to highlight and dial a phone number on a web page or in a message, it means that your Treo doesn't recognize the number as a phone number. You can still use the menus to copy and paste the number into the Dial Pad.

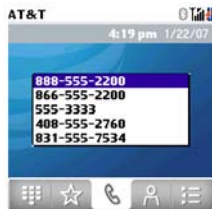
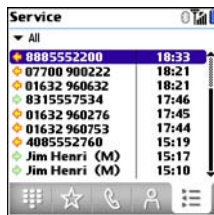
- 2 Press **Center**  to open the Dial Number dialog box.
- 3 Select **Dial** to make the call.

Redialing a recently called number

To dial the last number: Select the **Main**  tab, and then press and hold **Send**  to dial the last number you called.

To select from your most recently dialed numbers: Select the **Main**  tab, press **Send**  to open the Redial list, highlight the number you want to call, and then press **Send**  again to make the call.

You can also open the Redial list from most other applications by pressing **Send** . You can't open the Redial list this way in the Camera or Camcorder application.



To select from your call history list:

Select the **Call Log**  tab, highlight the number you want to call, and then press

Send  to dial the number.

DID YOU KNOW? You can send a text message from Contacts or your Call Log by highlighting a number, pressing **Center** on the 5-way, and then selecting **Message**.

Receiving calls


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

DID YOU KNOW? If you are playing music on your Treo and a call arrives, the music pauses automatically and resumes when you hang up or ignore the call.




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


To answer a call, do one of the following:

- Press **Send** .
- Select **Answer**.
- Press the **headset** button (if the headset is attached).

TIP The headset button may work differently on headsets other than the one provided with your Treo XXX.

NOTE Pressing **Phone**  silences the ringer, but it does not answer the call.


To ignore a call, do one of the following:

Send the call to voicemail: Press **Power/End**  or select **Ignore**.

Send the caller a text message: Select **Ignore with Text**. This option sends the call to voicemail and opens a text message addressed to the caller.

NOTE Sending text messages to land-line phones may not be supported.

To silence the phone while it is ringing, do one of the following:


- Press any key on your Treo except Send, Power/End, or the 5-way.
- Slide the **Ringer switch** to **Sound Off** . This immediately silences all system sounds, including the ringer.

DID YOU KNOW? When you silence the ringer while it is ringing, you can either answer the call or let it ring through to voicemail.

Using voicemail

Your wireless service includes voicemail. Keep in mind that airtime and other charges may apply when you use voicemail from your phone.

Setting up voicemail

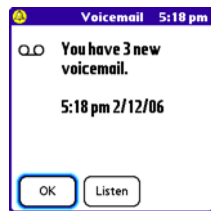
- 1 Press **Phone** .
- 2 Press and hold **1** to dial the **AT&T your network operator's** automated voicemail system.
- 3 Follow the voice prompts to set up your voicemail.

TIP If you can't connect to the AT&T voicemail system, contact AT&T for assistance:

- Dial 611 from your Treo.
- Call 1-800-331-0500 from any phone.

Voicemail notification


When you have a new voicemail message, you are notified with an Alert dialog box.



- To dismiss the Alert dialog box, select **OK**.

TIP To permanently dismiss the reminder, tap the blinking bell icon that appears in the upper-left corner of the screen. This opens the Alert dialog box and lets you dismiss the alert. See [Viewing and using the alerts](#).

- To play the message, select **Listen**.

When you have messages that you have not listened to, a Voicemail  icon also appears in the title bar of the Phone application. You can also select this icon to listen to your voicemail.

Listening to voicemail messages

- 1 Press **Phone** .
- 2 Press and hold **1** to dial the voicemail system.

TIP You can also select the **Voicemail** favorite button to dial the voicemail system.

- 3 Enter your voicemail password using the keyboard.

TIP You don't need to press Option to enter numbers, *, or # during a call.

NOTE If you defined **Extra Digits** for the Voicemail favorite button (see [Editing a favorite button](#) for details), you can select this button to enter your password.

What can I do when I'm on a call?

When you make or receive a call, Active Call View appears.



Caller's name and number

Call duration

Call status

Button label



Caller's name and number


Call duration

Call status

Button label

TIP If the screen dims during a call, press any key except Send or Power/End to restore the screen brightness.

DID YOU KNOW? You can set how long the screen stays at full brightness during phone calls. See [Optimizing power settings](#) for details.

Use the **5-way**  or the stylus to select the onscreen buttons. Here's what the buttons do:



Turns on the speakerphone, which means that you and everybody around you can hear the call. (The caller can hear you as well.) The advantage is that you can check your calendar, look up contact info, take notes, and use other features during a call. This button is not available when you use a headset.



Turns off the speakerphone when it is on.



Replaces the Speakerphone button when you use a Bluetooth® hands-free device. Select this button to stop using the hands-free device and switch to holding your Treo XXX to your ear.



Puts a call on hold, and the call status changes to On Hold. To take the call off hold, select this button again.



Lets you make another call while the first call is on hold; see [Making a second call](#) for details. For info on handling a second incoming call, see [Receiving a second call \(call waiting\)](#).



Opens the Dial Pad so you can use it to dial additional numbers, such as an extension or a response to a voice prompt.

123#

Dials any extra digits (such as a password or an extension) that you assigned to a speed-dial favorite button. See [Defining favorite buttons](#) for information on defining extra digits. This button disappears after you select it to dial the numbers.



Mutes the microphone so that you and the noise around you can't be heard on the other end. The call status changes to Cancel Mute. When you want to speak, be sure to select the Mute button again.

TIP Do you accidentally press onscreen buttons when you're on a call? You can disable the screen's touch-sensitive feature during phone calls; see [Locking your screen](#).

Remember: To manage an active call when the touchscreen is disabled, use the hardware buttons on your Treo XXX.

Ending a call

Do one of the following:


- Press **Power/End** .


- Press the button on the headset (if the headset is attached).

Switching applications during a call

You can use your organizer apps and other applications while you're talking on the phone; so go ahead and check your calendar, or go to Memos and enter the driving directions your caller is giving you. You can even send text messages while you're on a call.

NOTE What you can't do, however, is make a data connection while on a call. This means that you can't browse the web or send or receive email or multimedia messages.

- 1 (Optional) If you want to continue talking while viewing another application, select **Speakerphone** or connect a headset (see [Using a hands-free device](#)).
- 2 Press **Applications** .
- 3 Select the icon for the application you want to open.

- 4 When you're ready to leave the app, open another app or press **Phone**  to return to Active Call View.

DID YOU KNOW? You can press **Phone** to toggle between Active Call View and the Main tab in the Phone app, so you can access other tabs, such as Contacts and Favorites, during a call.

Saving phone numbers




When you hang up a call from a number that is not in your Contacts list, you are prompted to add the number to your Contacts list.



TIP You can turn the Add New Number prompt on and off. In Contacts, open the **Options** menu, and select **Preferences**. To turn this option on, check the **Ask to add unknown phone numbers after calls** box. To turn this option off, uncheck this box.

- To create a new contact entry for this number, select **Create a New Contact**, and enter the contact's info.
- To add this number to an existing contact entry, select **Add to a Contact**.
- To decline adding this number, select **Cancel**.
- To disable the Add New Number prompt, check the **Don't ask me this again** box, and then select **Cancel**.




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

- 1 Press **Phone** .
- 2 Select the **Call Log**  tab.
- 3 Highlight the number you want to save.
- 4 Press **Menu** .
- 5 Select **Add Contact**.


- 6 Select **New** to create a new contact, or select **Add** to add this number to an existing contact.
- 7 Enter the information for the entry, and then select **Done**.

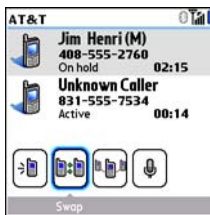
Making a second call


You can make a second call while your first call is still active. You can then switch between two independent conversations, or you can join several calls in a conference. See [Making a conference call](#).

- 1 Dial the first number and wait until the person answers.
- 2 Put the first call on hold by pressing **Send**  or selecting **Hold** .
- 3 Select **Add Call** .
- 4 Dial the second number.

NOTE To dial the second number, you can use any of the methods described in [Making calls](#).

- 5 When the **Dial another call** prompt appears, select **Yes**.
- 6 Select **Swap**  to switch between the two calls.




- 7 To end the active call, press **Power/End** .

DO YOU KNOW? When you hang up one call, you can continue your conversation with the remaining call.





Receiving a second call (call waiting)

When you are on a call, you can receive a second call and have separate

conversations with each caller. When the second call comes in, you hear a call waiting tone and the Call Waiting dialog box appears. You can do any of the following to handle the second call:


- To place the current call on hold and answer the new call, press **Send**  or select **Answer**.
- To send the new call to voicemail, select **Ignore**.
- To send the new call to voicemail and send the caller a text message, select **Ignore with Text**.

NOTE Sending text messages to land-line phones may not be supported.

- To hang up the current call and answer the new call, press **Power/End**  and then press **Send** .
- To switch between the original call and the second call you answered, select **Swap**  or press **Send** .




Making a conference call

You can join a total of five other calls in a conference call, provided that your network and service plan include 6-way conferencing. Please contact [AT&T your network operator](#) for more information. Additional charges may apply and minutes in your mobile account may be deducted for each call included in the conference call.

- 1 While the first call is active, make a second call.
- 2 Select **Conference** . This joins you and the two calls in a conference call.







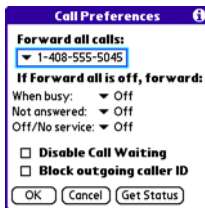
- To add more calls to the conference, select **Hold** , dial another number, and then select **Conference**  to add the new call.
- To end all the calls at once, make sure the conference is the active call, and then press **Power/End** .

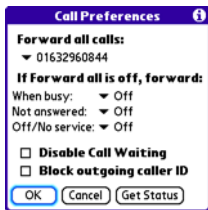
TIP If you want to hold a separate, “sidebar” conversation with one of the people on a conference call, you can extract that call from the conference. Select **Extract Call** (the onscreen button on the far right), and when the list of callers appears, select the call you want to extract. The conference call remains on hold while you speak privately on the extracted call.

Forwarding all calls

You can forward all your calls to another telephone number. You can also selectively forward certain calls (see [Forwarding calls under certain conditions](#)). Please check with [AT&T your network operator](#) about availability and pricing of forwarded calls, as additional charges may apply.

- Press **Phone** .
- Press **Menu** .
- Select **Options**, and then select **Call Preferences**.







- 4 Select the **Forward all calls** pick list.
 - If the forwarding number appears in the pick list, select the number.
 - If the forwarding number does not appear in the pick list, select **Edit Numbers**, and then select **New**. Enter a forwarding number, including the area code and country code if they are different from your mobile phone number. Select **OK**.
- 5 Select the number you just entered, select **OK**, and then select **OK** again.

TIP After you set the number you want to forward all your calls to, the call forwarding icon appears in the title bar (see [What are all those icons?](#)). We also recommend that you call your Treo XXX to confirm that your call forwarding settings work properly.

TIP To turn off forwarding for all calls, select **Off** from the **Forward all calls** pick list.




Forwarding calls under certain conditions

You can forward calls to another number when the line is busy, a call is unanswered, your Treo XXX is off, or you are outside a coverage area.

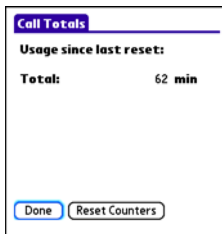
- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Call Preferences**.
- 4 Select the **Forward all calls** pick list and select **Off**.
- 5 Select any of the following pick lists:
 - When busy:** Forwards calls if the phone is busy.
 - Not answered:** Forwards calls if you do not answer.

- Off/No service:** Forwards calls when your Treo XXX is not connected to a mobile network.
- If the forwarding number appears in the pick list, select the number. If the forwarding number does not appear in the pick list, select **Edit Numbers** and then select **New**. Enter a forwarding number, and select **OK**. Select the number you just entered.
 - Select **OK**, and then select **OK** again.

How many minutes have I used?

- Press **Phone** .
- Select the **Call Log**  tab.
- Press **Menu** .

- Select **Totals** from the **Record** menu.







- (Optional) To reset the counters to zero, select **Reset Counters**.
- Select **Done**.

Entering names and phone numbers

Contacts is where you enter information about the people you want to stay in contact with. You can get to this info from the Phone application, to dial phone numbers and create favorites, and from the Messaging and email applications, to send messages. When you create a contact, you

can also assign a photo and ringtone ID to that contact, so you know when they call you.

Adding a contact

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Press **Menu** .
- 4 Select **New Contact** from the **Record** menu.
- 5 Use the **5-way**  to move between fields as you enter info.



DID YOU KNOW? If you add a symbol at the beginning of a contact's last name, such as #Smith, the contact appears at the top of your contact list.

- 6 Do any of the following:
 - Add a caller ID photo:** Select the Picture box. (See [Assigning a caller ID photo](#) for more info.)
 - Add a caller ID ringtone:** Select the Ringtone pick list. (See [Assigning a caller ID ringtone](#) for more info.)
- Insert a pause when dialing a number:** Enter a comma (,) between digits in a phone number to insert a one-second pause. To add a two-second pause, enter a **p**.

Display a number pad that waits for you to enter a number:

Enter a **w** between digits in a phone number, where you want the prompt to appear. For example, if you want a number pad to automatically appear so that you can enter your voicemail password, use this option.

Place the entry in a category or mark it private:

Select **Details**. (See [Working with private entries](#) for more info.)

Add a note to an entry:

Select **Note** .

Display additional fields for this contact:

Select **Plus** .

- 7 After you enter all the information, select **Done**.

TIP Import contacts from your SIM card quickly and easily. In the Contacts list, press **Menu** and then select **Import from SIM** from the Record menu.

Viewing or changing contact information

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.

- 3 Begin entering one of the following for the contact you want to view or edit:



- First name (JOH for John)
- Last name (SMI for Smith)
- First initial and last name (JSM for John Smith)

- 4 Select the name of the entry you want to open.

TIP To edit the entries on your SIM card, you must either import them into Contacts or press **Applications**, select **SIM Book**, and edit them in the phone book on your SIM card.

- 5 Select **Edit**, make changes to the entry as necessary, and then select **Done**.

Getting directions to a contact's address



- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Begin entering one of the following for the contact you want to view or edit:
 - First name (JOH for John)
 - Last name (SMI for Smith)
 - First initial and last name (JSM for John Smith)

- 4 Select the name of the entry you want to open.





- 5 Select **Map**, and wait for Google Maps to locate matching items.



DID YOU KNOW? If no address has been entered for the contact, the Map button does not appear.


- Select an item, and select **To** to request directions to this location.
- In the From location field, enter or select your starting location, and then select **OK**. When the route summary appears, select **OK** to view the first step in the directions.
- Tap the **forward**  and **back**  buttons at the bottom of the

screen to view the next or previous step in the directions.

- 6 Select **Map**, and wait for Google Maps to locate matching items.
 - Select an item, Select **From** to request directions from this location.
 - In the To location field, enter or select your destination, and then select **OK**. When the route summary appears, select **OK** to view the first step in the directions.
 - Tap the **forward**  and **back**  buttons at the bottom of the screen to view the next and previous steps in the directions.

Assigning a caller ID photo

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Open the contact you want to add the photo to (see [Viewing or changing contact information](#)).
- 4 Select **Edit**.
- 5 Select the **Picture** box and do one of the following:

- Select **Camera**, take a photo, and then press **Center**  to add the photo to this contact.
- Select **Photos** and select an existing photo that you want to assign to this contact.





6 Select **Done**.

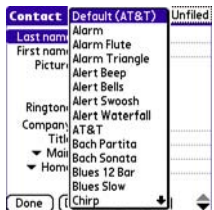
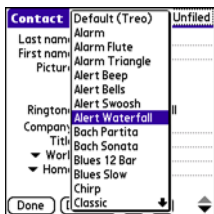
DID YOU KNOW? If you assign pictures to your contacts in Microsoft Outlook or Palm® Desktop software and you install the desktop software from the Palm Software Installation CD, the pictures are automatically added to your contact entries on your Treo XXX when you sync. If you use third-party synchronization software, picture sync may not be supported. Check with the software developer for information.

Assigning a caller ID ringtone

Caller ID ringtones can let you know who is calling before you even look at your Treo XXX. This is a great way to identify calls from important people in your life and to screen calls that you'd prefer not to answer.

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 To open the contact entry for editing, select the name of the contact to whom you want to give a caller ID ringtone (see [Viewing or changing contact information](#)).
- 4 Select **Edit**.




- 5 Select the **Ringtone** pick list and select a tone for this contact entry.



- 6 Select **Done**.

TIP You can assign a ringtone to an entire category of contacts. For example, use a special ringtone for categories such as Family, Work, or Golf Buddies. In the Contacts list, select the **category** pick list in the upper-left corner and select **Edit Categories**. Select the category, and then select **Edit**. Select the ringtone on the Edit Category screen.

Customizing Contacts

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Press **Menu** .
- 4 Select **Options**, and then select **Preferences**.
- 5 Set any of the following options:



Remember Last Category: Sets whether Contacts opens to the last category you selected.

Show SIM Phonebook: Sets whether SIM Phonebook appears as an option in the category pick list. When you check this box, you can view entries in the phone book on your SIM card.


Ask to add unknown phone numbers after calls: Sets whether you are prompted to add phone numbers that are not in your Contacts list after a call. You can add unknown numbers to an existing contact or create a new contact entry.

List By: Sets whether the Contacts list is sorted by last name or company name.

Deleting a contact

- 1 Select the **Contacts**  tab.
- 2 Highlight the contact you want to delete.
- 3 Press **Menu** .
- 4 Select **Delete Contact** from the **Record** menu, and then select **OK**.




Creating a business card for beaming

- 1 Create a new contact and enter your own business card info.
- 2 Open the contact entry containing your business card info.
- 3 Press **Menu** .

- 4 Select **Business Card** on the **Record** menu.

TIP After you create your business card, you can beam it to another device with an IR port—provided the device supports beaming with Palm OS® devices. Go to **Contacts** or to the **Main** tab in the Phone application, open the **Record** menu, and then select **Beam Business Card**.

Viewing your SIM Phonebook

- 1 Press **Phone** .
- 2 Select the **Contacts**  tab.
- 3 Press **Menu** .
- 4 Select **Options**, and then select **Preferences**.
- 5 Make sure the **Show SIM Phonebook** box is checked.
- 6 Select **OK**.
- 7 In the Contacts list, select the **category** pick list at the top of the screen and select **SIM Phonebook**.

TIP If you imported contacts from your SIM card to Contacts, you may want to uncheck the **Show SIM Phonebook** box to avoid seeing duplicate entries.

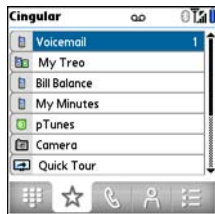
TIP Need to copy a contact to your phone book on your SIM card? In **Contacts**, select the contact you want to copy, open the **Record** menu, and then select **Export to SIM**.

Defining favorite buttons

You can set an unlimited number of favorite buttons for quick access to the following common tasks:





- Dialing a phone number (speed-dial)
- Opening an application
- Accessing a web page
- Addressing a message (text, MMS, or email)
- Accessing voicemail (preset on your Treo)

TIP The predefined **Bill Balance** and **My Minutes** favorites are AT&T services. If you have questions about these services, please contact AT&T customer service.



DID YOU KNOW? If you're upgrading from a Treo 600/650/680/700p, most of your favorites should transfer from your old Treo along with your other info. However, you may need to rearrange the order in which your favorites appear by opening the **Record** menu and then selecting **Organize Favorites**. For more info about upgrading, see [Upgrading from another Palm® OS by ACCESS device](#).

Creating a speed-dial favorite button

- 1 Press **Phone** .
- 2 Select the **Favorites**  tab.
- 3 Press **Menu** .
- 4 Select **New Favorite** on the **Record** menu.
- 5 Enter a label for the favorite:
 - If the entry is for an existing contact, select **Lookup**. Start entering the last name of the contact, and select the phone number you want to speed-dial when it appears in the lookup list. Select **Add**.
 - If the entry is for a new contact, enter the label, press **Down** , and enter the number.



You can define additional digits to dial, such as a password or extension.




- To enter a two-second pause, insert a **p**.
 - To enter a pause for user input, enter a **w** followed by the extra digits you want to dial. To dial these numbers, select the Extra Digits button that appears in Active Call View (see [What can I do when I'm on a call?](#)).
- 6 (Optional) Enter a **Quick Key**.

KEY TERM Quick Key A letter that you can press and hold to activate a favorite from any tab in the Phone app. For example, create a speed-dial button for your mother's number and enter the letter **M** for "Mom" as the Quick Key. Then when you want to call her, go to the Phone app and press and hold **M**. Your Treo XXX dials the number.

7 Select **OK**.

DID YOU KNOW? You can assign a special ringtone for a contact. See [Assigning a caller ID ringtone](#) for details.

Creating other types of favorite buttons




- 1 Press **Phone** .
- 2 Select the **Favorites**  tab.
- 3 Press **Menu** .
- 4 Select **New Favorite** on the **Record** menu.
- 5 Select the **Type** pick list and select **Application**, **Message**, **Email**, or **Web Link**.
- 6 Enter a label for the favorite and enter any other necessary information on the screen.

7 (Optional) Enter a **Quick Key**.

8 Select **OK**.

TIP When creating a Message or Email favorite, you can enter multiple addresses; simply separate each address with a comma. This is an easy way to send messages to a group of people.




Editing a favorite button

- 1 Press **Phone** .
- 2 Select the **Favorites**  tab.
- 3 Highlight the favorite button you want to edit.
- 4 Press **Menu** .
- 5 Select **Edit Favorite** on the **Record** menu.
- 6 After you make your changes, select **OK**.

TIP To arrange your favorites, open the **Record** menu and select **Organize Favorites**. Highlight the favorite you want to move, and then press and hold **Option + Up** or **Down** to move the button to another position. Select **Done**.

Deleting a favorite button

TIP Some favorites, such as voicemail, cannot be deleted. If a favorite can't be deleted, the Delete button does not appear on the screen.

- 1 Press **Phone** .
- 2 Select the **Favorites**  tab.
- 3 Highlight the favorite button you want to delete.
- 4 Press **Menu** .
- 5 Select **Edit Favorite** on the **Record** menu.
- 6 Select **Delete**.
- 7 Select **OK**.

Using a hands-free device

If you need to use your phone while driving and this is safe and permitted in your area, use a phone headset (a wired headset is included with your Treo XXX) or car kit (sold separately) for hands-free operation. Using a hands-free device also makes it

easy to check your calendar, look up contact info, take notes, and use other features during a call. You can also listen to stereo music or audio on your stereo headset or car speakers.

In addition to the headset included with your Treo, your Your Treo is compatible with the following types of hands-free devices that are sold separately:

- Most wired headsets and car kits with a 2.5mm connector (3-pin or 4-pin)
- Wireless headsets and car kits enabled with Bluetooth 1.1 or 1.2 wireless technology
- Wireless Bluetooth-enabled headsets that support the Advance Audio Distribution Profile (A2DP)

TIP The headset designed for Treo 180/270/300 is not compatible with your Treo XXX.

Check the specifications for your hands-free device to confirm compatibility. When in doubt, ask the manufacturer if the product is compatible with your Treo XXX. To view a list of compatible Bluetooth

hands-free devices, go to go.palm.com/treouxx-att/. go.palm.com/treouxx/.

TIP To listen to music in stereo, you can purchase the Palm 2-in-1 Stereo Headset. If you want to use a stereo headset with a 3.5mm connector, you need to purchase a stereo adapter. Visit go.palm.com/treouxx-att/ go.palm.com/treouxx/ for more info on audio accessories.

Connecting to a Bluetooth® hands-free device




KEY TERM Partnership Two devices—for example, your Treo XXX and a hands-free device—that can connect because each device finds the same passkey on the other device. Once you form a partnership with a device, you don't need to enter a passkey to connect with that device again. Partnership is also known as paired relationship, pairing, trusted device, and trusted pair.

Once you set up a partnership with a Bluetooth hands-free device, you can communicate with that device whenever it is turned on and within range. Bluetooth range is up to **30 feet****9.144 meters** in optimum environmental conditions.

Performance and range may be reduced by physical obstacles, radio interference from nearby electronic equipment, and other factors.

TIP If you hear a headset buzz or experience poor microphone performance, your headset may be incompatible with your Treo XXX.

BEFORE YOU BEGIN Prepare your hands-free device to accept a Bluetooth connection. See the documentation that came with your hands-free device for instructions.

- 1 Press **Applications**  and select **Bluetooth**  or tap the **Bluetooth**  icon in the title bar.
- 2 Select **Bluetooth On**.

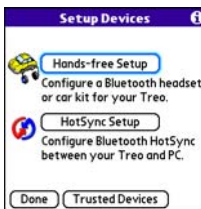
NOTE The Bluetooth icon changes from gray to blue to let you know that Bluetooth technology is turned on.



- 3 (Optional) Enter a device name that identifies your Treo XXX when it is discovered by other Bluetooth devices.

NOTE Use the same device name for all your Bluetooth connections. If you change the device name, you need to recreate any partnerships you have already created.


- 4 Select **Setup Devices**.
- 5 Select **Hands-free Setup**.



- 6 Follow the onscreen instructions to create a partnership with the specific hands-free device. When prompted, enter a passkey.

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

- 7 After you finish setting up the device, select **Done** to return to Trusted Devices View.

NOTE For some car kits, you need to initiate a Bluetooth connection from your Treo XXX to complete the partnership process. To do this, highlight the car kit in Trusted Devices View, press **Menu** , and then select **Connect**.

- 8 (Optional) Enable advanced hands-free features by pressing the **multifunction** button (MFB) on the hands-free device.

You can tell that the connection is successful when you see a light-blue headset icon in the title bar of the Phone application. You can now use your Treo XXX with the Bluetooth hands-free device.

Using a Bluetooth hands-free device

After you create a partnership with your Bluetooth hands-free device and you turn it on within range (up to **30 feet** [9.144](#)

[meters](#)), the Treo automatically routes all calls to the hands-free device instead of to the earpiece on your Treo. When a call comes in, your Treo XXX rings and the hands-free device beeps. Even if you answer the call on your Treo, the call goes to the hands-free device. If you prefer to route calls to the earpiece on your Treo, you can change the settings on your Treo XXX to do this; see [Customizing advanced settings for your hands-free device](#) for details.

TIP If you're using a Bluetooth hands-free device and you want to return to the earpiece or a wired headset during a call, select **Cancel Bluetooth** in Active Call View. To return the call to the hands-free device, open the **Options** menu and select **Connect Bluetooth**.

The features of your hands-free device vary by model. Check the documentation for your hands-free device for details about these features. Your Treo XXX can support the following actions, provided that your hands-free device also supports them:



- Dial a call
- Answer an incoming call
- Hang up a call and answer a call-waiting call
- Place a call on hold and answer a call-waiting call
- Hang up a single call
- Transfer an outgoing call from the earpiece on your Treo to the hands-free device
- Ignore an incoming call

- Redial the last number you called from the hands-free device

DID YOU KNOW? If you have more than one Bluetooth hands-free device, the last one you connected to becomes the active device. To switch between devices, turn off the active device before you try to connect to the other device.

Customizing advanced settings for your hands-free device

You can set whether your hands-free device automatically answers calls, provided the device supports this feature.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Hands-free**.
- 3 Do one of the following:

To send all calls to your hands-free device: Check the **Always route calls to handsfree** box. Select the **Auto answer** pick list and select whether you want your hands-free device to automatically answer incoming calls and how quickly it answers.

To choose between the earpiece on your Treo and your hands-free device on a call-by-call basis: Uncheck the **Always route calls to handsfree** box. When the phone rings, you can answer the call with your hands-free device by pressing the multifunction button on your hands-free device, or you can answer the call with the earpiece on your Treo by using the controls on your Treo XXX (see [Receiving calls](#)).



- 4 Select **Done**.

Customizing phone settings

DID YOU KNOW? You can download any compatible ringtone directly to your Treo XXX (see [Downloading files from a web page](#)). You can also download ringtones to your computer and then email them to your Treo XXX.

Selecting ringtones

You can set various tones for various types of incoming calls.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Sound Preferences**.
- 4 Select the **Application** pick list and select **Ring Tones**.



- 5 Select the **Volume** pick list and select the volume level.
- 6 Select the **Vibrate** pick list and select when you want your Treo XXX to vibrate for an incoming call.
- 7 (Optional) Uncheck the **Escalate ring tone volume** box if you do not want the ring to play softly and then increase to full volume the longer it rings.

- 8 Select a ringtone from the pick list to identify each of the following:

Known Caller: An incoming call from someone in your Contacts or Favorites.



Unknown Caller: An incoming call from someone identified by caller ID who is not in your Contacts or Favorites. This includes callers who have blocked their caller ID.



- 9 Select **Done**.

DID YOU KNOW? You can assign a ringtone to a contact or to an entire category of contacts.

Creating and managing ringtones

You can also record sounds and use them as ringtones.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Sound Preferences**.
- 4 Select **Manage**.
- 5 Do one of the following:
 - To record a sound, select **New**.



- To play a sound, select it with the **5-way** .
- To delete a sound, highlight it and press **Backspace** .
- To send a sound, highlight it and select **Send**.

6 Select **Done** twice.

TIP You can also create a new sound by selecting **New** in Sound & Alerts Preferences.

Selecting Phone alert tones

You can set various tones for various types of alerts.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Sound Preferences**.
- 4 Select the **Application** pick list and select **Phone Alerts**.



- 5 Select the **Volume** pick list and select the volume level.
- 6 Select the **Vibrate** pick list and select when you want your Treo XXX to vibrate for a phone alert.
- 7 Select an alert tone from the pick list for each of the following:
 - Voicemail Alert:** Plays when you have new voicemail.
 - Coverage in/out:** Plays when you move into or out of a coverage area.
- 8 Select **Done**.

Adjusting the call volume

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

- To increase the volume, press the upper half of the **Volume** button.
- To decrease the volume, press the lower half of the **Volume** button.





Adjusting ringer volume

When a call is not in progress and music is not playing, press the **Volume** button on the side of your Treo to adjust the ringer volume, and then press the **Side** button to confirm your selection.

Customizing the Main tab in the Phone application

Phone Display Options let you customize the appearance and entry mode of the Main tab in the Phone application.

- 1 Press **Phone** .
- 2 Press **Menu** .

- 3 Select **Options**, and then select **Phone Display Options**.

- 4 Set any of the following options:

Wallpaper: Sets the wallpaper that appears on the Main tab in the Phone application. To change the wallpaper, select the thumbnail image and then select an image to use as wallpaper.

DID YOU KNOW? You can also set the background for Agenda View in Calendar. See [Customizing display options for your calendar](#) for details.

Fade: Adjusts the intensity level of the wallpaper image.

Typing...: Sets whether typing in the Main tab in the Phone app displays the Dial Pad and enters numbers you want to dial, or whether it displays the Contacts tab and starts a contacts search.

TIP If you select the **Typing starts contacts search** option, you can still enter a phone number from the Main tab in the Phone app. If you start typing digit keys that can be a phone number, the device automatically switches to the Dial Pad and looks for the phone number.

Show Calendar event: Sets whether the current event from the Calendar application appears in the Main tab in the Phone app. When this option is enabled, you can then select this event to jump to the Calendar app.



Default View: Sets the tab that appears when you press **Phone** .



- 5 Select **OK**.

Setting your dialing preferences

Dialing preferences let you assign a prefix to your phone numbers. For example, you can automatically dial a 1 before all 10-digit phone numbers. You can add a different prefix based on the length of the phone number.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Dial Preferences**.
- 4 Set any of the following options:

Dialing from North America: Formats phone numbers using North American conventions (XXX-XXX-XXXX).



Always dial +1 in front of the area code: Adds a +1 in front of 10-digit phone numbers. This option is available only when Dialing from North America is enabled.

To 7 digit numbers: Adds a prefix to 7-digit numbers. For example, enter your own area code to automatically add your area code when you dial local numbers.

To (6), (5), (4), digit numbers: Adds a prefix to numbers that are only six, five, or four numerals long. For example, if all the phone numbers in your office have the 408 area code and a 555 exchange, followed by a 4-digit extension, select **4** and enter the prefix 408555. To call a colleague, simply dial your colleague's 4-digit extension; your Treo XXX automatically dials the rest and makes the call. You can also create contact entries with just the extension number and then dial the number from your Contacts list.

- 5 Select **OK**.

Manually selecting the wireless network
When traveling outside the U.S., you You may be able to search for other wireless network services in your current location.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 From the **Options** menu, select **Select Network**.
- 4 Select another network, if available.
- 5 Select **OK**.




Using TTY

A TTY (also known as TDD or text telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone.

Your Treo XXX is compatible with select TTY devices. You can connect a TTY/TDD machine to your Treo XXX through the headset jack, but you cannot use your headset jack with a headset while this mode is enabled. Please check with the manufacturer of your TTY device for connectivity information and to ensure that

the TTY device supports digital wireless transmission.

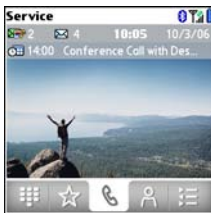
To use TTY, you may need to make additional arrangements with [your network operator AT&T](#). Please contact [your network operator's the AT&T](#) customer service department for more information.

- 1 Press **Phone** .
- 2 Select the **Dial Pad**  tab.
- 3 Enter **#*889** (TTY).
- 4 Press **Send** .
- 5 When a message appears indicating that TTY is enabled, select **OK**. To disable TTY, repeat these steps.

TIP A red **T** appears at the top of the Phone screen to indicate that TTY is enabled.

What are all those icons?

You can monitor the status of several items using icons in the title bar in the Phone application:



AT&T

Your phone is on and you are in an AT&T coverage area. If you are outside a coverage area, a blank space appears instead. When you turn off your phone, Phone Off appears.

Service Your phone is on and you are in a coverage area. If you are outside a coverage area, Network Search appears instead. When you turn off your phone, Phone Off appears.



Call forwarding is active.



Your phone is on. The bars display the signal strength. The stronger the signal, the more bars that appear. If you are outside a coverage area, no bars appear.



Your phone is on and a GPRS or EDGE network is within range, but you are not actively transmitting data. You can still make and receive calls.




Your phone is on and a GPRS or EDGE data connection is active. You may not be able to receive calls when you are actively transmitting data. If you make a call, the data transmission is automatically interrupted, and you must manually resume the data connection when you end the call.



You have new voicemail messages. You can select this icon to retrieve your messages.



You have a new alert, such as a Calendar alarm or a new text message. To view the alert, press and hold **Center**  or select the icon. See [Viewing and using the alerts](#).



The Bluetooth wireless technology icon appears in gray when this feature is off, in blue when this feature is on, and in reverse blue when your Treo XXX is communicating with another Bluetooth device.



This icon replaces the Bluetooth icon when your Treo XXX is connected to a Bluetooth hands-free device. This icon appears in dark blue when a call is in progress and in light blue when a call is *not* in progress.



This icon replaces the Bluetooth icon when your Treo XXX is connected to your computer using a dial-up networking (DUN) connection. See [Connecting your computer to the Internet through your Treo™ XXX](#).



Your battery is partially drained. When the battery drains to 20% of its capacity, the icon changes from blue to red. At 10% of its capacity, you begin to receive warning messages, and at 5% of its capacity, the Treo XXX beeps (if the Ringer switch is set to Sound On) and the icon changes from red to clear.



Your battery is being charged. The lightning bolt turns from red to green when the battery is fully charged and your Treo XXX remains connected to the charger.



Your battery is fully charged and your Treo XXX is not connected to the charger.




You have new text or multimedia messages. The number next to the icon indicates the number of unread messages in your Inbox. You can select this icon to retrieve your messages.




You have new email messages. The number next to the icon indicates the number of unread messages in your Inbox. If you set up multiple email accounts on your Treo XXX, this number reflects only the account that you most recently accessed. You can select this icon to retrieve your messages.



You are available for Push to Talk calls. Your Ringer switch is set to Sound On  and you automatically hear PTT calls.



Your Ringer switch is set to Sound Off . When a PTT call comes in, you get an alert. You can choose whether to answer or ignore the PTT call.



You can make PTT calls, but you cannot receive them.



You cannot make or receive PTT calls.



You have a pending PTT invitation and have not yet responded.

KEY TERM GPRS (General Packet Radio Service) A mobile connectivity technology that provides persistent data connections. (Additional charges may apply.)

KEY TERM EDGE (Enhanced Data rate for GSM Evolution) An enhanced version of GPRS that delivers data speeds that are up to three times faster than standard GPRS connections. (Additional charges may apply.)

DID YOU KNOW? You can tap the **Bluetooth** icon to quickly turn Bluetooth wireless features on and off.

TIP To display the remaining battery power, tap the **battery** icon at the top of the screen.



Your email and other messages

You already know how efficient email and messaging are for staying in touch. Now your Palm® Treo™ XXX smart device brings you a new level of convenience: email on the go. Enjoy the ease and speed of communicating with friends, family, and colleagues anywhere you can access **the AT&T** your data network. You can send and receive attachments as well. And keep the Messaging app in mind for when you need to send a short text message to a mobile phone number—especially handy when you're in a meeting that's running late.

Benefits

- Access email on the go
- Send and receive photos, sound files, Word and Excel files, and more
- Save messages from your computer to view at a convenient time

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Which email application should I use?

Your email application

Your Treo XXX includes **two email applications**: the VersaMail® application (called Email in Applications view) and the Xpress Mail application. You can also access web-based email, like Yahoo! Mail or Hotmail, from the web browser on your Treo.

NOTE You must activate data services on your **AT&T network operator** account before you can use email on your Treo XXX.

KEY TERM Email provider The service you use to send and receive email. Your email provider's name appears between the @ symbol and the dot in your email address. Gmail, for example, is an email provider; so are AOL and Earthlink.

KEY TERM Email application It's not an email provider, but an application on your Treo XXX, that gives you a way to view and manage email. An email application just transfers messages from an account that you have already set up with a provider.

NOTE You can use Good Mobile Messaging™ if your company has a Good server installed (sold separately); so unless this is the case, confine your choice of email app to Email and Xpress mail.




You can use Versamail to do all of the following:

- Access an email account that's set up on your Mac computer.
- Check fee-based Internet mail, such as Yahoo! Mail Plus.
- Access email from an existing account without extra software or account sign-up.

- Access Contacts on your device to address email messages.
- Access email from up to eight email accounts.
- Work with email messages when you're not connected to the Internet (for example, when you're on a plane).
- Access your corporate directory to address email messages.
- Sync your email and organizer info with your company's Exchange server (using Microsoft Exchange ActiveSync®).
- Push your email and organizer information from your company's Exchange server using Microsoft Exchange ActiveSync.
- Sync your mail with your company's Domino server.
- Use Secure Sockets Layer (SSL) while sending and receiving messages.

If you want to...	Then choose this app...		
	 Email	 XpressMail	 Good
Access an email account that's set up on my Mac computer	X		
Check fee-based Internet mail, such as Yahoo! Mail Plus	X	X*	
Access email from an existing account without extra software or account sign-up	X		
Access Contacts on my device to address email messages	X	X	
Use the AT&T Xpress Mail website to check email from multiple email addresses, from any computer connected to the Internet		X	
Access email from up to three email accounts	X	X	
Access email from up to eight email accounts	X		
Work with email messages when you're not connected to the Internet (for example, when you're on a plane)	X	X	X
Access your corporate directory to address email messages	X	X	X
Access your corporate email using your IT department's Good Mobile Messaging server software			X

* You must set up a corporate Xpress Mail account before you enter settings for an Internet mail account.

If you want to...	Then choose this app...		
	 Email	 XoressMail	 Goodmail
Sync your email and organizer info with your company's Exchange server (using Microsoft Exchange ActiveSync®)	X	X	X
Push your email and organizer information from your company's Exchange server using Microsoft Exchange ActiveSync	X		
Sync your email with your company's Domino server	X	X	
Use the Advanced Encryption Standard (AES) while sending and receiving email		X	X
Use Secure Sockets Layer (SSL) while sending and receiving messages	X	X	X

The VersaMail[®] application

Before you can use VersaMail, you need to enter your email account settings. If you have multiple email accounts, you must enter settings for each email account.

After you enter your email account settings, see the *User Guide for the VersaMail Application* on your computer for info on sending and receiving messages and customizing your VersaMail settings.

Windows: Start > Programs > Palm

Mac: Insert the Palm Installation CD and click the link to the *User Guide for the VersaMail Application* in the

Documentation folder.

How do I get started?

- 1 If either of the following is true, read the *User Guide for the VersaMail Application* on your computer:
 - You used the VersaMail application on your previous Palm OS[®] device, and

you want to transfer those settings to your Treo XXX.

- You plan to use VersaMail to access an email account on a Microsoft Exchange ActiveSync server, a Lotus Notes server, or a Microsoft MAPI server.
- 2 If your email provider is listed in the following table, skip to [Setting up VersaMail to work with common providers](#).



Adelphia	EarthLink
Airmail.net	Gmail
AOL	HughesNet
Apple.Mac	Juno
AT&T (mMode & Worldnet)	Mail.com
	Mediacom
Bell South	NetZero
Cablevision	Qwest
Charter	(select areas)
Comcast	RCN
CompuServe	SBC
	(select areas)
Concentric	Speakeasy

Covad	USA.net
Cox	Verizon DSL
(East, Central, & West)	Yahoo!

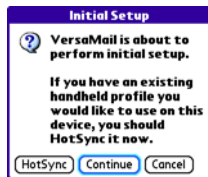
- If your email provider's name is not listed, you need to obtain the following info from your system administrator or ISP, and then skip to [Setting up VersaMail to work with other providers](#):

- Mail protocol: POP, IMAP, or Outlook Mail (EAS)
- Incoming and outgoing mail server names, such as mail.myisp.com
- Incoming and outgoing mail server port numbers, such as 110 (incoming POP), 143 (incoming IMAP), or 25 (outgoing POP or IMAP)
- (If necessary) Security settings: APOP, ESMTP, SSL


Setting up VersaMail to work with common providers

- Press **Applications**  and select **Email** .
- If this is the first time you are setting up VersaMail, you are asked if you want to

continue with account setup after you open the application. Select **Continue** and go to step 5.



IMPORTANT Do not select HotSync on this screen. Doing so may prevent the VersaMail application from working correctly.

- Press **Menu** .
- Select **Accounts**, and then select **Account Setup**.
- Select **New**.
- Enter the email address for your email account. Your email address includes your username, which usually appears before the @ symbol in your email address.





- 7 In the **Password** field, enter your email account password.
- 8 If the VersaMail application can obtain your email account settings based on your username and password, the Next button changes to Done. Select **Done**.

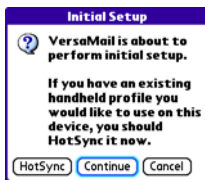
NOTE If the Next button does not change to Done, you need to follow the next procedure, [Setting up VersaMail to work with other providers](#).

TIP To enter settings for another email account, open the **Accounts** menu and select **Account Setup**.

Setting up VersaMail to work with other providers

- 1 Press **Applications**  and select **Email** .
- 2 If this is the first time you are setting up VersaMail, you are asked if you want to continue with account setup after you open the application. Select **Continue** and go to step 5.

IMPORTANT Do not select HotSync on this screen. Doing so may prevent the VersaMail application from working correctly.



- 3 Press **Menu** .
- 4 Select **Accounts**, and then select **Account Setup**.



- 5 Select **New**.
- 6 Enter the email address for your email account. Your email address includes your username, which usually appears before the @ symbol in your email address.



- 7 In the **Password** field, enter your email account password.
- 8 Select **Next**.

- 9 Select the **Mail Type** pick list, and then select **POP**, **IMAP**, or **Outlook Mail (EAS)** (based on the info you received from your system administrator or ISP).



- 10 Enter the username you use to access your email.

TIP Your username can be either the part of your email address appearing before the @ symbol or your entire email address. Check with your email provider if you are not sure what username to enter.

- 11 Enter the names of your incoming and outgoing mail servers.

Account Setup (cont.)

Mail Type: ▼ POP

Username: jsuser

Incoming Mail Server:
mail.example.com

Outgoing Mail Server:
smtp.example.com

Test Settings Advanced

Cancel Previous Done

DID YOU KNOW? Your incoming mail server is also called your POP, IMAP, or Outlook Mail (EAS) server; your outgoing mail server is also called your SMTP server.

12 Do one of the following:

Finish setup: Select **Done** to finish the setup and go to the Inbox of the account you set up, where you can begin getting and sending email.

Test settings (POP accounts only): Select **Test Settings** to test settings for this account.

Set additional mail options: If your system administrator or ISP provided port numbers or security settings, select **Advanced**, and then enter those settings.

TIP You can also select **Advanced** to set more options for incoming and outgoing messages.

13 Select **Done**.

DID YOU KNOW? Advanced settings include the Reset Advanced Settings button. You can select this button to reset your advanced settings to their initial state. This is useful when you want to restore your initial settings but you can't remember what they were.

Creating and sending messages

- 1 From the Inbox, select **New**.
- 2 Begin entering one of the following for the addressee:
 - Email address
 - First name
 - Last name

TIP If you enter address info that matches one or more of your contacts, VersaMail displays the matching contacts. To accept a suggestion, select the correct contact. To send to a different address, keep entering the email address or name.

3 Enter the subject and message text.

TIP To move between fields, press **Up** or **Down** on the 5-way.

4 Select one of the following:

Send: Connects and sends all messages immediately. If the message cannot be sent for any reason, the message is stored in your Outbox.

Outbox: Puts the message in the Outbox to send later.

Drafts: Saves the message so you can continue working on it at another time.




DID YOU KNOW? VersaMail makes up to five attempts to send a message; if it is still not successful, an alert message appears and you must try to manually send the message again.

Adding attachments to your messages

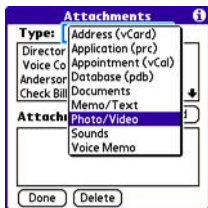
You can attach several types of files to your email messages.

TIP To remove an attachment, select the file in the **Attachments** box, and then select **Delete**.

Attaching photos and videos

- 1 Create the message to which you want to attach the photo or video.
- 2 On the New Message screen, select the **red paper clip**  icon in the upper-right corner.


- 3 From the **Type** pick list, select **Photo/Video**.



- 4 On the Select Media screen, select the **Album** pick list to go to the album containing the photo or video you want, and then check the box to the left of the photo or video.
- 5 Select **Done**.

TIP To attach more than one file to a message, repeat steps 3 and 4.

Attaching ringtones


- 1 Create the message to which you want to attach the ringtone.
- 2 On the New Message screen, select the **red paper clip**  icon in the upper-right corner.

- 3 From the **Type** pick list, select **Sounds**.

TIP Ringtones that are copy-protected appear in the Sounds application with a lock icon. You can use these ringtones on your phone, but you cannot send them as attachments.


- 4 Select the ringtone you want, and then select **Insert**.
- 5 Select **Done**.

Attaching Word, Excel, PowerPoint, and PDF files

- 1 Create the message to which you want to attach the file.
- 2 On the New Message screen, select the **red paper clip**  icon in the upper-right corner.
- 3 From the **Type** pick list, select **Documents**.
- 4 Select the file you want on the Documents screen.
- 5 Select **Done**.

Attaching other types of files

- 1 Create the message to which you want to attach the item.


- 2 On the New Message screen, select the **red paper clip**  icon in the upper-right corner.
- 3 From the **Type** pick list, select the type of file to attach—for example, **Address**, **Appointment**, or **Memo/Text**.
- 4 Select the item you want from the list in the **Type** box.
- 5 Select **Done**.

Receiving and viewing messages

- 1 From any mailbox, select **Get** or **Get & Send**.
- 2 From the Inbox, select the message you want to view.

TIP Two small dots in the lower-right corner of the Inbox alternate in size to indicate background activity, such as downloading messages. You can select these dots to display the Activity Log. In the Activity Log, you can cancel an ongoing process and view the details of completed processes.



- 3 If a large incoming message is truncated, select **More** .

TIP When viewing a message, tap the **scroll arrows** at the top of the screen to view the previous or next message.

- 4 Select **Done**.

Replying to or forwarding messages


When you respond to messages, you can select whether to include the original text (see [Customizing your email settings](#)).

DID YOU KNOW? The VersaMail application sends all messages as plain text only, with all HTML tags stripped, even if you are forwarding or replying to a message that was originally received as HTML.

- 1 From the Inbox or another folder, open the message you want to respond to.
- 2 In Message View, select **Reply**. Select whether to reply to just the sender or to reply to both the sender and all addressees on the message.
- 3 Enter your reply.
- 4 Select **Send**.

Viewing attachments

There are a number of attachment types you can open with the built-in software on your Treo XXX (for example, Microsoft Word, Excel, PowerPoint, and PDF files; ringtones; and photos).


- 1 From any folder, open the message with the attachment you want to view. Messages with downloaded attachments appear with a **paper clip**  icon to the left of the message icon.

TIP If an attachment is not downloaded because it is larger than your maximum message size, the paper clip icon does not appear, and the attachment is not displayed at the bottom of the message screen. Select **More** to download and display any attachments. However, if the attachment is larger than the limit set by IT or by the email provider, the attachment is not downloaded.

- 2 Select the attachment name at the bottom of the message screen to view it in the default viewer on your Treo XXX.





TIP You can also select the folder icon to the left of the attachment name to open a menu of tasks you can do with the attachment, including View, Install, or Unzip, depending on the attachment file type; Save to card to save the attachment to an expansion card; or select **Viewer** to select the application you want to use to view the attachment.

- 3 When you finish with the attachment, select **Done** to return to the Attachments dialog box.

NOTE If there is no Done button, press **Applications**  and select **Email** to return to the account's Inbox.

Managing your messages

The status icons that appear near the messages in your Inbox indicate the following:

-  The message is unread when the subject appears in bold.
-  The message includes an attachment.
-  The message includes a meeting invitation.
-  This message has high priority.


I You can rearrange the message list to make it easier to find and view messages.

- In the Inbox, select **Sort**, and then select one of the following: **By Subject**, **By Sender**, **By Size**, or **By Date**.

- To quickly switch between folders in list view, select the **folder** pick list at the top of the screen and select the desired folder.

Deleting selected messages from the Inbox


When you delete a message from the Inbox, it moves to the Trash folder.

- 1 Select the bullet next to the icon of each message that you want to delete. To select adjacent messages, drag the stylus so that it touches the bullet to the left of each message. Lift the stylus and drag again to select more adjacent messages.
- 2 Press **Menu** .
- 3 Select **Delete** on the **Message** menu.
- 4 If a confirmation dialog box appears, select **OK** to confirm the deletion.

TIP To delete a single message, select the **envelope** icon next to the message, and then select **Delete** from the list.

Deleting messages by date


You can quickly delete a group of messages by selecting a range of dates.

- 1 Press **Menu** .
- 2 Select **Delete Old** on the **Message** menu.
- 3 Select the folder and a date range for the messages you want to delete.
- 4 Select **OK**.
- 5 If a confirmation dialog box appears, select **OK** to confirm the deletion.

TIP To empty (or purge) the Trash folder, open the **Message** menu and select **Empty Trash**.

Switching accounts

If you create more than one email account in VersaMail, you need to switch from account to account to get, send, and otherwise manage the messages in each account.

- 1 Press **Menu** .
- 2 Select **Accounts**, and then select an account.

DID YOU KNOW? If you assigned VersaMail to a quick button, you can press that button repeatedly to switch between your email accounts.

Customizing your email settings

You can customize the VersaMail settings for each individual email account on your Treo. The preferences you set apply only to the email account you are currently viewing. If you have multiple accounts, configure each account separately.

You can set up a schedule to automatically retrieve email messages; set preferences for how and when messages are retrieved; add a signature to an outgoing message; and more. For complete information on all the email settings you can customize, see the *User Guide for the VersaMail Application* on your computer.

Windows: Start > Programs > Palm


Mac: Insert the Palm Installation CD and click the link to the *User Guide for the VersaMail Application* in the

Documentation folder.

Scheduling Auto Sync

You can set up VersaMail to automatically download new email messages to your Treo XXX with the Auto Sync feature.

TIP You need to set up a separate Auto Sync schedule for each email account. This feature may not work with email accounts that require VPN connection.

- 1 Press **Menu** .
- 2 Select **Options**, and then select **Preferences**.
- 3 Select **Auto Sync**.



- 4 Check the **Auto-sync** box.
- 5 Select the **Every** pick list and select the time interval, from **5 minutes** to **12 hours**.


NOTE If you set a more frequent interval, you may need to recharge your Treo battery more often.

- 6 Select the **Start Time** and **End Time** boxes, and then select the hour, the minute, and AM or PM to enter the time for the first and last Auto Sync to take place. Select **OK**.
- 7 Select the days you want the schedule to be active. You can choose any number of days, but you can set up only one schedule for each email account.
- 8 Select **OK**, and then select **Get Mail**.

TIP After you set up a scheduled Auto Sync and select Get Mail, only new messages are retrieved during Auto Sync.

Viewing the Activity Log


The Activity Log lists ongoing and completed background transactions, such as downloading email, between the server and your email account.

- 1 From the Inbox, press **Menu** .
- 2 Select **Options**, and then select **View Activity Log**.


- 3 Select a listed action.
- 4 Do either of the following:
 - To cancel an ongoing action, select **Stop**. If the action has already been completed, **Stop** does not appear.
 - To view the details of a completed action, select **Details**.
- 5 Select **Done**.

Selecting alert tones

When you schedule Auto Sync for a given account, you can choose a sound—such as a bird, a phone, or an alarm—to let you know when new email arrives.

- 1 From any mailbox screen, press **Menu** .
- 2 Select **Options**, and then select **Preferences**.
- 3 Select **Alerts**.
- 4 Check the **Alert me of new mail** box.
- 5 Select the **Alert Sound** pick list, and then select a sound. Your Treo plays a brief demo of the sound.
- 6 Select **OK**.

Setting preferences for getting messages

- 1 From any mailbox screen, press **Menu** .
- 2 Select **Options**, and then select **Preferences**.
- 3 Select **Incoming**.



- 4 Set any of the following preferences, and then select **OK**.

Get: Indicates whether to get message subjects only or entire messages.

Ask Every Time: Indicates if you want to see a dialog box for selecting subjects only or entire messages each time you retrieve email. If the box is unchecked, messages are retrieved according to the option you select in the Get pick list.

Unread messages (IMAP accounts only): Downloads only unread mail to your Treo XXX. If you don't check this box and you select Get & Send, all the messages on your mail server are downloaded to your Inbox, including messages you've read.

TIP The POP protocol does not support retrieval of unread mail only from the server. If you have a POP email account, VersaMail downloads all messages regardless of whether you have read them, and regardless of whether the Unread messages box is checked.

Mail from last: Gets messages sent within the number of days you specify.

Download attachments: Automatically downloads files attached to email, except for attachments that exceed the maximum message size.

Maximum message size: Sets the maximum size of an incoming email message. Enter the size in kilobytes (KB). The default is 5KB, but you can enter any size up to 2,048KB (approximately 2 megabytes [MB]),


including attachments. The maximum message size that you can retrieve is 60KB for the body text and approximately 5MB of total data for any attachments.

Message Format: Sets the format for messages you retrieve.

- **HTML:** Displays messages sent in HTML format with basic formatting intact and displays other messages as plain text.
- **Text:** Displays all messages as plain text, regardless of the format in which they were sent.

Attaching a signature to a message

You can attach a personal signature, with info such as your company's address and phone numbers, to the bottom of all messages you send.

- 1 From any mailbox screen, press **Menu** .
- 2 Select **Options**, and then select **Preferences**.