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 Centro

You can copy applications from your Centro 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**.

CHAPTER

10

Your personal settings

Customizing your Palm® Centro™ 690 is a great way to make it match your lifestyle and work even harder for you.

On your Centro, 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 Centro battery. There are lots of ways to make your Centro work better for you.

Benefits

- Access applications quickly
- Make your screen easy to read
- Conserve power
- Enjoy your Centro 690 more

In this chapter

System sound settings 201
Display and appearance settings 202
Applications settings 205
Locking your Centro and info 207
System settings 214
Connecting to a VPN 216

System sound settings

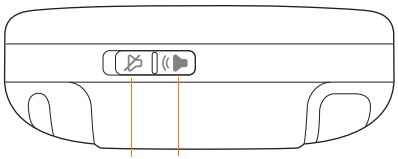
Silencing sounds

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 Centro 690 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**.

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.



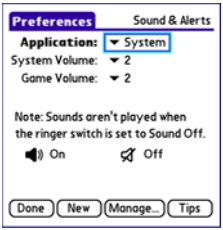
Setting system volume levels

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 Centro, 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

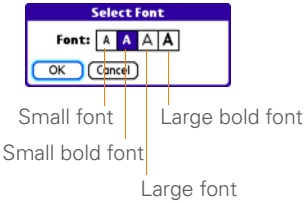
You can change the screen font in Calendar, Contacts, Memos, Messaging, Tasks, and Web. The font styles may vary between applications, and some applications may offer fewer choices.

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**.)



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 Centro 690 use the Formats Preferences settings.

1 Press **Applications** and select **Prefs** .

2 Select **Formats**.

3 Set any of the following preferences:

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 Centro 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 Centro 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 Centro, 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

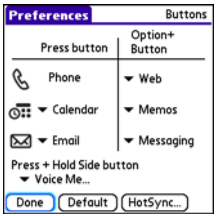
With Buttons Preferences, you can select which applications are associated with the quick buttons and the Side button on your Centro. You can assign a primary and secondary application to each of the three quick buttons that open an application.

NOTE We recommend that you keep the primary button assignments on the factory settings until you become comfortable with the features of your Centro 690. 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?

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 Centro 690 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 Centro 690, you can specify which application you want to use for each function.

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 Centro and info

Your Centro includes several features that protect it from inadvertent use and keep your information private. You can lock any of the following features on your Centro 690:

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.

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

Entries: You can mask or hide entries marked as private and set your Centro 690 to require a password for viewing them.

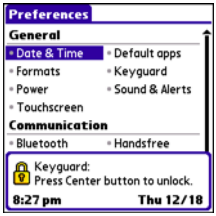
Locking your keyboard (Keyguard)

The Keyguard feature locks the keyboard so that you don't accidentally press buttons or activate items on the screen while your Centro 690 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 Centro 690.

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 Keyguard turns on, or you can disable this feature altogether. To change the Keyguard settings, do the following:

1. Press **Applications** and select **Prefs**.
2. Select **Keyguard**.
3. Select the **Auto-Keyguard** pick list, and then do one of the following:
   - Select how quickly you want Keyguard 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 Keyguard 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 Centro 690 to automatically lock the screen's touch-sensitive features in certain situations.

1 Press **Applications** and select **Prefs** .

2 Select **Keyguard**.

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 Centro 690 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 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 Centro 690, 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 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 Centro 690.

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 Centro 690 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 Centro

To protect your personal information, you can lock your Centro 690 so that you need to enter your password to access any of your information or to use any of the features on your Centro, including the phone. You can, however, still make emergency calls when your Centro is locked.

IMPORTANT If you lock your Centro, 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 Centro. Performing a hard reset while your Centro is password locked deletes all the entries in your Centro 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 Centro from locking automatically.

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

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

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

7. Select **OK**.

8 Do one of the following:

- Select **Lock & Turn Off** to lock your Centro immediately.
- Press **Applications** to accept your settings and continue using your Centro.

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 Centro 690. If you forget your password, you cannot view your information in Palm Desktop. If your Centro 690 is unlocked, you can change your password on your Centro 690, 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 Centro 690, such as your name, company name, and home phone number. If you lock your Centro (see Locking your Centro), 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

Date & Time Preferences enable you to manually set the date, time, and location (time zone) setting for your Centro 690.

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 network.

Date and time: Lets you set the time zone manually. The date and time are acquired from your network.

Nothing: Lets you set the date, time, and time zone manually. No info is acquired from your 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 Centro 690 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 Centro 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 Centro 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 Centro. 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 Centro 690 if

your Centro 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 Centro 690 to use this feature.

TIP For information about third-party VPN client software, visit go.palm.com/centro690/.

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
11

Common questions

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/centro690/.

In this chapter

Upgrading 221
Desktop software installation 223
Resetting your Centro 223
Replacing the battery 225
Screen 227
Synchronization 228
Phone 235
Hands-free devices 237
Email 238
Messaging 239
Web 240
Camera 243
Making room on your Centro 244
Third-party applications 245
Error messages 247

Upgrading

If you experience problems with your Palm® Centro™ 690 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 Centro 690 and to transfer your other info to your new Centro 690.

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 Centro 690.

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.

5 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

1 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**

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

3 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.

4 Delete all files from the original **Backup** subfolder.

5 Perform a hard reset on your Centro 690. See Resetting your Centro for instructions.

6 Sync your Centro 690 with your new desktop software and be sure to select your existing device name from the User list.

7 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.

8 Repeat step 7 for each of the third-party apps in the copy of the **Backup** folder.

Desktop software installation

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 Centro 690.

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 Centro 690. Other versions of the desktop software may not work with your Centro 690.
5. Insert the Palm Software Installation CD to restart the installation.

IMPORTANT Always use the same language for your Centro, 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 Centro

Performing a soft reset

Performing a soft reset is similar to restarting a computer. If your Centro 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 Centro 690, 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 Centro to stop what it's doing and start over again without loading any system extras. If your Centro loops or freezes during or after a soft reset, a system reset may help. Performing a system reset can release your Centro 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 Centro 690, 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 Centro 690 are not available until you complete this step.

Performing a hard reset

A hard reset erases all information and third-party software on your Centro. 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 Centro 690, performing a hard reset reformats your Centro 690. 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 Centro 690, 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 Centro 690 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 Centro, 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.

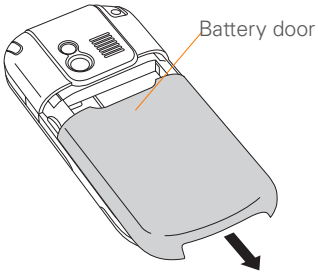
Replacing the battery

Your Centro 690 comes with a replaceable battery. Be sure to use a replacement battery that is recommended or sold by

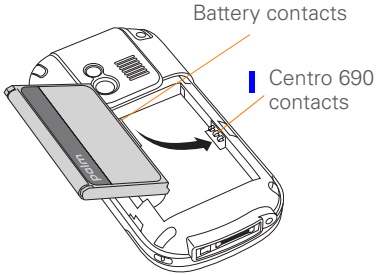
Palm and is compatible with the Centro 690.

CAUTION Failure to use the proper battery may result in a risk of personal injury or product damage, and it voids your Centro 690 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 Centro 690.



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 Centro 690. Do *not* use a battery from another Centro model in your Centro 690. Similarly, do *not* use the Centro 690 battery in another Centro model. Using a battery that is designed for another Centro model can damage your Centro 690.

5. Slide the battery door onto the back of the Centro 690 until it clicks into place.

6 Connect your Centro 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 Centro 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/centro690/.

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 Centro 690.

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 Centro 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 Centro 690, you can synchronize your Centro 690 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 Centro 690. To make sure you always have an up-to-date backup of your info, synchronize frequently.

This section describes synchronization between your Centro and a desktop computer running Palm Desktop software. You can also synchronize the information on your Centro 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 Centro 690, and then restores any missing info or applications.

If an app that you deleted reappears on your Centro 690, 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 Centro 690 (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 Centro 690 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 Centro 690.

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 Centro 690.

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.

6 Restart your computer.

7 Reinstall Palm Desktop software from the Palm Software Installation CD that came with your Centro 690.

Synchronization finishes but info doesn't appear where it should

1 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.

2 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.

3 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.

4 **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.

5 Restart your computer.

6 Reinstall Palm Desktop software from the Palm Software Installation CD that came with your Centro 690.

7 (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 Centro 690 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 Centro 690 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 Centro. 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 Centro 690. If you're not sure whether this software is installed, reinstall Palm Desktop software from

the Palm Software Installation CD that came with your Centro 690.

2. Open Microsoft Outlook and correct the wrong entries.
3. On your computer, manually enter any Calendar info you added to your Centro 690 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 Centro 690 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 Centro 690, 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 Centro 690 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 Centro 690 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 Centro 690.

Phone

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 Centro so that it's close to a window of your vehicle.

My Centro 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 Centro 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 Centro 690.
- If you're using the speakerphone feature with your Centro lying on a flat surface, try turning the Centro 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 Centro, 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 Centro 690 automatically turns the phone on if it was on before the reset. However, if

the Centro 690 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 Centro 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 Centro 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 Centro 690 from making calls, as well as other useful accessories, visit go.palm.com/centro690/.

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 Centro 690. Go to go.palm.com/centro690/ 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 Centro 690 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 Centro is within range of the 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 Centro closer to the hands-free device. Audio quality degrades as the distance between your Centro and hands-free device increases. The effective range for a device varies between manufacturers.
- Confirm that no obstructions, including your body, are between your Centro and your 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).

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 Centro

- Check the Palm compatibility list at go.palm.com/centro690/ 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

- 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 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. 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 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. 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

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 Centro won't connect to the Internet

Your Centro 690 supports GPRS and EDGE wireless data networks. To connect to the Internet, you must subscribe to and activate data services with 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 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 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 Centro 690 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 Centro 690.

TIP Your Centro 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 Centro.
   - If the problem persists on a different web page, you may have a problem with your connection to your network operator network.
3. To be sure there is not a problem with your connection to 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 Centro 690 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 Centro 690 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 Centro.

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 Centro 690 and your computer (see Creating a partnership between your Centro and your computer).
- The Bluetooth feature on your computer is turned on.
- Your Centro 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 Centro closer to your computer. The effective range for a computer varies between manufacturers.
- Confirm that no obstructions, including your body, are between your Centro and your computer.
- If the problem persists, create a new partnership with your computer (see Creating a partnership between your Centro 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 Centro 690 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 Centro 690 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 Centro

Keep in mind that your Centro 690 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 Centro 690 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 Centro 690 may fill up. Here are some common ways to clear space:

- **Email:** Messages that have large attachments can quickly consume memory on your Centro. 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).
  - **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 Centro (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 Centro.
- **Messaging:** Multimedia content can also consume a lot of memory. Move multimedia content to an expansion card, or delete large files from your Centro (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 Centro).

Third-party applications

Some third-party applications can cause conflicts on your Centro 690. For example, third-party applications that were not written with the Centro 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 Centro 690 (see Removing applications).

4. If the problem persists, perform another system reset.
5. If possible, synchronize your Centro 690 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).

   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.

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.

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

Your Centro 690 is designed to minimize interruptions when a system error occurs. If your Centro 690 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 Centro 690 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

Alt (alternative) Alt

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

Applications View

The screen on your Palm® Centro™ 690 smart device from which you can open all applications.

Auto-off interval

The time of inactivity that passes before the screen on your Centro 690 turns off. The wireless features on your Centro 690 are unaffected by this setting.

Beam

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

Bluetooth® wireless technology

Technology that enables devices such as the Centro 690, 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.

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 Centro 690 and with the info in your desktop software. The device name (sometimes called the *username*) distinguishes your Centro 690 from all other Palm OS® devices. When you first synchronize your Centro 690, 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 Centro and your computer with the simple press of a button.

HotSync manager

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

Infrared (IR)

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

Lithium Ion (Li-Ion)

The rechargeable battery technology used in the Centro 690.

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 Centro.

Palm® OS by ACCESS

The operating system of your Centro 690. 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 Centro 690.

Palm™ Quick Install

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

Partnership

Two Bluetooth devices—for example, your Centro 690 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 Centro 690 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 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 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 Centro 690 dials the number.

SIM (Subscriber Identity Module) card

The smartcard, inserted in your Centro 690, 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 Centro 690 without needing to download a file to save on your Centro 690.

User folder

The folder on your computer that contains the information you enter in Palm Desktop software and the information you enter on your Centro 690 and synchronize with Palm Desktop software.

Important Safety 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.

Changes or modifications not expressly approved by Palm could void the user's authority to operate this equipment.

The following statement is normally required to be on the FCCID label. If the device is too small, the statement must be included in the user manual.

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

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

This guide contains important operational and safety information to help you safely use your Palm® Centro™ 690. Failure to read and follow the information provided in this guide may result in serious bodily injury, death, or property damage.

General Precautions

There are several simple guidelines to operating your Centro 690 properly and maintaining safe, satisfactory service.

- Speak directly into the microphone.
- Avoid exposing your Centro 690 and accessories to rain or liquid spills. If your Centro 690 does get wet, immediately turn the power off and remove the battery.
- Although your Centro 690 is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, or bending it, or sitting on it.
- Any changes or modifications to your Centro 690 not expressly approved in this document could void your warranty for this equipment and void your authority to operate this equipment.

Maintaining Safe Use of and Access to Your Centro 690

Do Not Rely on Your Centro 690's Phone for Emergency Calls

Wireless phones such as the one on your Centro operate using radio signals, which cannot guarantee connection in all conditions. Therefore you should never rely solely upon any wireless phone for essential communication (for example, medical emergencies). Emergency calls may not be possible on all cellular networks or when certain network services and/or phone features are in use. Check with your local service provider for details.

Using Your Phone While Driving

Talking on your phone while driving (or operating the phone without a hands-free device) is prohibited in some jurisdictions. Laws vary as to specific restrictions. Remember that safety always comes first.

Following Safety Guidelines

To operate your Centro 690 safely and efficiently, always follow any special regulations in a given area. Turn your Centro 690's phone off in areas where use is forbidden or when it may cause interference or danger.

Using Your Centro 690's Phone Near Other Electronic Devices

Most modern electronic equipment is shielded from radiofrequency (RF) signals. However, RF signals from wireless phones may affect inadequately shielded electronic equipment.

RF signals may affect improperly installed or inadequately shielded electronic operating systems and/or entertainment systems in motor vehicles. Check with the manufacturer or their representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle.

Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, to determine if they are adequately shielded from external RF signals.

NOTE Always turn off the phone in health care facilities and request permission before using the phone near medical equipment.

Turning Off Your Phone Before Flying

NOTE Turn off your phone before boarding any aircraft. To prevent possible interference with aircraft systems, the U.S. Federal Aviation Administration (FAA) regulations require you to have permission from a crew member to use your phone while the plane is on the ground. To prevent any risk of interference, FCC regulations prohibit using your phone while the plane is in the air.

Turning Off Your Phone in Dangerous Areas

To avoid interfering with blasting operations, turn your phone off when in a blasting area or in other areas with signs indicating two-way radios should be turned off. Construction crews often use remote-control RF devices to set off explosives.

Turn your phone off when you're in any area that has a potentially explosive atmosphere. Although it's rare, your phone and accessories could generate sparks. Sparks can cause an explosion or fire, resulting in bodily injury or even death. These areas are often, but not always, clearly marked. They include:

- Fueling areas such as gas stations.
- Below deck on boats.
- Fuel or chemical transfer or storage facilities.
- Areas where the air contains chemicals or particles such as grain, dust, or metal powders.
- Any other area where you would normally be advised to turn off your vehicle's engine.

NOTE Never transport or store flammable gas, flammable liquid, or explosives in the compartment of your vehicle that contains your phone or accessories.

Restricting Children's Access to Your Centro 690

Your Centro is not a toy. Do not allow children to play with it as they could hurt themselves and others, damage the Centro 690 and/or its phone, or make calls that increase your monthly bill.

Using Your Phone With a Hearing Aid Device

Your Palm® Centro™ 690 smart device by Palm is compliant with the FCC Hearing Aid Compatibility (HAC) requirements. For additional HAC information, including the HAC rating of this product, please refer to **www.palm.com/CentroHAC**.

Your Centro 690 has been tested for hearing aid device compatibility. When some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing-device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that have been rated have a label on the box. **Your Centro 690 phone has an M4 and T4 rating.**

These ratings are not guarantees. Results will vary, depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference with hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices contain telecoils.)

The more immune your hearing aid device is, the less likely you are to experience interference noise from your wireless phone. Hearing aid devices should have ratings similar to those of phones. Ask your hearing health-care professional for the rating of your hearing aid. Add the rating of your hearing aid and your phone to determine probable usability:

- Any combined rating equal to or greater than six offers best use.
- Any combined rating equal to five is considered normal use.
- Any combined rating equal to four is considered usable.

Thus, if you pair an M3 hearing aid with an M3 phone, you will have a combined rating of six for "best use." This is synonymous for T ratings.

Palm further suggests that you experiment with multiple phones (even those not labeled M3/T3 or M4/T4) while in the store to find the one that works best with your hearing aid device. If you experience interference or find the quality of service unsatisfactory after purchasing your device, promptly return it to the store within 30 days of purchase. With the Palm 30-day Risk-Free Guarantee, you may return the device within 30 days of purchase for a full refund, and you will only be responsible for charges based on your actual usage.

Getting the Best Hearing Device Experience With Your Centro 690

To further minimize interference:

There is usually less interference on the microphone setting than on the telecoil setting.

Set the phone's screen and keyboard backlight settings to ensure the minimum time interval.

Move the phone around to find the point with the least interference.

If your hearing aid is equipped with a telecoil, turn on the HAC setting on your Centro 690.

Turning on the HAC Setting

When the HAC setting is on, your Centro 690 sends the audio from your phone calls to the telecoil rather than to the microphone of your hearing aid. You are likely to hear calls much better because volume is increased and background noise and feedback are diminished. The HAC setting improves only the calls you listen to through the earpiece. Turn off BT. It does not affect calls heard on the speakerphone or with a car kit or headset. HAC requires extra battery power, so watch your battery consumption when it's turned on.

CAUTION Do not turn on the HAC setting unless you use a hearing aid with a telecoil. Using this setting without a hearing aid or with a hearing aid without a telecoil may be harmful to your hearing.

1. Make sure your phone is turned on (see "Turning Your Device's Phone On and Off" on page 55).
2. Press **Phone** .
3. Press **Menu** .
4. Select **Options** and then select **Phone Preferences**.
5. Check the **Hearing Aid Compatibility** box.
6. Select **OK**.

Caring for the Battery

Protecting Your Battery

NOTE The guidelines listed below help you get the most out of your battery's performance.

- Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Palm is not aware of similar problems with Centros resulting from the proper use of batteries and accessories approved by Palm or the manufacturer of your phone. Use only Palm or manufacturer-approved batteries and accessories found at Palm Stores or through your Centro 690's manufacturer, or call 1-866-343-1114 to order. They're also available at **www.Palm.com**—click **Accessories** under the **Shop & Browse** menu. Buying the right batteries and accessories is the best way to ensure they're genuine and safe.
- In order to avoid damage, charge the battery only in temperatures that range from 32° F to 113° F (0° C to 45° C).
- Don't use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.
- Never dispose of the battery by incineration.
- Keep the metal contacts on top of the battery clean.
- Don't attempt to disassemble or short-circuit the battery.
- The battery may need recharging if it has not been used for a long period of time.
- It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:
  - Less than one month: -4° F to 140° F (-20° C to 60° C)
  - More than one month: -4° F to 113° F (-20° C to 45° C)

Battery Safety Information

- Do not disassemble or open, crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725-200x. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazard.

Disposal of Lithium-Ion (Li-Ion) Batteries

Do not handle a damaged or leaking li-ion battery as you can be burned.

For safe disposal options of your li-ion batteries, contact your nearest Palm authorized service center.

Special Note: Be sure to dispose of your battery properly. In some areas, the disposal of batteries in household or business trash may be prohibited.

Radiofrequency (RF) Energy

Understanding How Your Phone Operates

Your phone is basically a radio transmitter and receiver. When it's turned on, it receives and transmits radiofrequency (RF) signals. When you use your phone, the system handling your call controls the power level. This power can range from 0.006 watts to 0.2 watts in digital mode.

Knowing Radiofrequency Safety

NOTE The design of your Centro 690 complies with updated NCRP standards described below.

NOTE In 1991-92, the Institute of Electrical and Electronics Engineers (IEEE) and the American National Standards Institute (ANSI) joined in updating ANSI's 1982 standard for safety levels with respect to human exposure to RF signals. More than 120 scientists, engineers and physicians from universities, government health agencies and industries developed this updated standard after reviewing the available body of research. In 1993, the Federal Communications Commission (FCC) adopted this updated standard in a regulation. In August 1996, the FCC adopted hybrid standard consisting of the existing ANSI/IEEE standard and the guidelines published by the National Council of Radiation Protection and Measurements (NCRP).

Body-Worn Operation

NOTE To maintain compliance with FCC RF exposure guidelines, if you wear a handset on your body, use the Palm-supplied or -approved carrying case, holster, or other body-worn accessory. Use of non-Palm-approved accessories may violate FCC RF exposure guidelines. Be sure to use 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.

NOTE For more information about RF exposure, visit the FCC Web site at **www.fcc.gov**.

Specific Absorption Rate (SAR) for Wireless Phones

The SAR is a value that corresponds to the relative amount of RF energy absorbed in the head of a user of a wireless handset.

The SAR value of a phone is the result of an extensive testing, measuring, and calculation process. It does not represent how much RF the phone emits. All phone models are tested at their highest value in strict laboratory settings. But when in operation, the SAR of a phone can be substantially less than the level reported to the FCC. This is because of a variety of factors including its proximity to a base station antenna, phone design, and other factors. What is important to remember is that each phone meets strict federal guidelines. Variations in SARs do not represent a variation in safety.

All phones must meet the federal standard, which incorporates a substantial margin of safety. As stated above, variations in SAR values between different model phones do not mean variations in safety. SAR values at or below the federal standard of 1.6 W/kg are considered safe for use by the public.

The highest reported (FCC) SAR values of the Centro 690 are:

Maximum SAR Values	CDMA Cellular	CDMA PCS
Held to Ear	1.09 (W/1Kg)	1.35 (W/1Kg)
Body-Worn	0.804 (W/1Kg)	1.1 (W/1Kg)
Head	850: 1.09 (mW/g)	1900: 1.35 (W/g)
Body	850: 0.817 mW/g	1900: 0.423 (mW/g)

FCC Radiofrequency Emission

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

FCC ID # O8F-747

IC ID # 3905A-747

More information on the phone's SAR can be found from the following FCC Web site:
https://gullfoss2.fcc.gov/prod/oet/cf/eas/reports/GenericSearch.cfm.

- Static Electricity, ESD, and Your Centro 690

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® Centro 690, 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 Centro 690, 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 Centro 690 to your computer, placing the Centro 690 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 mobile 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.

Owner's Record

The model number, regulatory number, and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Model: Palm® Centro™ 690

Serial No.:

User's Guide Proprietary Notice

CDMA Technology is licensed by QUALCOMM Incorporated under one or more of the following patents:

4,901,307 5,109,390 5,267,262 5,416,797
5,506,865 5,544,196 5,657,420 5,101,501
5,267,261 5,414,796 5,504,773 5,535,239
5,600,754 5,778,338 5,228,054 5,337,338
5,710,784 5,056,109 5,568,483 5,659,569
5,490,165 5,511,073

Specifications

Radio	• CDMA 1900/800 MHz digital dual-band EVDO and 1xRTT	
Phone features	• Personal speakerphone • Hands-free headset jack (2.5mm, 3-barrel connector)	• Microphone mute option • TTY/TDD compatibility • 3-way calling
Processor technology	Intel XScale™ processor, 312MHz	
Expansion	microSD card slot	
Battery	• Rechargeable Lithium-ion • Removable for replacement	• 3.5 hours full charge time
Palm OS® by ACCESS version	Palm OS 5.4.9	
Camera	• Still image capture resolution (1280 x 1024), 1.3 megapixel • 2x digital zoom • Video capture resolution (352 x 288) • Automatic light balance	
Size/weight	• 4.21" x 2.11" x 0.73" (107 mm x 53.6 mm x 18.6 mm) • 4.41 ounces (125 g)	

Connectivity	• Bluetooth® wireless technology (1.2 compliant)	• IR
Display	• Touch-sensitive LCD screen (includes stylus) • 65,536 colors (16-bit color) • User-adjustable brightness	
Keyboard	• Built-in QWERTY keyboard plus 5-way navigator • Backlight for low lighting conditions	
Included software	• Calculator (basic/ advanced) • Calendar • Camcorder • Camera • Contacts • Documents To Go® • Google Maps • IM (instant messaging) • Memos • On Demand	• Palm® Desktop software/ HotSync® manager • Phone (includes Palm OS Favorites and Dial Pad) • Pics&Videos • Pocket Tunes™ (music) • SMS (text messages) • Tasks • VersaMail® (email) • Voice Memo • Web browser (Internet) • World Clock
System requirements	• Windows 2000, XP Service Pack 2, or Windows Media Center Edition 2005 with USB port • Mac OS 10.2–10.3.x with USB port • Later versions may also be supported	

Operating and storage temperature range	• 32°F to 104°F (0°C to 40°C)	• 5% to 90% Relative Humidity (RH)

Index

SYMBOLS

! in Tasks list 164

NUMERICS

24-hour clock 203
5-way navigator 29, 30
911 calls 209

A

AC charger 11
accented characters 34, 36
accessing
  application menus 31
  applications 38
  command buttons 31
  documentation 3
  email 85, 216
  Palm online support 3
  Quick Tour 3
  web browser 38, 118
  World Clock 161
accessories 8
Account Setup dialog 89
accounts
  call forwarding and 57
  conference calls and 56
  customer support for 3
  email and. *See* email accounts
  phone services and 2
  text messages and 2, 102
  TTY connections and 78
  voicemail and 51
Active Call View 52
active calls. *See* phone calls
Activity Log 93, 97
Add Bookmark command 119
Add Call button 55
Add Contact command 55
Add New Number dialog 54
Add New Number prompt 55
Add Song button 150
Add to album command 143
adding
  accessories 8
  bookmarks 119
  caller IDs 62, 63, 64
  captions to photos 136, 137, 143
  cities to World Clock 161
  contacts 60
  emoticons 103
  events 154, 155
  favorite buttons 65–67
  partnerships 70, 126
  passwords 211, 212
  photos or videos to albums 143
  playlists 149, 150
  private entries 212
  QuickText phrases 103
  signatures 99
  tasks 162
  wallpaper 143
addresses
  adding recipients 67, 102
  entering web 118
  getting maps to 61–62
  highlighting 30
  looking up 101
  selecting 30, 117
  sending messages and 87, 90, 102, 104, 106
  synchronizing 233
  viewing website 123, 124
Advanced Mode (calculator) 176, 177
agenda lists 153
Agenda View 76, 153, 158
Alarm check box 155
alarm clock 162
alarm preferences 162
alarms

adding calendar 155, 159
adding task 163, 165
recording tones for 160
selecting tones for 159, 160, 165
Album command 143
Album list 91, 140, 143
albums. *See* photo albums; video albums
alert buttons 106
Alert dialog box 51, 106, 175
Alert Sound pick list 98
alert tones 74, 97, 111
alerts
See also alarms
clearing 176
displaying 79, 175
downloading messages and 97, 100, 106
hiding text in 110
receiving 51
responding to 106, 228
aligning the screen 203
Alt key 34, 249
alternate characters 34, 35, 36
answering phone 50, 56, 72
applets 117
application categories 205
application list view 205
applications
See also specific built-in app; third-party apps
accessing menus in 31
beaming 185
changing default 207
closing 37, 246
copying 195
customizing 205–207
defining buttons for 67, 206
deleting 19, 180, 181
displaying 38, 39, 205
downloading 121, 179
getting help with 180
highlighting 38, 39
installing 178–180, 221
making phone calls and 54
moving around in 27
opening 37, 38, 194
playing music and 149
running on expansion cards 244
searching in 175
selecting 38
sending over Bluetooth devices 183
synchronizing 23, 187
transferring to device 18
troubleshooting 221
updating information in 23
upgrading and 20
viewing information about 3, 181–182
Applications button 37, 39
Applications View 38–39, 205, 249
appointments 154, 233
See also events
Archive folder 180
area codes 77
area conversions 177
arrow icons 29
Ask to add unknown phone numbers check box 64
Attach Signature option 99
attachments
adding 91–92
displaying 94, 169
downloading 94, 98
removing 91
storing large 244
supported formats for 169
attendee information 156
audio. *See* music; sounds; voice memos
audio adapters 69

Audio Caption command 137
Auto Lock Device option 211
Auto naming pick list 139
Auto Sync 96, 97
Auto-complete option 124
Auto-hide Toolbar option 141
Auto-Keyguard pick list 208
Auto-off After pick list 216
auto-off interval 249

B

back icon (browser) 119
Background check box 158
background music 141
backgrounds 76, 158
backing up info 18, 23, 225
backlight 33, 202
Backlight button 202
Backspace key 33
Backup folder 181, 222
Basic Mode (calculator) 176
battery
  charging 11–13
  conserving 14, 215
  disposing of 227, 256
  inserting 10, 225–227
  precautions for 11
  removing 226
  replacing 14, 225
  specifications for 259
  viewing status 12, 13, 81
battery door release 8
battery icons 13, 80
Beam Business Card command 65
Beam Category command 185
Beam command 185, 186
Beam From pick list 186
Beam Receive pick list 216
Beam Status dialog 185, 186
beaming 184–186, 216, 249
bell icon 79, 228
blank screens 227
blank text messages 102
blank time slots 158
Blazer application 117
  See also web browser
blinking bell 79, 228
Bluetooth adapters 126, 127
Bluetooth application 70
Bluetooth devices
  connecting to 69, 128–132, 189
  disabling 71, 183
  enabling 71, 183
  entering passkeys for 130, 131
  listening to music and 149
  optimal range for 69
  receiving calls and 53, 71, 236
  receiving info over 183
  sending over 182, 183
  switching between 72
  synchronizing over 189, 190, 229
  troubleshooting 237, 238, 243
  visibility options for 130, 131, 183, 190
Bluetooth icon 70, 81
Bluetooth icons (Phone application) 79
Bluetooth technology 126, 182, 249
bonus software. *See* built-in apps
Bookmark Page icon 121
bookmarks 119–121, 185
Bookmarks View 120
Bookmarks View icon 120
border glow (highlight) 30
brightness (screen) 52, 202, 215
brightness duration (backlight) 202, 216

Brightness slider 215
browsing files 194
browsing the web. *See* web
built-in applications 260
built-in apps 3, 180
  See also applications; specific app
built-in camera. *See* camera
built-in security software 208
business cards 65
buttons
  See also favorite buttons
  accessing command 31
  customizing 206
  disabling 53, 209
  navigating and 29, 30
  opening apps and 37
  restoring default 206
  speed-dialing and 48, 66–67
  web browsing and 119
Buttons Preferences screen 206

C

cache 125, 245
Calc button 176
calculating device space 18
calculator 34, 176
Calculator app 176–177
calculator modes 176
calendar
  accessing 153
  adding alarms 155, 159
  adding events 154, 155, 156
  color-coding events 157
  customizing 158–159
  deleting events 157
  saving 107
  viewing items on 76, 158
Calendar application
  changing fonts for 202
  changing views for 153
  opening 38, 76
  overview 153
  setting default view 158
Calendar button 37, 38, 153
calendar views 153, 158
call forwarding 57–59
call forwarding icon 79
Call Log screen 49, 59
Call Log tab 16
Call Preferences dialog box 57, 58
Call Totals dialog box 59
call waiting 56
Call Waiting dialog box 56
caller IDs 62, 63, 64
calls. *See* phone calls
camcorder resolution 137
Camcorder View 137, 138, 143
camera 135, 243
  specifications for 259
camera buttons 136
Camera icon 135
camera lens 8
camera settings 138
Camera View 138, 143
cancelling menu selections 31
Caps Lock mode 34
captions. *See* voice captions
car kits 68
Card category 194
Card Info 196–197
Card Info button 196
card readers 147
carrying cases 237
cascading style sheets 119, 124
Category command 205
category marker 158
category names 205
Category pick list 158, 159, 164, 205

Category tab 164
CDs 147
Center button 7
certificates 117
changing
  bookmarks 120
  contact information 61
  default applications 207
  email accounts 95
  events 157
  favorite buttons 67
  owner information 214
  passwords 212, 213
  personal IDs 210
  playlists 150
  primary buttons 206
  QuickText phrases 103
  screen fonts 202
  sync defaults 187, 188, 189, 197
  sync method 232
  web page layouts 118
character entry 34, 36
character limits
  memos 170
  text messages 102
character searches 175
charge indicator 7, 12, 13
charger cable 12
charging battery 11–13
charging device 11, 12, 14
chat icon 109, 112
chat sessions 108, 110
Chat View 106, 108
Choose song button 148
Choose Songs command 150
circuit-switched data connections 249
city information 161, 215
City pick list 161
Clear Cache button 125
Clear Cookies button 125
clock 160, 203
  See also World Clock
closing
  application menus 31
  applications 37, 246
  pick lists 32
color palette 139
color preferences 110, 139, 204
color themes 204
color-coding events 157
colored backgrounds 30
command buttons 31
completed tasks 163, 164, 165
completion dates 165
Compress Day View check box 158
compressed files 178, 179
computers
  connecting device to 22
  creating partnerships for 126
  installing from 179, 223
  quarantined files on 221
  setting up DUN connections for 127
  synchronizing with 17–22, 25
  transferring apps to 179
  transferring media to 144
  transferring music from 146, 147–148
Con button (calculator) 177
Conduit Settings command 188
conduits 154, 233
Conference button 57
conference calls 56–57
Confirm message deletion check box 110
conflicting apps 195, 221
conflicting events 158

Connect Bluetooth command 71
connection icons (phone) 79
connection icons (web) 118
connections
Bluetooth devices and 69, 128, 183, 189
device to PCs 22
dial-up networking and 125, 128
hands-free devices and 69–72
messaging preferences for 110
precautions for 258
restrictions for 54
synchronizing over Bluetooth 189, 190
synchronizing over infrared 191–192
troubleshooting 236, 240, 243
VPNs and 216
web services and 118, 125, 240
connectivity 260
constants 177
Contact Edit dialog box 60
contact names 46
contacts
adding photos to 62, 143
adding ringtones for 63, 64
categorizing 60
changing info for 61
copying 65
creating 60
deleting 64
displaying 61
entering events for 156
entering phone numbers for 54, 59
getting directions for 61
importing 61
looking up 46, 76
marking as private 60
saving 107
setting preferences for 64
sorting 60, 64
viewing details about 47, 48
Contacts application 59, 64, 202
Contacts list 60, 64
Contacts tab 16
conversion functions (calculator) 176, 177
cookies 117, 124, 125
Copy button 142, 195
Copy command 122, 195
Copy Items dialog box 142
Copy items to pick list 142
Copy to command 142
Copy To pick list 195
copying
applications 195
contact information 65
media files 146
messages 107
phone numbers 45, 123
photos or videos 142
text 122
copyrighted materials 142
corporate email accounts 216
corporate servers 216
country-specific preferences. *See* language settings
coupling 236
coverage area 15, 44, 235
coverage area alerts 75
Coverage in/out pick list 75
crashes 228
Create chats from messages pick list 110
creating
application categories 205

bookmarks 119
business cards 65
contacts 60
email messages 90, 117
events 154, 155
multimedia messages 104–105
partnerships 70, 126
passwords 211, 212
playlists 149, 150
private entries 212
speed-dial buttons 66–67
text memos 171
text messages 102–103
voice captions 136, 137, 143
voice memos 171
CSD (circuit-switched data) connections 249
current date and time 160
current events 76
Current Privacy list 213
customer service 3
customizing
applications 205–207
buttons 206
calendar 158–159
chat sessions 110
email 96–99
hands-free devices 72
MMS messaging 109
system date and time 214
system sounds 201–202
tasks 165
web browser 123–125

D

daily events 159
data. *See* information
data service icons 118
data services 85, 117, 239
databases 175
Date & Time Preferences screen 155, 214
date formats 203
date preferences 214
Date stamp pick list 139
dates
See also calendar
adding to photos 139
changing event 157
completing tasks and 163, 164, 165
selecting 154
setting system 214
sorting on 108
viewing current 160
viewing due 164, 165
Day View 153, 158
daylight savings 161, 162
decimal values 177, 203
decompression utilities 179
Default Alarm pick list 160
Default Apps Preferences screen 207
default settings 206
Default View pick list 76, 158
degrees 177
delays 212, 239, 240
Delete Contact command 65
Delete events older than pick list 157
Delete From pick list 181
Delete Memo command 171
Delete Task command 165
Deleted folder 106
deleting
albums 143, 144
alerts 176
applications 19, 180, 181
attachments 91
bookmarks 120
contacts 64
cookies 125
device names 20
email 95, 244
events 157

favorite buttons 68
files 245
memos 171
messages 106, 108, 110
music from playlists 150
passwords 212
photos 136, 143, 144
playlists 150
tasks 165
video clips 138, 143, 144
desktop software. *See* Palm Desktop software
device names
Bluetooth devices and 70, 189, 190
defined 249
selecting 228
selecting Centro 20
devices
electrostatic discharge and 257
devices. *See* Bluetooth devices; hands-free devices; Centro smart device
Dial another call prompt 55
Dial button 49
Dial Number dialog box 49
Dial Pad 16, 34, 45, 53
Dial Pad button 53
Dial Preferences screen 77
dial text message 128
dialog boxes 3, 31, 249
dial-up networking 80, 125–128, 243
digital cameras 139
See also camera
dimmed images 227
dimming backlight 202, 216
dimming the screen 38
Disable cookies box 124
Disable JavaScript box 124
disabling touch-sensitive features 209
discovery 129, 130, 184
Discovery icon 130
Discovery Results list 130, 183
discussion groups 4
display formats 203
Display my name in chat window as option 110
Display Options box 158
Display Options command 158
displaying
alerts 175
application info 181–182
application menus 31
applications 38, 39, 205
attachments 94, 169
bookmarks 120
connection info 118, 128
contact info 47, 48, 61
current date and time 160
due dates 164, 165
email messages 92, 93, 153, 158
error messages 247
event categories 158
events 76, 158, 159
favorite buttons 48
free space 19
items in pick lists 32
multimedia messages 106, 107
personal calendar 153
phone status 78
photos 139, 140, 144
private entries 213
signal strength 79
slide shows 141
tasks 153, 158, 164, 165
video clips 139, 140, 144
video recording time 137
web addresses 124
web pages 117, 119

documentation 2, 3, 29
Documents application
See also Documents To Go
Documents button 170
Documents To Go 169–170
downloading
applications 121, 179
attachments 94, 98
email messages 96
files 121, 139, 178
multimedia messages 105, 111
Palm info and updates 3
ringtones 73, 121
text messages 105
Downloads bookmark 121
drafts 90, 103
drained battery icon 13
draining the battery 12, 13
Draw on command 137
drivers 191
drop-down lists. *See* pick lists
Due Date pick list 163
due dates 163, 165
DUN connections 80, 125–128, 243

E

earpiece 7
echoes 236
EDGE connections 79, 240, 242, 250
Edit Bookmark List dialog box 121
Edit Bookmarks command 120, 121
Edit Categories option 157
Edit Category screen 64
Edit Favorite command 67
Edit Location dialog box 215
Edit Playlist dialog box 150
edit screens 31
Effects pick list 139
electrostatic discharge 257–258
email
See also attachments
accessing 85, 216
adding signatures 99
addressing 67, 90
checking 80, 153, 158
creating 90, 117
defining buttons for 67
deleting 95, 244
dialing from 48
forwarding 93
resending 91
restrictions for 54
retrieving 80, 92, 96
scrolling 93
selecting default application for 207
sending 90, 100, 106, 117
setting alerts for 97
setting preferences for 96, 98
sorting 95
troubleshooting 238
viewing status of 93, 94
email accounts
changing 95
setting up 86, 87, 88, 99
Email application. *See* VersaMail application
email applications 59, 85, 207, 242
Email icon 87
email providers 2, 85, 86
emergency calls 209
emoticons 103
empty battery icon 13
empty time slots 158
Empty Trash command 95
Enable background play check box 149

Enable Fixed Number Dialing check box 210
encryption 117
Eng(x) display format 177
engineering notation 177
Enhanced Data rates for GSM Evolution. *See* EDGE connections
envelope icon 95
errors 231, 237, 247
Escalate ring tone volume check box 73
ESD (electrostatic discharge) 257–258
event conflicts 158
Event Details dialog box 155, 156, 157
event preferences 155
events
  adding alarms for 155, 159
  categorizing 157
  changing 157
  color-coding 157
  creating 154, 155
  deleting 157
  displaying 76, 158, 159
  entering incorrect time zones and 233
  scheduling repeating 156
  synchronizing 153
  troubleshooting 233–235
  viewing duration of 158
Excel spreadsheets 92, 169
Exchange ActiveSync accounts 99, 101
Exchange Address Book 233
Exchange servers 99, 101, 153
exiting applications 246
expansion card slot 193, 259
expansion cards
  accessing items on 194
  caution for 195, 196
  copying to 142, 195
  deleting apps on 180
  displaying photo or video albums on 140
  downloading to 121
  formatting 196
  inserting 193
  installing apps on 180
  managing files on 194
  moving files to 19, 146
  opening items on 170, 194, 244
  removing 194
  renaming 196
  sending attachments to 94
  storing information on 173, 193
  transferring applications from 18, 195
  troubleshooting 196
  viewing information about 196
Export to SIM command 65
extensions (phone) 53, 66
Extra Digits button 53
Extract Call button 57

F

fade setting 158
Fast mode (browser) 124
Fast mode icon 119
favorite buttons 48, 65–68, 250
Favorites tab 16, 48
FDN list 210
feedback 236
files
  See also specific type
  accessing 169, 216
  attaching to email 91, 92
  browsing 194
  checking size of 182
  deleting 245

downloading 121, 139, 178
moving 19, 146, 245
opening 169, 170
saving 170
streaming 122
transferring to device 18, 169
Files application 194
financial calculator 176
financial functions 177
Find dialog box 175
Find Text on Page command 123
finding
chat sessions 109
contacts 46, 76
specific characters 175
text 123, 175
wireless services 77
firewalls 216
Fixed display format 177
fixed number dialing 210
flight mode 44
Float display format 177
folder pick list 95
folders
accessing 233
deleting messages in 108
locating 228
sorting messages in 107
switching between Inbox 95
Font command 118, 202
fonts 118, 202, 203
forgetting passwords 211, 213
Format Card command 197
format options (email) 99
Formats Preferences screen 203
formatting expansion cards 196
forums 4
Forward all calls list 58
forward icon (browser) 119
forwarding
email 93
phone calls 57–59
Free Space information 19
freeing memory 125, 180, 244
freezes 224
full charge (battery) 11

G

Game Volume pick list 202
General Packet Radio Service technology. *See* GPRS connections
getting started 2, 3, 15
Glossary 249
GPRS connections 79, 240, 242, 250
GPS receivers 131
gradients 177
graphics. *See* images
groupware information 99

H

HAC setting 255
Handheld overwrites Desktop option 188
Handheld overwrites Macintosh option 189
hands-free devices
adding 68, 71
checking status of 80
connecting to 69–72, 128
customizing 72
disabling or enabling 53
entering passkeys for 70
finding compatible 69
troubleshooting 237–238
Hands-free Setup button 70
hanging up phone 54, 56, 57

hard resets 211, 224
hardware 1
headphones 69, 145
headset button 50, 53
headset jack 8
headsets 54, 68, 131
help 3, 219, 246
hexadecimal characters 177
Hide Records option 212
hiding
  blank time slots 158
  private entries 212
  toolbars 122, 141
highlight, moving 30
highlighting
  applications 38, 39
  items in pick lists 32
  menu items 31
  phone numbers 49
  text 30, 31
  web links 30, 118
hints 211
History list 123
Hold button 53
holidays 156
home city 161
home page 119, 123
HotSync icon 187, 229
HotSync Log 231
HotSync manager 190, 191, 250
HotSync operations. *See* synchronization
HotSync Setup button 190
HotSync technology 250
HTML messages 93, 99
hyper links. *See* web links

I

icons 205
image files 104, 121, 140
images
  See also photos; pictures
  dimmed 227
  disabling web 119, 124
  downloading 121
  saving 122
  selecting as wallpaper 76
  sending 104
  transferring to expansion cards 19, 245
  troubleshooting 242
importing
  contact information 61
  phone numbers 163
inactivity 212, 216, 227
Inbox 92, 94, 112
Incoming dialog box 98
incompatible applications 195, 221
Incompatible Apps folder 18
indicator light 7, 12, 13
Info screens 181
information
  backing up 18, 23, 225
  beaming 185
  entering 33–35
  erasing all 228
  losing 196, 211, 224, 225
  marking private 212–213
  masking 208, 212
  protecting 207, 210
  receiving 183, 186
  sending over Bluetooth devices 182
  storing 173, 193, 244
  synchronizing 21, 23, 187
  transferring 18, 184
  updating 23, 173
  upgrading and 20
infrared port. *See* IR port
installing
  applications 178–180, 221
  Palm software 18, 19, 179, 223
  SIM cards 9–11
  synch software 20–22

third-party applications 244
VPN client software 217
Instant Messaging 113
interference 236, 238
internal memory. *See* memory
international characters. *See* alternate characters
international clock. *See* World Clock
international information. *See* language settings
Internet 115, 140, 178, 240
See also web browsing
Into album pick list 143
invalid characters 103
IR port
beaming from 184, 185, 186
defined 250
synchronizing over 191, 229
iTunes 145, 146, 148

J

JavaScript elements 124

K

key terms. *See* Glossary
keyboard
dialing from 46
entering alternate characters from 34, 36
entering info from 33–35
locking 43, 208
restoring defaults for 206
searching from 76
keyboard backlight 33, 202
Keyguard 43, 208–209
Known Caller pick list 74

L

Label color pick list 110
land-line phones 50
language settings 11, 203, 223
Lanyard loop 8
laptops 190, 191
LED light 7, 12, 13
length functions 177
lightning bolts 13, 80
links. *See* URLs; web links
List By option 64
list screens 30, 31
See also pick lists
list view (applications) 205
listening to
music 69, 145, 148
voice captions 140
voice memos 172
voicemail 51
location information 214
Lock & Turn Off option 212
lock codes 209
Lock Device dialog box 211
Lock icon 118, 142, 185
Lock SIM check box 210
locking
keyboard 43, 208
phone 209–210
screen 209
smart device 210, 211
logging in to corporate servers 216
logic functions 177
looping (device) 224
losing
information 196, 211, 224, 225
passwords 211, 213
low coverage areas 235
lowercase letters 34

M

Mac systems

installing from 21, 179
installing to expansion cards and 180
removing apps and 181
requirements for 18
sending email and 86, 96, 102
synchronizing and 23, 188, 192, 230
transferring music from 146, 147, 148
uninstalling desktop software and 230
upgrading and 20, 222, 231
magnet 9
mail. *See* email
mail servers 89, 100
Mail Type pick list 89
Main tab 16, 44, 75
Manage Playlists command 150
map (World Clock) 161
maps 61–62
marking information as private 212–213
masks 208, 212
mathematical functions 177
Media application 144
media features 14, 43
Media Player 145, 147
memory
freeing 125, 180, 244
running apps and 244
saving 157
storing web pages and 125
memory slots (calculator) 177
memos 171, 235
See also notes; voice memos
Memos application
changing fonts for 202
opening 38, 171
overview 167
Memos button 171
Menu icon 31
menu items 31
Menu key 7, 33
menu shortcuts 32
menus 31
message icons 112
Message Tone pick list 112
messages
See also email; multimedia and text messages
defining buttons for 67
displaying status of 112
invalid characters in 103
retrieving voicemail 51, 79
saving as drafts 90, 103
selecting phone numbers in 48
setting color of 110
setting formats for 99
setting preferences for 109–112
setting priority for 105
troubleshooting 239
Messages tab 109
Messaging application
changing fonts for 202
customizing 109
opening 38, 102
overview 102
sorting options for 108
status icons for 112
viewing contacts and 59
messaging applications 207
Messaging button 7, 37, 38
messaging services 102
metric values 177
microphone 8, 53, 139
Microsoft Excel spreadsheets 92, 169

Microsoft Exchange servers 99, 101, 153
Microsoft Office Manager *See* Documents To Go
Microsoft Outlook. *See* Outlook
Microsoft Windows. *See* Windows systems
Microsoft Word 92, 169
mirror 8
mismatched languages 223
MMS messaging 102, 250
MMS messaging services 2, 239
MMS Receipts option 110
mobile networks 236
model numbers 258
modems 126
Modify FDN command 210
Month View 153, 159
moving around device 27, 29
moving through web pages 118, 124
multi-connector pin 8
multimedia files 104, 140, 245
multimedia icons 112
multimedia messages
  adding voice memos 172
  addressing 104
  attaching photos or videos to 136, 138, 141
  checking status of 80
  copying 107
  creating 104–105
  deleting 106, 108, 110
  dialing from 48
  displaying 106, 107
  downloading 105, 111
  playing 107
  previewing 105
  prioritizing 105
  restrictions for 54
  retrieving 80
  sending 102, 105
  setting alert tones for 111
  setting delivery confirmation for 110
  sorting 107
  storing 245
  troubleshooting 239
  viewing details of 107
multimedia messaging services. *See* MMS messaging services
music
  adjusting volume 149
  answering phone and 50
  changing playlists for 150
  converting 145, 146, 147
  creating playlists for 149, 150
  downloading 121
  listening to 69, 145, 148
  memory and 245
  pausing 148
  playing 122, 148, 149
  selecting 148
  stopping 149
  uploading 146
music files 121, 146, 245
music player. *See* Pocket Tunes
Music_Audio folder 147
Mute button 53
My Centro icon 3

N

names
  sorting on 108
  synchronizing and 228, 249
naming
  categories 205
  device 20, 228
  expansion cards 196
  photo albums 135

photo groups 139
playlists 150
video albums 137
voice memos 171, 172
navigator buttons 29, 30
network connection icon 128
Network tab 110
networks 77, 111, 236, 240
New Bookmark dialog 119
New Contact command 60
New Favorite command 66
New Favorites dialog 66, 67
New message option 109
New Message screen 90
Next Song button 148
Normal mode 119, 124
Note button 60
notes 60, 157, 163, 170
notifications 51
See also alerts
number formats 203
number pad 60
numbers 34, 176, 177

O

offline synchronization 232
offline viewing (web) 120
on-device documentation 3
online forums 4
online support (Palm) 3
opening
applications 37, 38, 194
Applications View 38
Call Log 49
Dial Pad 45, 53
email applications 242
files 169, 170
History list 123
HotSync manager 187
Pocket Tunes 148
Quick Tour 3
Redial list 49
web browser 38, 118
World Clock 161
operating systems 17, 223, 251
Optimized Mode 117, 118
Option key 33, 34, 38, 250
Option Lock mode 34, 103
Organize Favorites command 66, 68
organizer features 14, 43, 151
Outbox 90, 112
Outlook
adding caller IDs and 63
appointments and 154
duplicate entries in 233
synchronizing with 21, 23, 232, 233
time zones and 154, 233
Outlook folders 233
overdue tasks 153, 158, 164
owner information 214
Owner Preferences screen 214

P

Page View 120, 123, 124
paging 102
pairing. *See* partnerships
Palm Desktop software
adding caller IDs and 63
appointments and 154
defined 250
installing 18, 19, 179, 223
password-protecting 213
reinstalling 232
synchronizing with 21, 23, 229
time zones and 154, 234
troubleshooting 223, 229
uninstalling 230
viewing and editing media from 144
PALM folder 135, 137
Palm online support 3

Palm OS (defined) 251
Palm OS application files 178
Palm OS database files 178
Palm OS devices 18, 231, 232
Palm OS version 259
Palm Quick Install. *See* Quick Install
Palm Software Installation CD 2, 223
paper clip icon 91, 94
partial battery icon 13
partnerships 70, 126, 251
passkeys 69, 70, 126, 130
Password box 211, 213
password hints 211
passwords
  changing 212, 213
  deleting 212
  dialing 53, 66
  email and 87
  forgetting 211, 213
  owner info and 214
  private entries and 208, 212
  requiring 210
  unlocking Centro and 211
  voicemail and 52
Paste command 123
pasting
  phone numbers 45
  text 123
Pause button 148
pausing
  music 148
  streamed content 122
  video playback 138, 141
  video recording 138
  voice memos 172
PCs. *See* computers
PDF files 92, 169
pending alerts 106, 228
pending messages 109, 112
personal identification numbers. *See* PINs
personal information 151, 207, 210, 214
personal information managers 223, 251
personalizing device 199
phone
  See also phone calls; Centro smart device
  adding hands-free devices for 68, 71
  adjusting volume 16, 75
  answering 50, 56, 72
  conference calls and 56
  dialing 45–49, 60, 66, 77
  getting started with 15
  hanging up 54, 56, 57
  keyboard backlight and 33
  listening to music and 50
  locking 209–210
  overview 52
  receiving messages and 106
  restrictions for 54
  running apps and 54
  searching for wireless networks for 77
  selecting tones for 73–75
  setting preferences for 57, 58, 73
  silencing ringer for 51, 201
  specifications for 259
  troubleshooting 235–237
  turning on and off 44
  viewing usage for 49, 59
Phone application
  customizing 73–78
  defined 251
  displaying events in 159
  opening 38, 44
  overview 41
  selecting wallpaper for 143

status icons for 78–??
phone book 61, 64, 65
Phone button 37, 38, 50, 54
Phone Call screen 50
phone calls
See also phone; phone numbers
adding a second 55
disabling screen for 209
driving and 68
forwarding 57–59
making 45–49, 53, 55, 77
muting 53
placing on hold 53, 55
receiving 50, 56
restricting 210
sending to voicemail 50
switching between 56
viewing details about 52
Phone Display Options command 76
phone icons 79
phone indicator. *See* indicator light
Phone Info screen 17
Phone Lock 209, 210
phone numbers
adding for contacts 54, 59
adding pauses to 60, 66
adding prefixes to 77
clearing 45
copying 45, 123
creating Quick Keys for 67
creating speed-dial buttons for 66–67
dialing extra digits with 53, 66
dialing with voice commands 47
entering 45, 46, 60
getting device 17
highlighting 30
importing 163
pasting into Dial Pad 45
redialing most recent 49
saving 54
selecting 48, 49, 123
Phone Off message 44
phone service contracts 2
photo albums 91, 135, 140, 143
Photo Settings screen 138
photos
See also pictures
adding captions 136, 137
adding to albums 143
adding to contacts 62, 143
copying 142
deleting 136, 143, 144
displaying info about 143
downloading 121
grouping 140
personalizing 137, 138
rotating 144
selecting as wallpaper 143
selecting background 158
sending 91, 104, 136, 141
setting default size 139
storing 133, 135
synchronizing 144
viewing 139, 140, 144
pick lists 30, 32
Pics & Videos app 139
Pics & Videos icon 140
picture formats 140
Picture list 142
pictures
See also images; photos
attaching to multimedia messages 104
saving 107, 136, 139
setting preferences for 139
synchronizing 63
taking 135–136, 243
PIMs 223, 251
PIN unlock key 251

PINs 209, 251
plain text formats 93, 99
Play button 148
Play icon (browser) 122
playing
  multimedia messages 107
  music 122, 148, 149
  streamed content 122
  video clips 138, 141
  voice captions 140
  voice memos 172
  voicemail messages 51
playlists 149
plug-ins 117, 241
Pocket Tunes 145, 148, 149
Pocket Tunes icons 148
POP protocols 98
power preferences 15, 215
Power Save Mode option 216
Power/End button 43, 44
PowerPoint files 92, 169
precautions 258
preferences
  alarm tones 159
  alert tones 74
  applications 206, 207
  buttons 206
  calculator 177
  camera 139
  contact information 64
  country-specific 203
  email 96, 98
  events 155
  hands-free devices 72
  Keyguard 208
  messaging 109–112
  owner information 214
  phone 57, 58, 73
  power settings 215
  ringtones 73
  system colors 204
  system info 155, 214
  system sounds 201
  tasks 165
  web browser 120
  web pages 123–125
Prefs button 214
preinstalled apps 3, 180
  See also applications; specific application
preset delays 212
preset passkeys 70, 130, 132
pressing keyboard keys 33
pressing onscreen buttons 209
Previous Song button 148
primary applications 206
primary buttons 206
prioritizing messages 105
prioritizing tasks 163, 165
privacy flag 163
Privacy Mode check box 110
Private check box 212
private entries 208, 212–213
processor 259
programs. *See* applications; software
progress indicator (video) 138
Prompt sound pick list 139
protecting device 207–214
protecting personal information 207, 210
protecting the screen 8
proxy servers 125
pTunes icon 147
PUK (PIN unlock key) 251
Purge command 108, 157, 165
Purge pick list 108
purging information 19
push technology 100–101

Q

quarantined files 18, 20, 221

quick buttons 37–38, 206
Quick Install 180, 251
Quick Keys 67, 251
Quick Tour 3
QuickText phrases 103

R

radians 177
radio 259
random numbers 177
range (Bluetooth devices) 69
Rcl button (calculator) 177
receipts (messaging) 110
recently viewed web page icon 119
rechargeable battery. *See* battery
Record command 185
Record Completion Date check box 165
recorder 171
recording
  ringtones 74
  sounds 160
  videos 104, 137–138
  voice memos 171
Records button 182
recovering information 228
recovering passwords 213
recurring events 156, 159
Redial list 49
redirector (websites) 241
refreshing web pages 119, 241
regulatory numbers 258
reinstalling Palm Desktop software 232
reinstalling third-party applications 221, 222, 225
Remember Last Category option 64
Reminder Sound pick list 160
reminders. *See* alarms; alerts
Remote Address Lookup 101
Remove from album command 143
removing. *See* deleting
Rename Card command 196
Rename Memo command 172
repeat intervals (events) 156
Repeat list 156, 160, 163
repeating alarms 160
repeating events 156, 159
repeating tasks 163
rescheduling events 157
Reset Counters button 59
resets 221, 223–225
  caution for 211, 224
Resolution pick list 139
resolution settings 136, 137
restarting device. *See* resets
restoring factory defaults 206
Return key 33
Review photos/videos pick list 139
ringer 51, 75, 201
Ringer switch 9, 44
ringtone file types 104, 121
Ringtone pick list 64
ringtones
  adding to caller IDs 63, 64
  downloading 73, 121
  recording 74
  sending with messages 92, 104, 105
  setting for phone 73–75
  setting preferences for 73
rotating photos 144

S

safety guidelines 253
Save As command 170
Save as Contact command 144

Save as Wallpaper command 143
Save List button 150
Save Page command 120
Save Picture command 107
Save Sound command 107
saved web page indicator 120
saving
  calendars 107
  contact information 107
  files 170
  images 122
  messages 90, 103
  phone numbers 54
  pictures 107, 136, 139
  playlists 150
  video clips 138, 139
  voice memos 171
  web pages 120
scheduling events 154, 155, 156
Sci(x) display format 177
scientific calculator 176
scientific notation 177
screen
  activating items on 30
  activating wrong features 227
  adjusting brightness 52, 202, 215
  aligning 203
  dimming 38
  disabling 208, 209
  highlighting items on 30
  locking 209
  moving around on 27, 29
  protecting 8
  selecting items on 30, 31, 32
  specifications for 260
  troubleshooting 227–228, 237
  turning on or off 43, 216, 237
  waking up 43
screen fonts 202
screen protectors 227
scroll arrows 30, 93
scrolling 118, 124
searching for
  contacts 46, 47, 76
  specific characters 175
  text 123, 175
  wireless services 77
secondary apps 206
secure websites 117, 118, 242
security 70, 207, 212, 213, 214
Security button 211, 213
security certificates 117
Security command 213
Security screen 211
security software 208
Select Font dialog box 203
Select Media screen 91
Select Network command 77
self-portrait mirror 8
Send button 7
Send command 183
Send To Handheld droplet 147
sending
  applications over Bluetooth 183
  calls to voicemail 50
  email 90, 100, 106, 117
  multimedia messages 102
  photos 91, 104, 136, 141
  text messages 49, 50, 102
  to chat rooms 109
  video clips 138, 141
  voice memos 172
Sent folder 112
serial numbers 258

servers 89, 100, 216
service contracts 2
settings (incompatible) 221
Setup Devices button 190
Setup Devices dialog box 70, 126, 129, 190
Shift/Find key 34, 175
short text messaging. *See* SMS messaging
Show Address Bar option 124
Show Calendar event option 76, 159
Show Categories option 165
Show Category Column option 158
Show Category List option 158, 159
Show Completed Tasks option 165
Show Due Dates option 163, 165
Show Due Tasks option 158
Show Messages option 158
Show Priorities option 165
Show Records option 212, 213
Show SIM Phonebook option 64, 65
Show Time Bars option 158
Show timestamps in chats option 110
Shutter sound pick list 139
Side button 7, 206
signal strength 79, 235
Signal Strength icon 235
signatures 99
silencing system sounds 51, 201
silencing the ringer 51
silent alarm 73, 75, 160, 201
silent alerts 111
SIM Book command 61
SIM cards 2, 9, 209, 252
SIT files 178, 179
size information 182
slide shows 141
slides 104, 252
Slideshow Setting command 141
smart device. *See* Centro
smartcards 252
SMS messaging 102, 252
soft resets 223
software 260
  See also applications
  accessing 2, 121
  conflicts with 231
  installing 232
  troubleshooting 223
  uninstalling 230
  updating 221
Software Installation CD 2, 223
songlists. *See* playlists
songs. *See* music
Sort by check box 165
Sort by Date command 108
Sort by Name command 108
Sort command 107
sorting
  contacts 60, 64
  messages 95, 107
  tasks 165
Sound & Alerts Preferences screen 159
sound clips 104, 105, 107
Sound Off position (ringer) 51, 201
Sound On position (ringer) 201
sounds 104, 159, 160, 201
Sounds button 201
space (device) 18, 244
Space key 33
speaker 8
speakerphone 14, 53, 236

Speakerphone button 53
special characters 34, 36, 103
specifications 259
speed-dial buttons 48, 66–67
speed-dial icon 48
spreadsheets 92, 169
starting chat sessions 109
static 236, 238, 258
statistical functions 177
statistical information 181
status icons 16, 78–??, 94
stereo adapters 69, 145
stereo headsets 69, 145
Sto button (calculator) 177
storing
  information 173, 193, 244
  music files 147
  notes 170
  photos 133, 135
  Centro 8, 9
  videos 133, 137
streaming content 122, 252
style sheets 119, 124
stylus 8, 29, 31, 32
support (Palm) 3
Swap button 55
SXGA digital camera. *See* camera
symbols 34, 36, 60, 103
sync. *See* synchronization
sync button 24, 147
sync cable 22, 24
synchronization
  Bluetooth devices and 129, 189, 190
  changing defaults for 187, 188, 189, 197
  device names and 20
  Exchange ActiveSync and 99
  IR ports and 191–192
  offline 232
  Outlook and 232, 233
  overview 23, 173
  precautions for 18, 87
  removing apps and 181
  setting up device for 17–22
  starting 24
  third-party applications and 63, 223, 225, 228
  troubleshooting 228–235
synchronization software 20–22, 206, 232
Synchronize the files setting 232
system colors 204
system dates and time 161, 214
system errors 231, 237, 247
system requirements 17, 260
system resets 221, 224
system sounds 51, 201–202
System Volume pick list 202

T

tabs 45, 54, 76
taking pictures 135–136, 243
Tap and Drag check box 124
tapping 29, 30, 32, 203
Task Details dialog 162, 163
tasks
  See also events
  adding alarms 163, 165
  categorizing 163
  completing 163, 165
  creating 162
  deleting 165
  displaying 153, 158, 164
  marking as private 163
  prioritizing 163, 165
  viewing attachments and 94
  viewing due dates for 164, 165

Tasks application 162, 202
Tasks button 162
Tasks list 153, 163, 164, 165
Tasks Preferences screen 165
technical support (Palm) 3
telephone. *See* phone; phone calls
temperature 261
temperature conversions 177
text
  copying 122
  displaying on backgrounds 158
  entering 34, 171
  finding 123, 175
  highlighting 30, 31
  resizing 118
  selecting 31, 107, 124
  truncated 235
text message icon 112
text messages
  See also messages
  addressing 102
  checking status of 79, 80
  creating 102–103
  deleting 106, 108, 110
  dialing from 48
  downloading 105
  making calls and 108
  opening 106
  retrieving 80
  selecting links in 106
  sending 49, 50, 102
  setting alerts for 111
  special characters and 103
  troubleshooting 239
text messaging services 2, 239
third-party applications
  5-way navigator and 29
  adding caller IDs and 63
  adding security and 214
  backing up info and 18, 225
  beaming and 186
  caution for 221
  compatibility with 18, 20
  deleting 19, 245
  getting help with 180
  hard resets and 224
  installing 221, 244
  manually deleting 181
  moving 19
  reinstalling 221, 222, 225
  searching in 175
  synchronizing and 21
  troubleshooting 245–246
  uninstalling 180, 224
  VPN clients and 217
third-party software. *See* third-party applications
Thumbnail View 140, 142, 144
time
  recording videos and 137
  scheduling events and 154, 157
  setting system 214
  viewing 160
time bars 158
time formats 203
time preferences 214
time slots (calendar) 158
Time Zone pick list 154
time zones 155, 215, 233
Timed Events check box 159
timestamps 110
tips 3
Tips icon 3
to do items. *See* tasks
toolbars 122, 141
touchscreen. *See* screen
Touchscreen Preferences screen 204
touch-sensitive features 209

transactions 118, 242
transmission delays 239, 240
Trash folder 95
travel alarm 162
Centro smart device
  adding security for 214
  charging 11, 12, 14
  compatible hands-free devices for 68
  connecting to PCs 22
  displaying space on 19
  features described 1, 7–9
  freeing space on 19, 180, 244
  getting help with 3, 219
  installing third-party apps and 20, 245
  locking 210, 211
  naming 20, 228
  not responding 223
  personalizing 199
  protecting 207–214
  required items for 2
  setting up 5
  specifications for 259
  storing 8, 9
  troubleshooting 3, 219
  turning on and off 43
  unlocking 210
  unpacking 1
trickle-charging device 12
trigonometric functions 177
troubleshooting 3, 219
truncated text 235
Trusted Devices button 129
Trusted Devices list 126, 129, 131, 183
trusted pairs. *See* partnerships
TTY/TDD devices 78
tutorial 3
Typing starts search option 76

U

unauthorized users 207
Unfiled category 184
uninstalling
  Palm software 230
  third-party apps 180, 224
Unknown Caller pick list 74
unlocking
  smart device 210
  the keyboard 208
unread messages 80, 98, 112, 153, 158
untimed events 155, 156, 159
updating
  application software 221
  information 23, 173
  World Clock 161
upgrades 18, 66, 221, 231
uploading music files 146
uppercase characters 34
urgent messages 112
URLs 106, 118, 124, 185
  See also web links
USB hubs 22, 230
USB ports 22
Use color for pick list 110
user discussion groups 4
user folders 222, 228, 252
User Guide 3
usernames 89

V

Validity Period option 110
VersaMail application
  changing accounts for 95
  customizing 96–99
  documentation for 244
  getting started with 86
  opening 87
  sending email and 85, 91, 93
  setting up 87, 88, 99

troubleshooting 238
version numbers 182
VGA resolution 259
Vibrate pick list 73, 75, 160
vibrating alarm 73, 75, 160, 201
video albums 137, 140, 143
video files 104, 121, 140
video recording screen 137
Video Settings screen 138
videos
adding to albums 143
adjusting volume for 138
attaching to messages 91, 104, 138
copying 142
deleting 138, 144
displaying info about 143
downloading 121
grouping 140
jumping to specific sections of 138
pausing 138, 141
playing 122, 138, 141
recording 104, 137–138
removing from albums 143, 144
saving 138, 139
sending 138, 141
setting default size 139
setting preferences 138
storing 133, 137
synchronizing 144
viewing 139, 140, 144
View Activity Log command 97
virtual private networks 216
Visibility pick list 131, 183
voice captions
adding 136, 137, 143
overriding 141
playing 140
Voice Dialing application 47
Voice Memo application 167, 171–172
Voice Memo list 172
voice memos 105, 171, 172
voicemail
checking for 79
disabling alerts for 51
listening to 51
retrieving 51, 79
sending calls to 50
setting alert tones for 75
setting up 51
Voicemail Alert pick list 75
Voicemail icon 51, 79
volume
alarm tones 159
alert tones 75
music 149
phone 16, 75, 236
ringer 75
ringtones 73
video clips 138
voice memos 172
Volume button 16, 75
volume conversions (calculator) 177
Volume pick list 73, 75
volume preferences 201
VPN client software 217

W

waking up screen 43
wallpaper 76, 143
warranty 226
web addresses 118, 119, 123, 124
web browser
accessing email and 85
auto-completion options for 124
beaming from 185
connection status for 118
customizing 123–125
hiding toolbar in 122

opening 38, 118
overview 115, 117
restrictions for 117
setting default view 120, 123
setting home page 123
streaming and 122
unsupported items 241
web browser buttons 119
web browsing
See also web browser
DUN connections and 125, 128
from smart device 117
memory and 245
restrictions for 54
secure sites and 117
setting default app for 207
troubleshooting 240–243
web browsing service 2
web forms 118
Web icon 118
web links 30, 67, 117, 118
web pages
accessing 117, 119, 241
adding favorite buttons for 67
bookmarking 119–121
caching 125, 245
changing fonts for 202
changing layouts for 118
copying text from 122
dialing from 48, 123
disabling images 119, 124
displaying 117, 119
finding text on 123
opening 106, 124, 242
optimizing 242
redirecting 241
refreshing 119, 241
resizing text on 118
saving 120
scrolling 118, 124
selecting most recent 120
selecting text on 122, 124
sending email from 117
setting preferences for 123–125
viewing offline 120
web-based email 85
websites
See also web browsing
accessing secure 117, 118, 242
deleting cookies for 125
downloading from 121, 139
installing from 178
opening History list for 123
submitting transactions and 118, 242
Week View 153
weight conversions 177
Wide Page Mode 117, 118
Windows systems
installing from 179
installing to expansion cards and 180
removing apps and 181
requirements for 17
sending email and 86, 96, 102
synchronizing and 21, 23, 25, 187, 191, 229
transferring music from 145, 147
upgrading and 221, 231
viewing multimedia on 144
wireless accounts. *See* accounts
wireless connections 115, 129, 182, 183
wireless features 14, 245
wireless modems 126
wireless networks 77

Word documents 92, 169
World Clock 160–162
World Clock icon 161
world map 161
Wrap Search check box 123

Y

Year View 153

Z

ZIP files 178, 179
zoom settings (camera) 136