

- 1 Insert the expansion card into the expansion card slot. The Card category of Applications View automatically appears.
- 2 Select the **category** pick list in the title bar, and select **All**.
- 3 Select the icon for the application in which you want to open the item. For example, to view a picture, select **Pics&Videos**.


### Copying applications between an expansion card and your Treo

You can copy applications from your Treo to your expansion card and vice versa.

**TIP** Before you copy an application to an expansion card, make sure that it is compatible with Palm OS software version 5.4.5 or later. Some applications do not work with expansion cards and do not allow you to store files in a location that is separate from the application.

- 1 Press **Applications** .




- 2 Press **Menu** .
- 3 Select **Copy** from the **App** menu.
- 4 Select the **Copy To** pick list and select the destination: **Phone** or **<card name>**.
- 5 Select the **From** pick list and select the location of the application you want to copy: **Phone** or **<card name>**.
- 6 Highlight the application you want to copy.
- 7 Select **Copy**.

## Viewing expansion card information





The Card Info application displays general information about the expansion card that is currently in the expansion slot, and it enables you to rename and format a card.

- Press **Applications**  and select **Card Info** .

## Renaming an expansion card

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

- 1 Insert the expansion card into the expansion card slot.
- 2 Select the **category** pick list at the top of the screen and select **All**.
- 3 Select **Card Info** .
- 4 Press **Menu** .
- 5 Select **Rename Card** from the **Card** menu.
- 6 Enter a new name for the card.
- 7 Select **OK**.



**TIP** If you have trouble copying info to, renaming, or formatting an expansion card, make sure the card is not write-protected. Press **Applications** and select **Card Info**. If a “This card is read-only” message appears, the card is write-protected. See the instructions that came with your card for additional info.

## Formatting an expansion card

Formatting an expansion card is similar to formatting a disk on a computer. When

you format an expansion card, you erase all the information stored on the card.

**TIP** If you format a card, any photos or documents that were previously stored on the card are deleted from your desktop software the next time you sync. You can recover these files from the backup folder, or you can prevent the deletion by temporarily changing your sync settings for the affected application to Desktop overwrites handheld.

- 1 Insert the expansion card into the expansion card slot.
- 2 Select the **category** pick list at the top of the screen and select **All**.
- 3 Select **Card Info** .
- 4 Press **Menu** .
- 5 Select **Format Card** from the **Card** menu.
- 6 Enter a new name for the card.
- 7 Select **OK**.





# Your personal settings

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Customizing your Palm® Treo™ XXX is a great way to make it match your lifestyle and work even harder for you.

On your Treo, you can easily customize the sounds, fonts, screen colors, and more. Take advantage of different levels of security. Prevent making an accidental (and expensive) phone call by locking the keyboard. Some settings can help extend the life of your Treo battery. There are lots of ways to make your Treo work better for you.

## Benefits

- Access applications quickly
- Conserve power
- Make your screen easy to read
- Enjoy your Treo XXX more

## In this chapter



---

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## System sound settings

### Silencing sounds

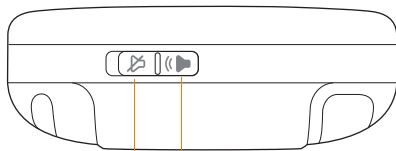
You can immediately silence all alerts, ringtones, music that plays through the built-in speaker, and system sounds by sliding the Ringer switch to Sound Off. This does not mute the audio during a phone call.

- 1 Slide the **Ringer switch** to **Sound Off** . Your Treo XXX vibrates once to let you know that you've turned sounds off.
- 2 To hear all sounds again, slide the **Ringer switch** to **Sound On** .

If you have set up Push to Talk, your PTT availability status is affected by the Ringer switch setting. When the Ringer switch is set to Sound Off, your availability is set to Silent.

**NOTE** For info on setting the vibrate option, see the section on setting alert tones in the chapters that describe the individual applications.

Sliding the Ringer switch back to Sound On restores the previous sound settings.





■ Sound Off ■ Sound On

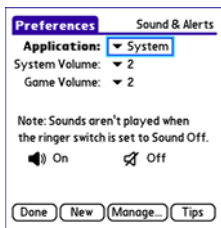
### Setting system volume levels

You can set the volume level for system sounds, such as the tone that plays when you synchronize.

**TIP** If the Ringer switch is set to Sound Off, the ringer setting overrides the sound settings and all sounds are turned off.

- 1 Press **Applications**  and select **Sounds** .
- 2 Select the **Application** pick list and select **System**.

- 3 Select the **System Volume** and **Game Volume** pick lists and select the volume levels.



- 4 Select **Done**.



## Display and appearance settings

### Adjusting the brightness

Depending on the lighting conditions in which you're using your Treo, you may need to adjust the brightness of the screen.

- 1 Press **Option** , and then press **Backlight** .




- 2 Press **Left**  and **Right**  to adjust the brightness.
- 3 Select **Done**.

**TIP** To temporarily set the backlight to the preset low setting, press **Option + Menu**.

**TIP** You can also adjust the backlight and set the brightness duration during a call in Power Preferences. See [Optimizing power settings](#).

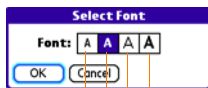
### Changing the screen font

You can change the screen font in Calendar, Contacts, Memos, Messaging, Tasks, and Web. The font styles may vary between applications, and some applications may offer fewer choices.

- 1 Open the application in which you want to change the font.
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Font**.



- 4 Select a font style. (In the web browser, select the **Font size** pick list and select **Large** or **Small**.)
- 3 Set any of the following preferences:



Small font

Large bold font



Small bold font

Large font

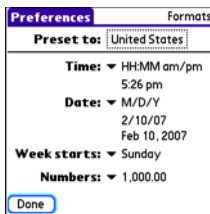
- 5 Select **OK**.

### Setting display formats

Formats Preferences enable you to select number conventions based on geographic regions. For example, in the United Kingdom, time often is expressed using a 24-hour clock. In the United States, time is expressed using a 12-hour clock with an AM or a PM suffix. Many of the built-in applications on your Treo XXX use the Formats Preferences settings.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Formats**.

**Preset to:** The standard number conventions for your country. When you select a country, the other Formats Preferences are automatically set to that country's conventions. You can also edit each option individually.



**Time:** The time format. Select **HH:MM** to display a 24-hour clock.

**Date:** The date format.



**Week starts:** The first day of the week (usually Sunday or Monday).

**Numbers:** The format for numbers with decimal points and commas.

- 4 Select **Done**.

## Aligning the screen to correct tapping problems



Occasionally, the Treo touchscreen alignment may need to be readjusted. If this problem occurs, you may see the wrong feature being activated when you tap the screen. To fix the problem, you can align the screen at any time.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Touchscreen**.
- 3 Follow the onscreen instructions and tap the screen where indicated.



- 4 Select **Done**.

## Changing the system color scheme

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Color Theme**.
- 3 Select a color scheme from the list.



- 4 Select **Done**.

**TIP** You can also set the wallpaper for the Main tab in the Phone application (see [Customizing the Main tab in the Phone application](#)) and the background for Calendar Agenda View (see [Customizing display options for your calendar](#)).



## Applications settings

You can change the Applications settings on your Treo so that you can easily access the applications you use most often.

You can arrange and display your applications by category, reassign the buttons on your Treo, and select default applications for specific tasks.

### Arranging applications by category

You can assign an application to a category and then display a specific category of applications in Applications View.


- 1 Press **Applications** .
- 2 Press **Menu** .
- 3 Select **Category** on the **App** menu.
- 4 Select the pick list next to each application and select a category.
- 5 Select **Done**.

**TIP** To create a new category, select the **category** pick list and select **Edit Categories**. Select **New**, and then enter the category name. Select **OK** to close the dialog box, and then select **OK**.

**DID YOU KNOW?** If there is an expansion card in the expansion slot, the card appears in the category pick list and is treated as a category when you press **Applications** repeatedly.



### Displaying applications by category

Do one of the following:

- Press **Applications**  repeatedly to cycle through the categories.
- Select the **category** pick list at the top of the screen and select a category. Select **All** to display all your applications.

### Changing Applications View



By default, Applications View displays each application as an icon. As an alternative, you can view a list of applications. The list view is particularly useful when you have so many applications in a category that the applications fill up more than one screen.

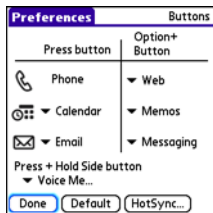
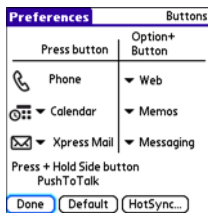
- 1 Press **Applications** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Preferences**.
- 4 Select the **View By** pick list and select **List**.
- 5 Select **OK**.

### Reassigning buttons

With Buttons Preferences, you can select which applications are associated with the quick buttons and the Side button on your Treo. You can assign a primary and secondary application to each of the three quick buttons that open an application.

**NOTE** We recommend that you keep the primary button assignments on the factory settings until you become comfortable with the features of your Treo XXX. If you do change the primary button assignments, remember that the instructions in this guide and in the other help features refer to the original button settings.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Buttons**.
- 3 Select the pick list next to the item you want to reassign, and then select an application.



- 4 Select **Done**.

**DID YOU KNOW?** You can also choose an application to open with the sync button on the USB sync cable. To change this setting, select **HotSync** on the Buttons Preferences screen.



**TIP** To restore all the buttons and key combinations to their factory settings, select **Default**.

**DID YOU KNOW?** Some third-party applications automatically take over a button when you install the application. For example, when you provision PTT, PTT takes over the Side button, and it cannot be changed back unless you do a hard reset.

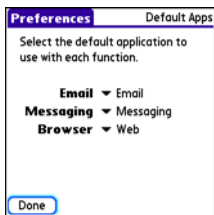
## Changing default applications

Sometimes one application looks for another application to handle information (for example, a mail application might open a browser when you select a link in an email message). Your Treo XXX comes with a set of predefined applications to handle email, messaging, and browser requests from other applications. If you have more than one application to handle these requests on your Treo XXX, you can specify which application you want to use for each function.

The email function is initially set to Messaging so you can send messages to email addresses even if you don't have an email application set up yet. You can change this setting to Email (or Xpress Mail) once you know how you want to set the default.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Default Apps**.
- 3 Select each pick list and select the application you want to associate with that function.





- 4 Select **Done**.

## Locking your Treo and info

Your Treo includes several features that protect it from inadvertent use and keep your information private. You can lock any of the following features on your Treo XXX:

**Keyboard (Keyguard):** You can use the Keyguard feature to disable the keyboard and all buttons to prevent accidental presses in your bag or pocket.

**Screen:** You can disable the screen's touch-sensitive feature during an active call or call alert.

**Phone (Phone Lock):** You can set your phone to require a password for making calls. The built-in security software lets you make emergency calls even if your phone is locked.

**Treo:** You can set your Treo to require a password for viewing any information on your Treo.



**Entries:** You can mask or hide entries marked as private and set your Treo XXX to require a password for viewing them.

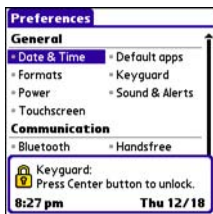
### Locking your keyboard (Keyguard)

The Keyguard feature locks the keyboard so that you don't accidentally press buttons or activate items on the screen while your Treo XXX is in a pocket or bag.





By default, Keyguard turns on whenever the screen is off. Each time you wake up the screen, you must turn off Keyguard to unlock the keyboard and use your Treo XXX.

To turn off Keyguard, do the following:

- 1 When the screen is off, press **Power/End**  to wake up the screen.
- 2 Press **Center**  to turn off **Keyguard**.








You can change how quickly Keypguard turns on, or you can disable this feature altogether. To change the Keypguard settings, do the following:


- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Keypguard**.
- 3 Select the **Auto-Keypguard** pick list, and then do one of the following:
  - Select how quickly you want Keypguard to turn on: **When power is turned off, 5 seconds after power off**, or **30 seconds after power off**.
  - Select **Disable** to completely disable the Keypguard feature until you turn it on again by pressing **Option**  + **Power/End**  when the screen is on.
- 4 Select **Done**.

## Locking your screen

You can set your Treo XXX to automatically lock the screen's touch-sensitive features in certain situations.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Keypguard**.
- 3 Check any of the following boxes:

**Incoming calls received:** Disables the screen when the phone rings. You must use the **5-way**  to select the onscreen Answer and Ignore buttons, or press **Send**  to answer the call or **Power/End**  to ignore the call.

**On a call:** Disables the screen after you answer a call. You must use the **5-way**  to select the onscreen buttons during the call. Use this setting to avoid accidentally pressing onscreen buttons while you're holding your Treo XXX near your ear to speak.

- 4 Select **Done**.



**DID YOU KNOW?** When you check the boxes to disable the touchscreen during a call, the touchscreen is automatically enabled again after you end the call.


## Locking your phone (Phone Lock)

You can lock your SIM card to prevent unauthorized calls and use of other wireless features. When your SIM card is locked, you must enter the correct PIN code to unlock it, even if you move it to a different phone. You can still make emergency calls when your phone is locked, however.

**IMPORTANT** If your SIM card is locked and you enter the wrong PIN more than three times, you must call **AT&T your network operator** for your unique PIN unlock key (PUK) to unlock your SIM card.

**TIP** When Phone Lock is turned on, other people can still see the info on your Treo XXX, but they cannot make or receive phone calls or use the other wireless features without your password.

- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Phone Lock**.
- 4 Check the **Lock SIM** box.



- 5 When prompted, enter the current **PIN** and select **OK**. (Unless you changed your PIN, enter the default PIN, provided with **AT&T your account materials**.)
- 6 If you want to change the PIN, select **Change PIN**, enter a new PIN, and then select **OK**. Repeat this step to verify the new PIN.
- 7 If your SIM card supports fixed number dialing (FDN), select **Advanced** and check the **Enable Fixed Number Dialing** box to restrict dialing to the numbers in your FDN list. When prompted, enter your **PIN2** and then select **OK**.
- 8 Turn your phone off to activate the phone lock feature.
- 9 To turn your phone on again, press and hold **Power/End** , enter your PIN, and then select **OK** to unlock your Treo XXX.

**TIP** To manage your FDN list, press **Applications**, select **SIM Book**, press **Menu**, and then select **Modify FDN** from the **Options** menu.



Your SIM card locks again when you turn off your Treo XXX and then turn it back on.

To disable the current Phone Lock settings:



- 1 Press **Phone** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Phone Lock**.
- 4 Uncheck the **Lock SIM** box.
- 5 Enter your **PIN** code.
- 6 Select **OK**.

## Locking your Treo

To protect your personal information, you can lock your Treo XXX so that you need to enter your password to access any of your information or to use any of the features on your Treo, including the phone. You can, however, still make emergency calls when your Treo is locked.

**IMPORTANT** If you lock your Treo, you must enter the exact password to unlock it. If you forget the password, you need to perform a hard reset to resume using your Treo. Performing a hard reset while your Treo is password locked deletes all the

entries in your Treo and completely reformats it. If you use password protection in Palm Desktop software, you must remember your password to restore your info. However, if you do not use password protection in Palm Desktop software, you can restore all previously synchronized info the next time you sync (see [Synchronizing information—the basics](#)).

- 1 Press **Applications**  and select **Security** .
- 2 Select the **Password** box.



- 3 Assign a password and a password hint.
- 4 Select the **Auto Lock Device** box.
- 5 When prompted, enter your password and select **OK**.
- 6 Select one of the following options:


**Never:** Prevents your Treo from locking automatically.



**On power off:** Locks your Treo when you turn off the screen, or when it shuts off with the Auto-off feature.

**At a preset time:** Locks your Treo at a specific time of day.

**After a preset delay:** Locks your Treo after a period of inactivity.

- 7 Select **OK**.
- 8 Do one of the following:
  - Select **Lock & Turn Off** to lock your Treo immediately.
  - Press **Applications**  to accept your settings and continue using your Treo.

**TIP** After you create a password, you can lock your system manually. Press **Applications** and select **Security**. Select **Lock & Turn Off**, and then select **Off & Lock**.

**TIP** To change your password, select the **Password** box, enter your current password, and then enter the new password. To delete your password, select the **Password** box and then select **Unassign**.

### Working with private entries

In most applications, you can mark individual entries as private. All private entries remain visible and accessible until you select the Security setting. You have three Security setting options:

**Show Records:** Private records are visible.

**Hide Records:** Private entries do not appear anywhere in the application.

**Mask Records:** Private entries are replaced with a gray bar that lets you know the entry is there but keeps it from being legible.



After you enable the mask or hide setting, any entries marked as private are immediately hidden or masked. If you

define a password, you must enter it to display private entries. If you do not define a password, you (or anyone else) can reveal private entries without a password.

- 1 Open the entry that you want to mark private.
- 2 Select **Details**.
- 3 Check the **Private** box.
- 4 Select **OK**.


### Hiding or masking all private entries

Make sure the entries you want to mask or hide are marked private.

- 1 Press **Applications**  and select **Security** .
- 2 Select the **Current Privacy** pick list and select either **Hide Records** or **Mask Records**.
- 3 If prompted for your password, enter it and then select **OK**.


### Viewing all private records

You can reveal all the entries you've hidden or masked.

- 1 Press **Applications**  and select **Security** .

- 2 Select the **Current Privacy** pick list and select **Show Records**.
- 3 If prompted for your password, enter it and then select **OK**.

### Viewing private entries in a specific application



- 1 Open the application that contains the private entries you want to see.
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Security**.
- 4 Select the **Current Privacy** pick list and select **Show Records**.
- 5 Select **OK**.
- 6 If prompted for your password, enter it and then select **OK**.

### Security and Palm Desktop software (Windows)

You can set the Windows version of Palm® Desktop software to observe the security password for your Treo XXX. If you forget your password, you cannot view your information in Palm Desktop. If your Treo XXX is unlocked, you can change your password on your Treo XXX, but all entries

marked as private are deleted. You can restore your private entries the next time you sync, and then create a new password.



Follow these steps to recover from a lost password:

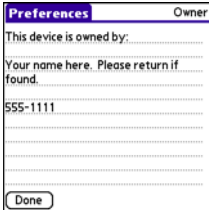
- 1 Press **Applications**  and select **Security** .
- 2 Select the **Password** box.
- 3 Select **Lost Password**.
- 4 Select **Yes**.

**TIP** If you want additional security for Palm Desktop files, you may want to purchase a third-party solution.

### Entering owner information

You can use Owner Preferences to record information that you want to associate with your Treo XXX, such as your name, company name, and home phone number. If you lock your Treo (see [Locking your Treo](#)), the Owner Preferences information appears on the screen that requests your password to unlock it, and you must also enter your password to change the Owner Preferences information.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Owner**.
- 3 If you assigned a password with the Security application, select **Unlock**, enter your password, and then select **OK** to continue.
- 4 Enter the text that you want to appear in the Owner Preferences screen.





- 5 Select **Done**.

## System settings

### Setting the date and time

By default, your Treo XXX synchronizes the date, time, and time zone with the AT&T

network when your phone is on and you are inside a coverage area. Date & Time Preferences also enable you to manually set the date, time, and location (time zone) setting for your Treo XXX.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Date & Time**.
- 3 Select the **Automatically set** pick list and select one of the following settings:

**NOTE** The options that appear on the screen vary based on the setting you select in step 3.

**Date, time and time zone:** The date, time, and time zone are acquired from [your the AT&T](#) network.

**Date and time:** Lets you set the time zone manually. The date and time are acquired from [your the AT&T](#) network.

**Nothing:** Lets you set the date, time, and time zone manually. No info is acquired from [your the AT&T](#) network.



- 4 If the **Location** pick list appears, select it, and then select a city in your time zone.





**TIP** If a city in the same time zone is not on the list, select **Edit List**, select **Add**, select a city in your time zone, and then select **OK**. If necessary, modify any of the settings in the Edit Location dialog box, and then select **OK**.

- 5 If the Date and Time fields appear, select the **Date** field and select the date, and then select the **Time** field and select the time.
- 6 Select **Done**.

**TIP** You can also set time zones for Calendar events. See [Creating an event](#).

## Optimizing power settings

Power Preferences enable you to adjust settings to maximize the battery's performance.

- 1 Press **Applications**  and select **Prefs** .
- 2 Select **Power**.
- 3 Set any of the following preferences:
  - Brightness:** Sets the intensity of the screen backlight. Drag the slider or press **Left**  and **Right**  to adjust the brightness level.



**Auto-off after:** Determines how long your screen stays on during a period of inactivity. When there is no interaction with the keyboard or screen for the specified time period, your Treo XXX turns off automatically.

## On a call, dim (or turn off) backlight

**after:** Determines how long the backlight stays on at normal intensity during a phone call. After the specified time period, the backlight dims (or turns off) to conserve power during a long phone call.

**Beam Receive:** Determines whether your Treo is ready to receive information over an infrared beam. If you leave this option turned off, you must return to this screen to turn on this option the next time you want to receive a beamed item.

**Power Save Mode:** When this option is selected, after the specified time period, the backlight dims to one level above off to conserve power during a long phone call or when MP3 is playing in the background.

- 4 Select **Done**.



**TIP** You can also access the brightness setting by pressing **Option + P**. To temporarily set the backlight to the preset low setting, press **Option + Menu**.

## Connecting to a VPN

If you want to use your Treo to access your corporate email account or other files on your corporate server, you may need to set up a virtual private network (VPN) on your Treo. A VPN enables you to log in to your corporate server through the company's firewall (security layer). You need a VPN client on your Treo XXX if your Treo and your company's server are located on opposite sides of the firewall.

Check with your company's system administrator to see if a VPN is required for accessing the corporate server. If a VPN is required, you must purchase and install a third-party VPN client on your Treo XXX to use this feature.

**TIP** For information about third-party VPN client software, visit [go.palm.com/treoux-att/go.palm.com/treouxx/](http://go.palm.com/treoux-att/go.palm.com/treouxx/).

- 1 Install your third-party VPN client. See [Installing applications](#) for details.
- 2 Press **Applications**  and select **Prefs** .
- 3 Select **VPN**.
- 4 Enter the settings provided by your corporate system administrator.







CHAPTER

12

## Common questions

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Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions. For additional information and answers to other common questions, visit [go.palm.com/trexxx-att/](https://go.palm.com/trexxx-att/) [go.palm.com/trexxx/](https://go.palm.com/trexxx/).

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## Upgrading

If you experience problems with your Palm® Treo™ XXX smart device after performing the upgrade steps in this guide, you may have incompatible applications or settings that were not quarantined during the installation process. These incompatible applications or settings can lead to numerous issues, including system resets and freezes. If you experience a problem after upgrading, follow the steps in this section to remove the incompatible apps from your Treo XXX and to transfer your other info to your new Treo XXX.

**NOTE** If you have trouble installing a third-party application, contact the developer for assistance.

We recommend that you *do not* install apps that do any of the following:

- Modify phone functions, such as ringtones, dialing, or caller ID
- Replace organizer features, such as Contacts or Calendar

- Set data connection features, such as activating or ending data connections
- Provide web-clipping features, such as PQA files
- Provide instant messaging features

If you want to continue using these types of applications, please contact the third-party developer for software updates and for info about compatibility with your Treo XXX.

### WINDOWS ONLY

- 1 On your computer, click **Start>Programs>Palm>Safe HotSync**.
- 2 Follow the instructions on the screen.
- 3 Locate the **Old\_Apps** folder on your computer. This folder is usually located inside one of the following folders:  
**C:\Program Files\Palm\  
C:\Program Files\palmOne\  
C:\Program Files\Handspring\**
- 4 To help you identify the app that is causing the problem, move one app at a time from the **Old\_Apps** folder to the **Backup** folder, and then sync.

If the problem recurs, delete the last app you installed and report the problem to its developer.

- Repeat step 4 for each of the apps in the **Old\_Apps** folder.

**NOTE** If you have trouble moving apps from the Old\_Apps folder to the Backup folder, or determining which files to move, try reinstalling the app using the original third-party developer files.

**TIP** Need more info on the Backup folder? See [What is the backup folder?](#).

### MAC ONLY

- Locate your **user** folder on your computer.

**NOTE** Your user folder name is the same as your device name and is usually found in this location: **<Mac hard drive> : Users : <your Mac username> : Documents** : **Palm : Users**

- Select your **user** folder and Option-drag it to your Mac desktop to make a copy of that folder.

- Confirm that your copy includes the **Backup** subfolder and that all the files in the original Backup subfolder are also in the copy of the Backup subfolder.
- Delete all files from the original **Backup** subfolder.
- Perform a hard reset on your Treo XXX. See [Resetting your Treo](#) for instructions.
- Sync your Treo XXX with your new desktop software and be sure to select your existing device name from the User list.
- To help you identify the app that is causing the problem, move one third-party app from the copy of the **Backup** subfolder to the original **Backup** subfolder, and then sync.  
If the problem recurs, delete the last app you installed and report the problem to its developer.
- Repeat step 7 for each of the third-party apps in the copy of the **Backup** folder.

## Desktop software installation

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If you are having trouble installing the desktop software, you may have the wrong version of the software or some of your computer's resources may be unavailable.

**TIP** The Palm Software Installation CD installs software that lets you synchronize using Palm® Desktop software or Microsoft Outlook for Windows. If you want to synchronize using a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's author or vendor to learn if software is available for your Treo XXX.

Follow these steps to retry the installation.

- 1 Make sure your computer profile includes administrator rights to install software. In large organizations, these are usually granted by the system administrator.
- 2 Restart your computer.

- 3 Quit any active applications, including virus scanners and Internet security applications.
- 4 Make sure you're installing the software from the Palm Software Installation CD that came with your new Treo XXX. Other versions of the desktop software may not work with your Treo XXX.
- 5 Insert the Palm Software Installation CD to restart the installation.

**IMPORTANT** Always use the same language for your Treo, your computer operating system, and your desktop software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.

## Resetting your Treo

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### Performing a soft reset

Performing a soft reset is similar to restarting a computer. If your Treo is not responding or you have trouble synchronizing with your computer, a soft

reset may help. All your info is retained when you perform a soft reset.

- 1 Remove the battery from your Treo XXX, and then reinsert it.

Don't know how? See [Replacing the battery](#).

**NOTE** The reset begins when you reinsert the battery.

- 2 At the end of the soft reset, Date & Time Preferences appears. Select **Done**.

### Performing a system reset

A system reset, also called a safe or warm reset, tells your Treo to stop what it's doing and start over again without loading any system extras. If your Treo loops or freezes during or after a soft reset, a system reset may help. Performing a system reset can release your Treo from an endless loop so that you can uninstall a third-party application that may be causing the looping.

- 1 Remove the battery from your Treo XXX, and then reinsert it.

Don't know how? See [Replacing the battery](#).

- 2 When the Palm logo appears, press and hold **Up ▲** until the black status bar at the bottom of the screen fills and disappears, and then release **Up ▲**.
- 3 Delete the third-party application that you suspect is causing the problem.
- 4 Perform a soft reset. The wireless features of your Treo XXX are not available until you complete this step.




### Performing a hard reset

A hard reset erases all information and third-party software on your Treo. Never perform a hard reset without first trying a soft reset and a system reset and trying to resolve third-party software issues. (See [Third-party applications](#) for suggestions on diagnosing third-party software issues.) After a hard reset, you can restore previously synchronized information the next time you sync.

**IMPORTANT** If you set a password on your Treo XXX, performing a hard reset reformats your Treo XXX. This is a more severe form of a hard reset, which

removes all your information, and restores your formats, preferences, and other settings to the factory default settings.

**TIP** Some third-party applications do not create a backup on your computer when you synchronize. If you perform a hard reset, you may lose data in these applications and you will need to reinstall the application after the hard reset. Please contact the application's developer to find out which data is backed up during synchronization.



- 1 Remove the battery from your Treo XXX, and then reinsert it.  
Don't know how? See [Replacing the battery](#).
- 2 When the Palm logo appears, press and hold **Power/End**  until the black status bar at the bottom of the screen fills and disappears, and then release **Power/End** .
- 3 When the **Erase all data?** prompt appears, press **Up**  to confirm the hard reset.

**IMPORTANT** If a **Reformatting in progress** message appears, do not touch

your Treo XXX until the process is complete. This may take up to 10 minutes.

- 4 When the language selection screen appears, select the same language you selected for your desktop software.


**IMPORTANT** Always use the same language for your Treo, your computer operating system, and your desktop software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.

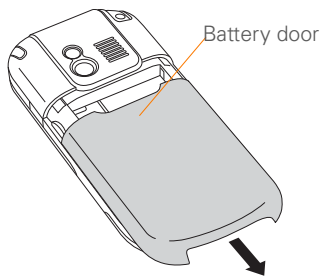
- 5 (Optional) If you want to confirm that the hard reset was successful, press **Applications**  and select **HotSync** . If you see your device name in the upper-right corner, the hard reset was *not* successful.

## Replacing the battery

Your Treo XXX comes with a replaceable battery. Be sure to use a replacement battery that is recommended or sold by Palm and is compatible with the Treo XXX.

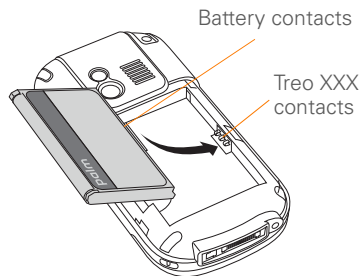
**CAUTION** Failure to use the proper battery may result in a risk of personal injury or product damage, and it voids your Treo XXX warranty.

- 1 Press **Power/End**  to turn off the screen.
- 2 Press the **Battery door** near the top where the door and camera sections meet and slide it downward to remove it from your Treo XXX.



- 3 Place a finger in the notch next to the battery, and lift up the old battery at a 45-degree angle to remove it from the compartment.
- 4 Align the metal contacts on the new battery with the contacts inside the

battery compartment, insert the new 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.


- 5 Slide the battery door onto the back of the Treo XXX until it clicks into place.
- 6 Connect your Treo to the charger or sync cable to charge the new battery.



**TIP** Be sure to dispose of your old battery properly. In some areas, disposal in household or business trash is prohibited.

## Screen





### The screen appears blank

- 1 When a call lasts longer than the limit specified in Power Preferences, the screen dims automatically. In certain lighting conditions, the screen may appear blank when this occurs. Press any key except Power/End to restore the screen to normal brightness. Pressing Power/End hangs up the call.
- 2 When a period of inactivity lasts longer than the limit specified in Power Preferences, the screen turns off. Press and release **Power/End**  to wake up the screen.
- 3 Look closely at the screen. If you can see a dim image, try adjusting the screen brightness (see [Adjusting the brightness](#)).
- 4 If the screen is still blank, perform a soft reset (see [Performing a soft reset](#)).

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



**TIP** To find carrying cases that protect the screen, and other useful accessories, visit [go.palm.com/trexxx-attgo.palm.com/trexxx/](http://go.palm.com/trexxx-attgo.palm.com/trexxx/).

### The screen doesn't respond accurately to taps or it activates wrong features

- 1 Press **Applications** .
- 2 Use the **5-way**  to select **Prefs** .
- 3 Use the **5-way**  to select **Touchscreen**.
- 4 Follow the onscreen instructions to align the screen.
- 5 Select **Done**.
- 6 If the problem persists, check for dirt between the screen and the edge of the Treo XXX.
- 7 If you're using a screen protector, make sure that it is properly installed.

### There's a blinking bell in the upper-left corner

The blinking bell in the upper-left corner of the screen is the Alert icon. It appears when you have alarms or messages that you haven't acknowledged.

- 1 Press and hold **Center**  or tap the blinking bell  with your stylus.
- 2 When the list of pending alerts appears, do either of the following:
  - Select the text of the alert to view the item. The item stays in the list.
  - Check the box next to an alert to clear it from the list, and then select **Done**.

## Synchronization

Synchronization backs up the information from your Treo onto your computer and vice versa. If you ever need to perform a hard reset or otherwise need to erase all your information on your Treo XXX, you can synchronize your Treo XXX with your computer to restore the info. Similarly, if your computer crashes and your Palm Desktop info is damaged, you can recover

your info by synchronizing with your Treo XXX. To make sure you always have an up-to-date backup of your info, synchronize frequently.

This section describes synchronization between your Treo and a desktop computer running Palm Desktop software. You can also synchronize the information on your Treo using third-party applications. See the documentation for the third-party application for information on features and configuration.

Before you attempt to synchronize, make sure you've installed the desktop synchronization software from the Palm Software Installation CD.

**TIP** Every device needs a unique name. Never synchronize more than one device to the same device name on your computer.

### I can't find my user folder

**Windows:** If your device name is one word, your user folder name is the first six characters of your device name. If your device name is two words, your user folder name consists of the first six characters of

the second word of your device name, followed by the first letter of the first word. For example, if your device name is John Smith, your user folder is named SmithJ. Your user folder is usually located inside one of the following folders:

**C:\Program Files\Palm\**

**C:\Program Files\palmOne\**

**C:\Program Files\Handspring\**

**Mac:** Your user folder name is the same as your device name and is usually found in this location: **<Mac hard drive> : Users : <your Mac username> : Documents : Palm : Users**

### What is the backup folder?

The Backup folder is located inside your user folder (see [I can't find my user folder](#)).

During synchronization, the HotSync® manager puts a copy of most of your info and applications into the Backup folder. (Some third-party apps do not put a copy into the Backup folder.) The next time you sync, the HotSync manager compares the contents of the Backup folder to the contents of your Treo XXX, and then restores any missing info or applications.


If an app that you deleted reappears on your Treo XXX, try deleting the app from your Backup folder.

### Palm Desktop does not respond to a sync attempt

- 1 Make sure that the USB sync cable is securely connected to the USB port on your computer and on the bottom of your Treo XXX (see [Synchronizing information—the basics](#)).

**TIP** If you're having trouble trying to sync using an IR or Bluetooth® wireless technology connection, try using the USB sync cable instead. If this solves the problem, check your IR or Bluetooth settings (see [Synchronizing information—advanced](#)).

- 2 Make sure that the HotSync manager is running:

**Windows:** Right-click **HotSync manager**  in the taskbar in the lower-right corner of your computer screen, and make sure that **Local USB** is checked. If you don't see the HotSync manager icon, click **Start**, select **Programs**, select **Palm**, and then select **HotSync manager**.



**Mac:** Find the **Palm** folder on your Mac hard drive. Double-click the **HotSync manager** icon in the **Palm** folder. In the Connection Settings panel, set the **Local Setup port to Palm USB**.

- 3 Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
- 4 Perform a soft reset (see [Performing a soft reset](#)).
- 5 Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
- 6 If problems persist and you're synchronizing through a USB hub, try connecting the sync cable to a different USB port or directly to your computer's built-in USB port.
- 7 Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
- 8 Check the multi-connector on the bottom of your Treo XXX for debris or

discoloration. Carefully clean the connector by dipping a cotton swab in some rubbing alcohol and gently wiping the metal contacts on the connector. Try to sync again.

- 9 Check the connector on the USB sync cable for integrity and cleanliness. Make sure the pins on the connector are straight, protruding, and not damaged. If the cable appears to be damaged, stop here and locate another USB sync cable.
- 10 **WINDOWS ONLY** Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select **Palm Desktop software**, and then click **Change/Remove**.

**NOTE** Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Technical Support if the problem persists after you complete step 7.

- 11 Restart your computer.
- 12 Reinstall Palm Desktop software from the Palm Software Installation CD that came with your Treo XXX.

## Synchronization starts but stops without finishing

**TIP** The HotSync Log can give you information about your most recent synchronization.

**Windows:** Right-click the **HotSync manager** icon in the taskbar in the lower-right corner of your computer screen, and then select **View Log**.

**Mac:** Open Palm Desktop software. From the **HotSync** menu, select **View Log**.

If you upgraded from a previous Palm OS® device or received a system error, such as Sys0505, there may be conflicts with software on your Treo XXX.

- 1 Locate your **Backup** subfolder and rename the folder (for example, BackupOld).

**Windows:** C:\Program Files\Palm\<device name>

**Mac:** <Mac hard drive> : Applications : Palm : Users : <device name>

**NOTE** Can't find a Palm folder in Program Files? Then look for a palmOne or Handspring folder instead. For more info, see [I can't find my user folder](#).

- 2 Synchronize.
- 3 If the problem is resolved, begin reinstalling your third-party applications one at a time by double-clicking a single file in the original **Backup** subfolder that you renamed, and sync after each application you install. If the problem recurs, delete the last application you installed and report the problem to its developer.
- 4 **WINDOWS ONLY** If the Windows New Hardware Wizard appears, the synchronization process may be timing out before the wizard completes its job. Follow all instructions in the New Hardware Wizard, and then sync again.
- 5 **WINDOWS ONLY** Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select **Palm Desktop software**, and then click **Change/Remove**.

**NOTE** Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Technical Support if the problem persists after you complete step 3.

- Restart your computer.
- Reinstall Palm Desktop software from the Palm Software Installation CD that came with your Treo XXX.

### **Synchronization finishes but info doesn't appear where it should**

- Make sure you're synchronizing with the intended desktop personal information manager (PIM). The Palm Software Installation CD enables you to choose whether you want to synchronize with Palm Desktop software or Microsoft Outlook for Windows. Reinsert the installation CD and select **Change your synchronization method** if necessary. If you use a different PIM, you need to install third-party software to synchronize. For more information, consult the company that makes the PIM.
- If multiple Palm OS devices are synchronizing with your computer, make sure the name of the device you are synchronizing appears in the **User** field on the toolbar of Palm Desktop software.

- Open HotSync manager on your computer, and make sure the necessary conduits are set to **Synchronize the files**.

**NOTE** If you need to change the setting to **Synchronize the files**, be sure to check the **Set as default** box as well.

- WINDOWS ONLY** Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select **Palm Desktop software**, and then click **Change/Remove**.

**MAC ONLY** Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Technical Support if the problem persists after you complete step 3.


- Restart your computer.
- Reinstall Palm Desktop software from the Palm Software Installation CD that came with your Treo XXX.
- (Outlook only) If you're trying to synchronize offline, set your Outlook Calendar, Contacts, Notes, and Tasks to be available offline.

**TIP** Outlook subfolders and public folders are not accessible with the included software. You may want to use a third-party solution instead.

**TIP** (Outlook only) If you want to sync your info with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Outlook (right-click the addresses and select **Add to Personal Address Book**).

**TIP** For more info on Outlook conduits, right-click the **HotSync manager** icon in the taskbar, select **Custom**, select an app with Outlook in its name, and then select **Help**.

### I have duplicate entries in Microsoft Outlook after I sync

- 1 Open Microsoft Outlook and delete the duplicate entries.
- 2 On your computer, go to the application with duplicate entries and manually enter any info you added to your Treo XXX since the last time you synchronized.
- 3 Right-click **HotSync manager**  in the taskbar and select **Custom**.

- 4 Select an application that has duplicate entries and also has Outlook in its name.
- 5 Click **Change**.
- 6 Select **Desktop overwrites handheld**, and then click **OK**.
- 7 If more than one application has duplicate entries, repeat steps 4 through 6 for each application with duplicates.
- 8 Click **Done**.
- 9 Synchronize your Treo XXX and your computer.


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

If you create an appointment in the wrong time zone (that is, your desktop was set to the wrong time zone), it shows up in the wrong time zone on your Treo. To be safe, enable local network time and avoid assigning time zones to your appointments.

If you're using **Microsoft Outlook**:




- 1 Make sure that you installed the Microsoft Outlook conduit that came

with your Treo XXX. If you're not sure whether this software is installed, reinstall Palm Desktop software from the Palm Software Installation CD that came with your Treo XXX.

- 2 Open Microsoft Outlook and correct the wrong entries.
- 3 On your computer, manually enter any Calendar info you added to your Treo XXX since the last time you synchronized.
- 4 Click **HotSync manager**  in the taskbar and select **Custom**.
- 5 Select an application that has both Calendar and Outlook in its name.
- 6 Click **Change**.
- 7 Select **Desktop overwrites handheld**, and then click **OK**.
- 8 Synchronize your Treo XXX and your computer.
- 9 Repeat steps 4 through 6 to open the Calendar Change HotSync Action dialog box again.
- 10 Make sure **Synchronize the files** is selected and **Set as default** is checked, and then click **OK**.

You should now be able to assign time zones to your events without encountering this problem.

If you're using **Palm Desktop software**:

- 1 On your Treo XXX, press **Calendar** .
- 2 Press **Menu** .
- 3 Select **Options**, and then select **Preferences**.
- 4 Uncheck the **New events use time zones** box (if it's checked).
- 5 On your computer, open Palm Desktop software and correct the wrong entries.
- 6 On your computer, manually enter any Calendar info you added to your Treo XXX since the last time you synchronized.
- 7 Click **HotSync manager**  in the taskbar and select **Custom**.
- 8 Select **Calendar**.
- 9 Click **Change**.
- 10 Select **Desktop overwrites handheld**, and then click **OK**.
- 11 Synchronize your Treo XXX and your computer.



**12** Repeat steps 7 through 9 to open the Calendar Change HotSync Action dialog box again.

**13** Make sure **Synchronize the files** is selected and **Set as default** is checked, and then click **OK**.

You should now be able to assign time zones to your events without encountering this problem.

**IMPORTANT** To avoid this problem in the future, do not assign time zones to your events. Palm Desktop software does not support time zones.

### The text of my memos is truncated after I sync

If you use your desktop software to create a memo that is longer than 4,096 characters, the excess characters are truncated when you transfer the memo to your Treo XXX.

## Phone

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### Signal strength is weak

Become familiar with low coverage areas where you live, commute, work, and play. Then you will know when to expect signal strength issues. You can check signal strength by looking at the **Signal Strength**  icon in the title bar of the Main tab in the Phone application. The stronger the signal, the more bars that appear. If you are outside a coverage area, no bars appear.

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

### My Treo won't connect to the mobile network

- 1 Try the suggestions about signal strength described in [Signal strength is weak](#).
- 2 Turn off your phone and turn it on again (see [Turning your phone on and off](#)).
- 3 Remove the SIM card and reinsert it (see [Inserting the SIM card and battery](#)).
- 4 Perform a soft reset (see [Performing a soft reset](#)).


### The other person hears an echo

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


### I hear my own voice echo

Ask the person on the other end of the call to turn down the volume on his or her phone or to hold the phone closer to his or her ear.

### My voice is too quiet on the other end

- Be sure to place the bottom of the Treo, or the hands-free microphone, close to your mouth.
- Check the **Signal Strength**  icon in the title bar of the Main tab in the Phone application. If the signal is weak (few bars are displayed), try the suggestions about signal strength described in [Signal strength is weak](#).

### I hear static or interference

Check the **Signal Strength**  icon in the title bar of the Main tab in the Phone application. If the signal is weak (few bars are displayed), try the suggestions about signal strength described in [Signal strength is weak](#).


If you're using a Bluetooth® hands-free device, see [I hear static or interference](#).

when using my Bluetooth hands-free device.

### My phone seems to turn off by itself

If a system error and reset occur, the Treo XXX automatically turns the phone on if it was on before the reset. However, if the Treo XXX can't determine if your phone was on before the reset, the phone does not automatically turn on (see Turning your phone on and off). If the problem persists and you're using third-party applications, see Third-party applications for additional suggestions.

### My Treo makes or answers calls when it's in a bag or pocket

Items in your bag or pocket may be pressing the onscreen Answer button or otherwise activating screen items. If this happens, be sure to press **Power/End**  to turn off the screen before placing your Treo in a bag or pocket. You may also want to disable the screen's touch-sensitive feature during incoming calls (see Locking your screen).



**TIP** To find carrying cases that can help prevent your Treo XXX from making calls, as well as other useful accessories, visit [go.palm.com/treoxxx-att](http://go.palm.com/treoxxx-att) or [go.palm.com/treoxxx](http://go.palm.com/treoxxx).

## Hands-free devices

**TIP** Bluetooth range is up to 30 feet in optimum environmental conditions. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

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

Confirm all the following:

- The Bluetooth device is compatible with your Treo XXX. Go to [go.palm.com/treoxxx-att](http://go.palm.com/treoxxx-att) or [go.palm.com/treoxxx](http://go.palm.com/treoxxx) for a list of compatible devices.
- Press **Applications**  and select **Bluetooth** . Make sure the **Bluetooth** setting is set to **On**.

- You have already formed a partnership between your Treo XXX and your hands-free device, and the hands-free device appears in the Trusted Devices list. (See [Connecting to a Bluetooth® hands-free device](#).)
- Your hands-free device is charged and turned on.
- Your Treo is within range of the hands-free device.
- If the problem persists, turn the **Bluetooth** setting to **Off** and then turn it back on again. If it still persists, create a new partnership with the hands-free device (see [Connecting to a Bluetooth® hands-free device](#)).

If the problem persists, turn the **Bluetooth** setting to **Off** and then turn it on again. If it still persists, create a new partnership with the hands-free device (see [Connecting to a Bluetooth® hands-free device](#)).

### I hear static or interference when using my Bluetooth hands-free device

- Try moving your Treo closer to the hands-free device. Audio quality degrades as the distance between your Treo and hands-free device increases. The effective range for a device varies between manufacturers.
- Confirm that no obstructions, including your body, are between your Treo and your hands-free device.

**TIP** For best performance, keep your Bluetooth hands-free device and your phone on the same side of your body.

### Some features of my Bluetooth hands-free device don't work with my Treo

- Check the Palm compatibility list at [go.palm.com/treoux-att/go.palm.com/treoux/](http://go.palm.com/treoux-att/go.palm.com/treoux/) to ensure that your device is compatible.
- Check the documentation that came with your device or the manufacturer's website for information specific to your device.

## Email

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- For troubleshooting info on Xpress Mail, go to [xpressmail.att.com/subscriber](http://xpressmail.att.com/subscriber).



- For troubleshooting info on the VersaMail® application, 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.

## Messaging

### **I can't tell if data services are available**


When your phone is on, icons appear in the title bar in the Main tab in the Phone application to indicate whether data services are available and whether a data connection is active. Make sure that either of the following icons appears in the title bar of the Main tab:  . If you do not see either of these icons, data services are not available in your current location and you cannot exchange multimedia messages.

### **I can't send or receive text messages**

- Make sure your SIM card is inserted correctly (see [Inserting the SIM card and battery](#)) and your phone is turned on (see [Turning your phone on and off](#)).
- Contact **AT&T your network operator** to verify that your plan includes text messaging services, that these services have been correctly activated, and that they are available at your location. **AT&T Your network operator** should be able to tell you if text messaging services have been experiencing transmission delays. Delays can also occur between the time that a message is sent and the time it is received.
- Verify with the recipient that the receiving device can handle text messages.
- If a text message arrives but does not display an alert, perform a soft reset (see [Performing a soft reset](#)).

### **I can't send or receive multimedia messages**


- Make sure your phone is turned on (see [Turning your phone on and off](#)).

- Contact **AT&T your network operator** to verify that your plan includes multimedia messaging services (MMS), that these services have been correctly activated, and that they are available at your location. **AT&T Your network operator** should be able to tell you if multimedia messaging services have been experiencing transmission delays. Delays can also occur between the time that a message is sent and the time it is received.
- Make sure that either of the following icons appears in the title bar of the Main tab: . If you do not see either of these icons, data services are not available in your current location and you cannot exchange multimedia messages.
- Verify with the recipient that the receiving device can handle multimedia messages.
- If a message arrives but does not display an alert, perform a soft reset (see [Performing a soft reset](#)).

## Web




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### I can't tell if data services are available



When your phone is on, icons appear in the title bar in the Main tab in the Phone application to indicate whether data services are available and whether a data connection is active. Make sure that either of the following icons appears in the title bar of the Main tab: . If you do not see either of these icons, data services are not available in your current location and you cannot connect to the Internet.


### My Treo won't connect to the Internet

Your Treo XXX supports GPRS and EDGE wireless data networks. To connect to the Internet, you must subscribe to and activate data services with **AT&T your network operator**, and you must be in a location with data coverage.

- 1 Press and hold **Power/End**  to turn off your phone. Then press and hold the same button to turn it back on again.
- 2 Press **Phone**  and look for either of the following icons in the title bar of the Main tab: .


- 3 If you see these icons, you are in a data coverage area. Try connecting to the Internet again. If you do not see either of these icons, press

**Applications** , select **Prefs** , and continue with the following steps.

- 4 Select **Network**.
- 5 Select the **Service** pick list and select **MEdia Net your wireless service provider's data service**.
- 6 Select **Connect**.
- 7 If the connection is successful, go to the web browser. If you still can't make a connection, perform a soft reset (see [Performing a soft reset](#)).
- 8 If your phone did not turn on automatically after the soft reset, press and hold **Power/End**  to turn on your phone, and try connecting to the Internet.
- 9 Contact **AT&T your network operator** to verify the following:
- Your subscription plan includes high-speed data services.
  - Data services have been activated on your account.

- Data coverage is available in your location.
- There are no data service outages in your location.

### I can't access a web page

First, make sure you have Internet access: Open the web browser and try to view another web page you've loaded before. To ensure you're viewing the page directly from the Internet, press **Menu** , select **Go**, and then select **Refresh**.




If you can view the other web page after you refresh it but you still can't access the page you were originally trying to view, the page may contain elements that are not supported by the web browser. These include Flash, Shockwave, VBScript, WMLScript, and other plug-ins.


Some websites use a redirector to their true home page. If the web browser on your Treo XXX can't follow the redirector, try using a desktop browser to see the landing page of the redirector, and then enter that address in the web browser on your Treo XXX.

**TIP** Your Treo can open your email application when you select an email address on a web page. If nothing happens when you select the link, make sure your email application is already set up.

### It takes a long time for a web page to load

If it is taking longer than usual to load web pages, you may have traveled from an EDGE service area to a GPRS service area. Although GPRS data service is considered a high-speed data service, it seems slow if you are used to EDGE speed.

- 1 Press **Phone**  and look for either of the following icons in the title bar of the Main tab to confirm that you have a data connection:  
- 2 Try opening a different web page to see if the problem persists.
  - If you can open a different web page, it is likely that the original website is experiencing problems, and the problem is not related to your Treo.
  - If the problem persists on a different web page, you may have a problem with your connection to **the AT&T your network operator** network.

- 3 To be sure there is not a problem with your connection to **the AT&T your network provider**, press and hold **Power/End**  to turn off your phone. Then press and hold the same button to turn it back on again.
- 4 Try opening the web page again to see if it loads faster.

### An image or map is too small on my screen

The web browser has two modes: Optimized and Wide Page. Optimized Mode resizes all images and page elements to fit into a single column on the Treo XXX screen. Switch to Wide Page Mode to see the full-size image (see [Viewing a web page](#)).

You may also be able to save the image on your Treo XXX or an expansion card and then view the image later on your computer.

### A secure site refuses to permit a transaction



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



allows transactions using Blazer™ web browser from your Treo.

### My Bluetooth DUN connection isn't working

Check all of the following:

- Press **Applications**  and select **Bluetooth** . Make sure the **Bluetooth** setting is set to **On**.
- You have already formed a partnership between your Treo XXX and your computer (see [Creating a partnership between your Treo and your computer](#)).
- The Bluetooth feature on your computer is turned on.
- Your Treo is within 30 feet of your computer.

**TIP** Bluetooth range is up to 30 feet in optimum environmental conditions. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

If the problem persists, try the following:

- Turn the **Bluetooth** setting to **Off** and then turn it back on again.
- Try moving your Treo closer to your computer. The effective range for a computer varies between manufacturers.
- Confirm that no obstructions, including your body, are between your Treo and your computer.
- If the problem persists, create a new partnership with your computer (see [Creating a partnership between your Treo and your computer](#)).

## Camera

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

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.

- Hold the Treo XXX as still as possible. Try supporting your picture-taking arm against your body or a stationary object (such as a wall).
- Keep the subject of the picture still. Exposure time is longer with lower light levels, so you may see a blur.
- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light.
- Make sure the subject is at least 18 inches away from the camera to ensure good focus.

Remember that when you synchronize your Treo XXX with your computer, your camera images are stored in the My Pictures/Palm Photos folder on your hard drive (see [Viewing pictures and videos on your computer](#)).

## Making room on your Treo

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Keep in mind that your Treo XXX includes an expansion card slot, and that you can store applications and information on expansion cards (sold separately). However, you still need free memory on the Treo XXX itself to run applications from an expansion card. For more info on using expansion cards, see [Using expansion cards](#).

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

- **Email:** Messages that have large attachments can quickly consume memory on your Treo. Delete messages with large attachments. If you have hundreds of messages with or without attachments, you may want to delete older messages to make room (see the *User Guide for the VersaMail Application* on your computer [or the](#)

Xpress Mail documentation at [xpressmail.att.com/subscriber](http://xpressmail.att.com/subscriber).

- **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.
- **Pictures & Videos:** Large images take up a lot of memory. Move images to an expansion card or synchronize them to your computer, and then delete the images from your Treo (see [Viewing pictures and videos on your computer](#)).
- **Music:** Music files often consume a lot of memory. Move music files to an expansion card, or delete large files from your Treo.
- **Messaging:** Multimedia content can also consume a lot of memory. Move multimedia content to an expansion card, or delete large files from your Treo (see [Deleting messages](#)).
- **Internet:** If you set a large web browser cache, you may want to use the web browser's advanced Memory Management settings to clear all recent

pages (see [Customizing your web browser settings](#)).

- **Third-party applications:** You can delete infrequently used applications (see [Removing applications](#)) or move them to an expansion card (see [Copying applications between an expansion card and your Treo](#)).

## Third-party applications

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Some third-party applications can cause conflicts on your Treo XXX. For example, third-party applications that were not written with the Treo keyboard and 5-way navigator in mind may cause strange behavior or errors when using the keyboard and 5-way navigator in these applications. Third-party applications that modify wireless features may require extra troubleshooting.

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



- 1 Perform a soft reset (see [Performing a soft reset](#)).
- 2 If the problem persists, perform a system reset (see [Performing a system reset](#)).
- 3 Delete the most recently installed application from your Treo XXX (see [Removing applications](#)).
- 4 If the problem persists, perform another system reset.
- 5 If possible, synchronize your Treo XXX with your computer to back up your most recent info.
- 6 If you're unable to perform the preceding steps or the problem persists, locate your **Backup** subfolder on your computer and rename the folder (for example, BackupOld).
- 7 Perform a hard reset (see [Performing a hard reset](#)).
- 8 Sync to restore your info in Calendar, Contacts, Tasks, Memos, and Pictures & Videos.
- 9 If the problem is resolved, begin reinstalling your third-party applications one at a time by double-clicking a single file in the original Backup subfolder that you renamed, and sync after each application you install.
- 10 If the problem recurs, delete the last application you installed and report the problem to its developer.

**Windows:** C:\Program Files\Palm\*<device name>*

**Mac:** <Mac hard drive> : Applications  
**: Palm :** Users : <device name>

**NOTE** Can't find a Palm folder in Program Files? Then look for a palmOne or Handspring folder instead. For more info, see [I can't find my user folder](#).

### I can't exit a game or third-party application

Press **Option**  + **Applications**  to return to Applications View.

### Getting more help



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

## Error messages

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Your Treo XXX is designed to minimize interruptions when a system error occurs. If your Treo XXX encounters a system error, it automatically resets itself and resumes functioning as normal. If possible, it even turns the phone back on if it was on before the error occurred.

Sometimes you might want to know more about an error. Your Treo XXX uses a special interface to show error messages in greater detail.

- 1 Press **Phone** .
- 2 Enter **#\*377**, and then press **Send** .
- 3 Review the screen with details about the conditions that led up to the most recent automatic reset.
- 4 Select **OK**.


**NOTE** Third-party developers create their own error messages. If you do not understand an error message, please contact the developer of the application for help.



# Terms

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## **Alt (alternative)**

A keyboard key. Enter a letter on the keyboard, and then press Alt  to access variations such as international characters and symbols.

## **Applications View**

The screen on your Palm® Treo™ XXX smart device from which you can open all applications.

## **Auto-off interval**

The time of inactivity that passes before the screen on your Treo XXX turns off. The wireless features on your Treo XXX are unaffected by this setting.

## **Beam**

The process of sending or receiving an entry or application using the infrared (IR) port on your Treo.

## **Bluetooth® wireless technology**

Technology that enables devices such as the Treo XXX, mobile phones, and computers to connect wirelessly to each

other so that they can exchange information over short distances. For more info, visit [www.bluetooth.com](http://www.bluetooth.com).

## **CSD (circuit-switched data)**

A dial-up Internet connection. You pay for the connection time, not for how much information you transfer. Contrast with GPRS.

## **Device name**

The name associated with your Treo XXX and with the info in your desktop software. The device name (sometimes called the *username*) distinguishes your Treo XXX from all other Palm OS® devices. When you first synchronize your Treo XXX, you are asked to give it a device name. This name appears in the User list in Palm Desktop software. Every Palm OS device that is synchronized with the same computer must have a unique device name.

## **Dialog box**

A set of options and command buttons that is enclosed by a border and that enables you to carry out a specific task.

### **EDGE (Enhanced Data rates 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.)

### **Favorite**

A button that provides quick access to a phone number (speed-dial button) or commonly used application (such as Web or Messaging). You can define an unlimited number of favorite buttons in the Phone application.

### **GPRS (General Packet Radio Service)**

A mobile Internet connectivity technology that allows persistent data connections. (Additional charges may apply.)

### **HotSync®**

The technology that synchronizes your Treo and your computer with the simple press of a button.

### **HotSync manager**

The computer application that manages the synchronization of your Treo with your computer.

### **Infrared (IR)**

A way of transmitting information using light waves; this is called *beaming*. The IR port on your Treo enables you to transfer information to other IR devices within a short radius.

### **Lithium Ion (Li-Ion)**

The rechargeable battery technology used in the Treo XXX.

### **MMS**

An enhanced form of messaging that enables you to send pictures, videos, animations, sounds, and ringtones almost instantly.

### **Option key**

The keyboard key that enables you to access the alternative feature that is indicated above the letter on each key.

### **Palm® Desktop software**

A PIM application for computers that helps you manage your personal information and keep your personal information synchronized with your Treo.



## **Palm® OS by ACCESS**

The operating system of your Treo XXX. Palm OS is known for its simplicity of use and for the large number of compatible third-party applications that can be added to your Treo XXX.

## **Palm™ Quick Install**

The component on your Windows computer that enables you to install Palm OS applications and other information on your Treo.

## **Partnership**

Two Bluetooth 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 on some devices.

## **Phone**

The application on your Treo XXX that enables you to make and receive phone calls.

## **PIM (personal information manager)**

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

## **PIN (personal identification number)**

The four-digit password assigned to your SIM card by **AT&T your carrier**. Turning on the PIN lock secures your wireless account. See also PUK.

## **PIN2 (personal identification number 2)**

A code that protects certain network settings such as call barring or fixed dialing.

## **PUK (PIN unlock key)**

A special extended password assigned to your SIM card. If you enter the wrong PIN more than three times, your SIM card is blocked and you must call **AT&T your carrier** for the PUK.

## **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.

### **SIM (Subscriber Identity Module) card**

The smartcard, inserted in your Treo XXX, that contains your mobile account information, such as your phone number and the services to which you subscribe. Phonebook entries and SMS messages can also be stored on the SIM card.

### **Slide**

A collection of text, pictures, videos, and sounds that are grouped together within a multimedia message created in the Messaging application. During playback, all the items within a particular slide appear on the same screen. If a multimedia message contains multiple slides, each slide can be viewed separately during playback.

### **SMS**

The service that exchanges short text messages almost instantly. Text messages are typically sent to a mobile phone number, rather than to an email address (although this too is possible). These messages can usually include up to 160 characters; messages with more than 160 characters are automatically split into several messages. You can send and receive SMS messages while you are on a voice call.

### **Streaming**

Technology that enables you to access media content—for example, watch video or listen to an audio program—directly from the Internet on your Treo XXX without needing to download a file to save on your Treo XXX.

### **User folder**

The folder on your computer that contains the information you enter in Palm Desktop software and the information you enter on your Treo XXX and synchronize with Palm Desktop software.

# Important safety and legal information

## FCC Notice

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

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

*This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:*

- 1 *This device may not cause harmful interference, and*
- 2 *This device must accept any interference received, including interference that may cause undesired operation.*

## Antenna Care/Unauthorized Modifications

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

## FCC RF Safety Statement

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

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

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

## Declaration of Conformity

This device meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as:

FCC ID number: O8F-728.

Industry Canada ID number: 3905A-728

More information on the device's SAR can be found from the following FCC website:

<https://gullfoss2.fcc.gov/prod/oet/cf/eas/reports/GenericSearch.cfm>.

## Declaration of Conformity

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

Model name: Treo XXX  
Description: PDA phone

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

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

- EN 50360

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

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

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


Identification mark: 0984 (Notified Body) CE.

This identification mark is permanently provided on the device label.

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

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

Person responsible for making this declaration:



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

### Static Electricity, ESD, and Your Palm® Device

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

**Description of ESD** Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing

your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

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

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

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

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

- Low relative humidity.
- Material type. (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)

- The rapidity with which you touch, connect, or disconnect electronic devices.

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

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

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



**Waste disposal** Please recycle appropriately. For appropriate recycling and disposal instructions please visit: [www.palm.com/environment](http://www.palm.com/environment).



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# Specifications

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Radio	<ul style="list-style-type: none"><li>• GSM 850/900/1800/1900 quad band world phone</li><li>• GPRS class 10, class B</li><li>• EDGE up to 59kbps per time slot</li><li>• Supports CSD (circuit-switched data)</li></ul>
Phone features	<ul style="list-style-type: none"><li>• Speakerphone</li><li>• Hands-free headset jack (2.5mm, 4-barrel connector)</li><li>• Microphone mute option</li><li>• TTY/TDD compatible</li><li>• 3-way calling</li></ul>
Processor technology	Intel PXA270 Bulverde processor, 312MHz
Expansion	MicroSD card slot
Battery	<ul style="list-style-type: none"><li>• 1180mAH, rechargeable lithium ion</li><li>• Removable for replacement</li></ul>
Palm OS® version	Palm OS 5.4.9
Camera	<ul style="list-style-type: none"><li>• 1.3 megapixel</li><li>• Still-image capture resolution (1280 x 1024)</li><li>• 2x digital zoom</li><li>• Video capture resolution (352 x 288)</li><li>• Automatic light balance</li></ul>
Size	4.2 in. x 2.1 in. x 0.73 in. 107 mm x 53.6 mm x 18.6 mm

Weight	4.1 ounces116 grams
Connectivity	<ul style="list-style-type: none"><li>• IR</li><li>• Bluetooth® wireless technology (1.2 compliant)</li></ul>
Display	<ul style="list-style-type: none"><li>• Touch-sensitive LCD screen (includes stylus)</li><li>• 65,536 colors (16-bit color)</li><li>• User-adjustable brightness</li><li>• 320 x 320 resolution</li></ul>
Keyboard	<ul style="list-style-type: none"><li>• Built-in QWERTY keyboard plus 5-way navigator</li><li>• Backlight for low lighting conditions</li></ul>



Included software	<ul style="list-style-type: none"> <li>• Phone (including Favorites and Dial Pad)</li> <li>• Pics &amp; Videos (includes camera and camcorder)</li> <li>• Messaging (text and multimedia)</li> <li>• Blazer® web browser (Internet)</li> <li>• Pocket Tunes™ Deluxe</li> <li>• Xpress Mail (download required)</li> <li>• Good Mobile Messaging™ (download required)</li> <li>• VersaMail® (email)</li> <li>• Contacts</li> <li>• Calendar</li> <li>• Memos</li> <li>• Tasks</li> <li>• SIM Book</li> <li>• SIM Services</li> </ul> <ul style="list-style-type: none"> <li>• AT&amp;T Mail</li> <li>• Google Maps</li> <li>• Voice Dial</li> <li>• Voice Memo</li> <li>• Documents To Go Professional®</li> <li>• Calculator (Basic and Advanced)</li> <li>• World Clock</li> <li>• My Palm</li> <li>• Palm® Backup</li> <li>• Palm® Desktop software and HotSync® manager</li> <li>• Push to Talk</li> <li>• Quick Tour</li> <li>• Telenav (download required)</li> <li>• MobiTV (download required)</li> <li>• Instant messaging (IM)</li> </ul>
System requirements	<ul style="list-style-type: none"> <li>• Windows 2000, XP, or Vista with USB port</li> <li>• Mac OS 10.2–10.3 with USB port</li> <li>• Later versions may also be supported</li> </ul>

Operating and storage  
temperature range

- 32°F to 104°F (0°C to 40°C)
- 5% to 90% relative humidity (RH)

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