

» Key Term

Firewall A system set up to protect against unauthorized access into a private network.

- The name of the outgoing mail (Simple Mail Transfer Protocol, or SMTP) server
- Your account's security feature (if it has one), such as **Secure Sockets Layer** (SSL), **Authenticated Post Office Protocol** (APOP), or **Extended Simple Mail Transfer Protocol** (ESMTP)
- Your email address and password

Go to your email provider's website or contact their customer support to obtain this information.

Using a corporate email account

If you want to access email on your handheld using your corporate email account, you create this account on your handheld in exactly the same way as any other account, with one exception: for a corporate email account, you may need to set up a **virtual private network** (VPN).

If your company has a Bluetooth network located behind the corporate firewall, or if you are using an 802.11b (also called Wi-Fi) SDIO card (go to www.palmOne.com to check on the availability of these cards) in your handheld and your company has an 802.11b network located behind the corporate firewall, you may not need to set up a VPN to access your corporate email account. See the following section for details.

Before you set up a corporate email account, check with your company's system administrator to get the following information:

Username and password This might be your Windows username and password, your Lotus Notes ID username and password, or something else. The VersaMail application provides strong 128-bit AES encryption for your password.

Protocol Many corporate mail servers use the IMAP protocol for retrieving mail. In rare cases, your company server may use the POP protocol.

NOTE Some corporate mail servers do not use either protocol. If so, you cannot send and receive email wirelessly from your handheld. You can synchronize email on your handheld with email in Microsoft Outlook or Lotus Notes on your computer.

Incoming and outgoing mail server settings Check with your company's system administrator to obtain these settings.

With a corporate email account, you may be able to access the following types of mail servers, among others:

- Microsoft Exchange
- IBM Lotus Domino
- Sun iPlanet

VPNs

If you want to access email on your handheld using your corporate email account, you may need to set up a virtual private network (VPN) on your handheld. A VPN enables you to log in to your corporate mail server through the company's firewall (security layer). Without a VPN, you cannot pass through the firewall to gain access to the mail server.

You need to set up a VPN to access corporate email in either of the following situations:

- Your company's wireless local area network (LAN) is located outside the firewall.
- Your company's wireless LAN is located inside the firewall, but you are trying to access the network from outside the firewall (for example, from a public location or at home).

Check with your company's system administrator to see if a VPN is required to access the corporate network.

The **auto get mail** with notification feature in the VersaMail application may not work with a VPN connection. Also, you cannot use **scheduled sending retry** of email with accounts that use a VPN connection.

Creating an account

The steps for creating an account are different depending on how you plan to send and receive email:

Wireless only If you plan *only* to send and receive email wirelessly from your handheld, set up the account on your handheld by following the procedures below.


Synchronize only (Windows only) If you plan *only* to synchronize email on your handheld with email on your computer, and *never* to send and receive email wirelessly from your handheld, do not set up the account on your handheld. Instead, follow the steps for **setting synchronization options** on your computer later in this chapter. When you are finished, **synchronize** to transfer the account settings to your handheld.

Both wireless and synchronize (Windows only) If you plan *both* to send and receive email wirelessly *and* to synchronize email on your handheld with email on your computer, you must set up the account on your handheld and follow the steps for **setting synchronization options** on your computer. If you do not set up the account in both places, synchronizing email does not work.

[!] IMPORTANT If you plan to **synchronize** your new handheld with an existing username from another handheld, you must do so before you enter your email account information in the VersaMail application. If you enter the email account information first and then synchronize your handheld to an existing username, the email account information you entered is overwritten.

Setting basic account options

1

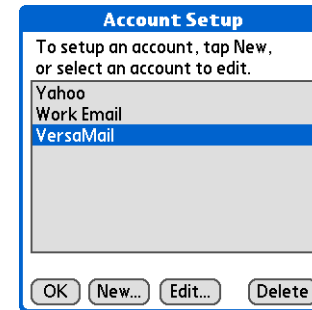
Go to **Favorites** and select VersaMail .

2

Open the Account Setup screen:

- a. **Open the menus.**
- b. Select Accounts, and then select Account Setup.
- c. Select New.

➤ **Continued**



» Key Term

Protocol Settings your email provider uses to receive email messages. Most providers use the Post Office Protocol (POP); a few use the Internet Message Access Protocol (IMAP).

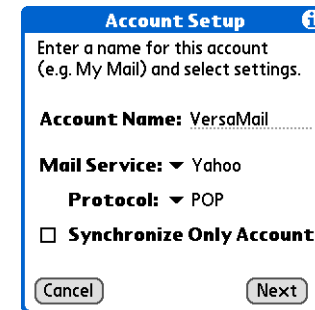
* Tip

If your email provider appears on the Mail Service pick list, you don't need to select a protocol. The correct protocol is automatically displayed.

3

Enter the basic account information:

- a. In the Account Name field, enter a descriptive name.
- b. Select the Mail Service pick list, and then select your email provider. Select Other if your provider is not listed.



- c. If you chose Other, select the Protocol pick list, and then select POP or IMAP.

[!] IMPORTANT Do not check the Synchronize Only Account box. If you plan only to synchronize email on your handheld with email on your computer, do not set up the account on your handheld. Instead, follow the steps for [setting synchronization options on your computer](#) later in this chapter.

- d. Select Next.

➤ Continued

*** Tip**

Your username is usually the part of your email address appearing before the @ symbol, not your entire email address. Check with your ISP if you are not sure what username to enter.

+ Did You Know?

Your incoming mail server is also called your POP or IMAP server; your outgoing mail server is also called your SMTP server.

4

Enter the account username and password:

- Enter the username you use to access your email.
- Select the Password box, enter your email account password, and then select OK.

- Select Next.

5

If you chose a common email provider from the Mail Services pick list on the Account Setup screen, this screen is already filled in. If not, enter the names of the incoming and outgoing mail servers:

- Enter your email address.
- Enter the names of your mail servers.
- Select Next.

↘ Continued

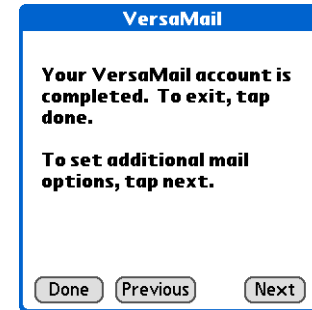
6

Do one of the following:

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

Set additional mail options Select Next to **set advanced mail options**.

↓ Done



Setting advanced mail options

+ Did You Know?

The POP protocol does not support retrieval of unread mail only from the server. If you have a POP email account, the VersaMail application downloads all messages from the server regardless of whether you have read them (for example, on your desktop or on the web), and regardless of whether this box is checked.

* Tip

If you choose to leave mail on the server and, for example, read messages from your Yahoo! account on your handheld, the messages are still visible the next time you check your Inbox on Yahoo.com.

1

Set mail retrieval server options for a POP or IMAP account:

POP accounts

VersaMail ⓘ

Incoming Mail Options:

- Get unread mail ONLY.
- Delete messages on the server when they are deleted in VersaMail.
- Leave mail on server (e.g. to view on desktop later.)

Port Number: 110.....

- Use Secure Connection (SSL).

Maximum Message Size: 5..... KB.

Cancel Previous Next

IMAP accounts

Work Email ⓘ

Incoming Mail Options:

- Get unread mail ONLY.
- Delete messages on the server when they are deleted in VersaMail.

Port Number: 143.....

- Use Secure Connection (SSL).

Maximum Message Size: 5..... KB.

Cancel Previous Next

a. Select any of the following:

Get unread mail (IMAP account only) Select Get unread mail ONLY to download only unread mail to your handheld. If you don't choose this option and you select Get & Send, all of your messages on your provider's mail server are downloaded to your Inbox, including messages you have already read.

Delete messages on server To delete messages on your provider's mail server when they are deleted in the VersaMail application, check the Delete messages on the server when they are deleted in VersaMail box.

Leave mail on server (POP account only) To get email on your handheld but leave it on the server so you can view it later on your computer, check the Leave mail on server box.

↘ Continued

Cont'd.

Port Number The port number setting defaults to 110 for POP and to 143 for IMAP servers. You may need to change the port number if you choose to retrieve incoming mail over a secure connection (see the next item). If you are not sure about the correct port number, check with your system administrator.

Use Secure Connection To retrieve incoming mail over a secure (**Secure Sockets Layer**, or SSL) connection, check the Use Secure Connection box. If you check the box, the port number for incoming mail changes to 995. You may need to change the port number; check with your system administrator.

Maximum Message Size To limit the maximum size of an incoming email message, enter the size in kilobytes (KB) for Maximum Message Size. The maximum size of an incoming message is 5KB by default, but you can enter any size up to 2048KB (approximately 2 megabytes, or 2MB), including attachments. The maximum message size that you can retrieve is 60KB for the body text and approximately 5MB of total data for any attachments. Because downloading large messages can consume handheld resources, the VersaMail application displays the size of the message and asks if you want to continue downloading any message that exceeds your maximum message size, up to a total size of 2MB.

b. Select Next.

↘ **Continued**

2

Set outgoing mail options:

a. Select any of the following:

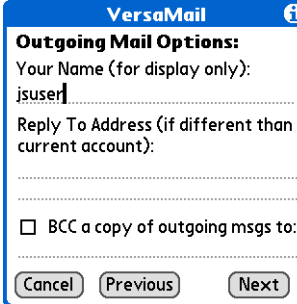
Display Name Enter the name you want to appear on your outgoing messages, such as "Joe Smith."

Reply To Address Enter the email address that you want recipients to see and reply to on your email messages, only if this is different from the email address from which you are sending the message. For example, if you are sending a message from me@yahoo.com but you want recipients to reply to me@earthlink.net, enter the reply-to address here. Reply To Address makes it look as though the email came from the address you entered.

BCC Check the BCC box to send a blind copy of any email message you send to another email address. The blind copy email address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your corporate email account, enter that email address.

b. Select Next.

↘ Continued



The screenshot shows a dialog box titled "VersaMail" with a blue header bar. Below the title bar, the text "Outgoing Mail Options:" is displayed. There are two text input fields: the first is labeled "Your Name (for display only):" and contains the text "jsuser"; the second is labeled "Reply To Address (if different than current account):" and is currently empty. Below these fields is a checkbox labeled "BCC a copy of outgoing msgs to:" which is currently unchecked. At the bottom of the dialog box are three buttons: "Cancel", "Previous", and "Next".

* **Tip**
Use a signature to add your name and phone number to all outgoing messages.

3

Add a signature:

- a. Check the Attach Signature to messages box, and then enter the text of the signature.
- b. Select Next.

➤ Continued

VersaMail ⓘ

Outgoing Mail Options:

Attach signature to messages.

J. S. User

Marketing Director

555-555-5555

Cancel Previous Next

* Tip

If you need to enter new authentication information, enter your username, tap the Password box, enter a password, and then select OK. Check with your email service provider for authentication username and password information.

4

Set additional outgoing mail options:

a. Select any of the following:

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

Use Secure Connection To send outgoing mail over a secure (**Secure Sockets Layer**, or SSL) connection, check the Use Secure Connection box.

Authentication Check the box if the outgoing server (SMTP) requires **ESMTP authentication**. Check with your system administrator before selecting this option. If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password.

b. Select Done.

↓ Done

VersaMail i

Advanced Outgoing Options:

Port Number: 25

Use Secure Connection (SSL).

My server requires authentication (ESMTP)

Username:
jsuser1

Password: -Assigned-

Tap done to complete setup.

Done Previous

Testing your new account

After you finish setting up a new email account, the Inbox of the account you just created is displayed. You can test whether the email account is set up and working properly by **getting messages**.

If you set up a synchronize-only email account, you need to **configure this account** on your computer. You can't synchronize email on your handheld with email on your computer unless you configure the account on your computer.

Managing email accounts

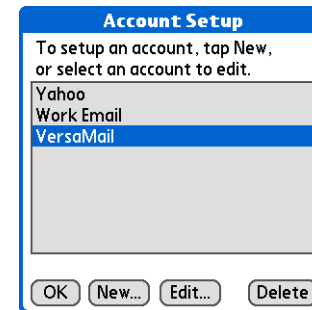
After you create an account, you can edit or delete it, or customize the account by adding ESMTTP authentication, selecting a specific service to connect to your network, and more.

Editing an email account

1

Select the account you want to edit:

- a. **Open the menus.**
- b. Select Accounts, and then select Account Setup.
- c. Select the name of the account to edit, and then select Edit.

**2**

The same series of screens appears for editing an account as for **creating an account**. Go through the screens by selecting Next, and change the entries you want to edit on the appropriate screens.

↓ Done

Deleting an email account

When you delete an account in the VersaMail application, the account is removed from your handheld. The account still exists on the server. For example, deleting your Yahoo! account from the VersaMail application deletes the account only from your handheld. Your email account still exists at Yahoo.com.

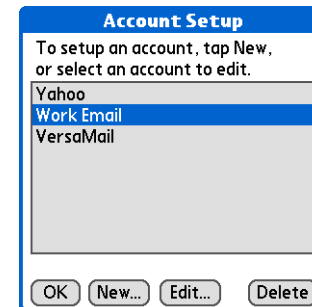
You can delete all but one of your email accounts; you must have at least one account.

* **Tip**
Synchronize your handheld with your computer to free up the memory associated with an account after you delete it.

1

Select the account you want to delete:

- a. **Open the menus.**
- b. Select Accounts, and then select Account Setup.
- c. Select the name of the account to delete, and then select Delete.

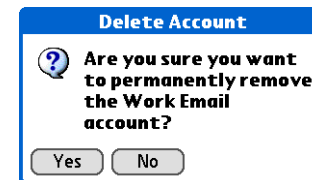


2

Delete the account:

- a. Select Yes in the Delete Account dialog box to delete the account and all associated email messages.
- b. Select OK.

↓ Done



Selecting a different service for an email account

When you **set up a phone connection** on your handheld, you pair each connection with a network service. You also select one of these services to be the default for all network activity on your handheld, including sending and receiving email.

For any given email account, however, you can switch to a different service for that account only. For example, the default service you have selected for your handheld may be called Bluetooth and may use your handheld's built-in Bluetooth functionality to make a connection to your corporate mail server. However, for your Earthlink account, you may want to switch to the service called IR, which uses your handheld's IR port to make a connection to your email service provider through your mobile phone.

When you exit the VersaMail application, the service disconnects (unless you are using the default service for your handheld). When you reopen the application, the email account you selected (Earthlink in this example) continues to connect using the new connection (IR in this example) until you either select a new service or uncheck the Always connect using box. If you uncheck the Always connect using box, the email account (Earthlink) connects using the default handheld service (Bluetooth in this example).

The Always connect using box changes the connection service for the selected email account only. You must follow the procedure for each email account whose connection you want to switch from the default connection on your handheld.

*** Tip**

If there is an existing service connection, it is disconnected and the new connection is initiated. The VersaMail application sends and checks for any new email using the new connection.

1

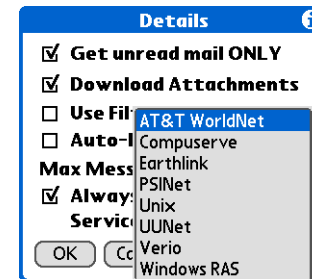
Open the Account Details dialog box:

- a. From the Inbox of the account you want to switch, select Get Mail.
- b. Select Details.

**2**

Select the new service:

- a. Check the Always connect using box. A pick list of available services appears. The currently used connection is displayed by default.
- b. Select the connection you want to switch to from the Service pick list.
- c. Select OK, and then select OK again.



↓ Done

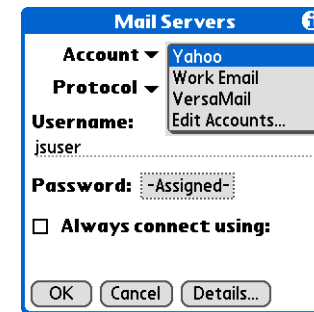
Adding ESMTP to an account

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

1

Select the account to which you want to add ESMTP:

- a. In your Inbox or on another folder screen, **open the menus**.
- b. Select Options, and then select Mail Servers.
- c. Select the Account pick list, and then select Edit Accounts.
- d. Select the name of the account you want to change, and then select OK.



↘ Continued

*** Tip**

If you need to enter new authentication information, enter your username, tap the Password box, enter a password, and then select OK. Check with your email service provider for authentication username and password information.

2

Add ESMTTP:

- a. On the Mail Servers screen (see step 1), select Details.
- b. Select the Options pick list, and then select Advanced Outgoing.
- c. Check the box.



NOTE Check with your system administrator before selecting this option. If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password.

- d. Select OK.

↓ Done

Getting and reading email


- + **Did You Know?**
 You can set up your handheld to automatically check for and download new email messages.

You can choose to see only the subjects of your email (which includes message size, sender, and subject), so that you can decide if you want to download the entire message. Or you can choose to get the entire message for all of your incoming email. If you choose to get the entire message, the body text of the message is downloaded up to the maximum message size you select.

Switching among email accounts

To view the email in an account, you must switch to that account and then get the email.

1

Go to Favorites and select VersaMail .

2

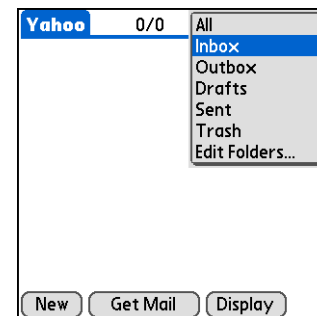
Select the account for which you want to get email:

- a. In your Inbox or on another folder screen, **open the menus**.
- b. Select Accounts, and then select the name of the account you want.

3

Select the folders pick list, and then select Inbox if the Inbox is not displayed.

↓ Done




Getting email messages

* **Tip**
If you have set up the account to synchronize email on your handheld with email on your computer only, you must **synchronize your handheld with your computer** to download messages to your handheld.

+ **Did You Know?**
You can deactivate the Get Mail Options dialog box by using VersaMail Preferences.

* **Tip**
If you select Messages, the first 5KB of each message is downloaded. You can **change the maximum size** for downloaded messages in VersaMail Preferences.

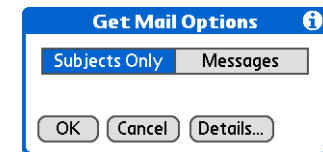
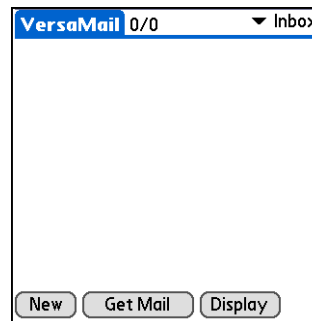
1

Go to Favorites and select VersaMail .

2

Choose whether to get message subjects only or full messages:

- a. **Open the menus.**
- b. Select Accounts, and then select the account you want.
- c. Select Get Mail or Get & Send.



- d. In the Get Mail Options dialog box, select Subjects Only to download subjects only, or select Messages to download entire messages.

↘ **Continued**

* Tip

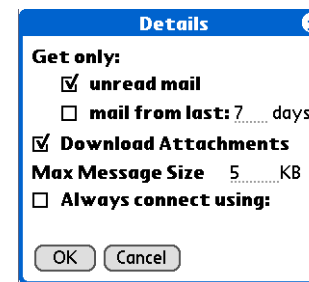
For IMAP accounts, you have the option of synchronizing IMAP folders from the Get Mail Options dialog box. With **wireless IMAP folder synchronization**, you can synchronize email messages between a folder in an email account on your handheld and a folder with the same name on your email provider's mail server.

3

[&] OPTIONAL Select advanced options for getting email:

a. Select Details, and then select any of the following:

- **Get only unread mail** (IMAP accounts only)
- Get mail from last X days (number of days you specify; default is 7)
- **Download Attachments**
- Set Max (maximum) Message Size (default is 5KB)
- **Set the default connection type** for this account.



b. Select OK to return to the Get Mail Options dialog box.

4

Select OK.

5

[&] OPTIONAL If you are retrieving mail using a **VPN connection**, you may be asked to enter the username and password you use to log in to the VPN.

6

Select OK.



Done

A list of your messages appears in the Inbox.

+ Did You Know?

If more than one scheduled auto get happens at the same time (for example, for two separate email accounts), auto get retrieves messages in the following order:

1. Any past-due auto get (for example, a retry of an earlier failed auto get).
2. Current retrievals according to the order of email accounts (#1, #2, and so on).

Auto get mail with notification

You can set up the VersaMail application to automatically get new email messages and download them to your handheld with the auto get feature.

If auto get downloads any new messages, your handheld lets you know with a blinking light or a beep. And a list with the number of new messages retrieved appears on the Reminders screen.

The auto get feature downloads only the first 3KB of each message. You can select the More button on the message screen to download the entire message.

Auto get recognizes any **filter criteria** you set up for downloading messages. Messages that don't meet these filter criteria are not downloaded during an auto get. You need to turn off all filters and manually retrieve these messages.

NOTE In order for auto get mail to work, your handheld must be able to make periodic connections to the Internet through your Bluetooth wireless technology-enabled mobile phone or a Bluetooth access point. If your handheld is not within range of a Bluetooth device that allows it to connect to the Internet, auto get mail does not take place.

Scheduling auto get mail

You can set up different schedules for each of your email accounts, but you can set up only one schedule for each account. For example, if you set up a schedule to get mail on weekdays for your Yahoo! account, you can't set up a separate schedule for weekends for that account.

The auto get feature may not work with your specific **VPN connection**. It doesn't work for **SSL connections**, nor does it work if your **security preferences** include encrypting databases on your handheld.

*** Tip**

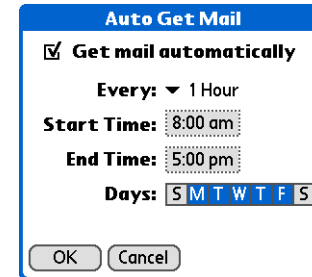
You should perform a manual get mail after setting up a scheduled auto get. Then only new messages are retrieved during auto get.

Or if you have [configured an email account](#) to synchronize messages on your handheld with messages on your computer, you can [synchronize](#) after setting up a scheduled auto get to make sure that only new messages will be retrieved.

1

Select Auto Get Mail for a given account:

- a. From the Inbox or on another folder screen, **open the menus**.
- b. Select Options, and then select Auto Get Mail.
- c. Check the Get mail automatically box.

**2**

Set schedule options:

Interval Select the Every pick list and select the time interval, from 15 minutes to 12 hours. Note that if you set a more frequent interval, you may need to recharge your handheld's battery more often.

Start/End Time Tap the Start and End Time boxes, and then select the hour, the minute, and AM or PM to enter the time for the first and last auto get mail to take place. Select OK.

Days Select the days you want the schedule to be active. You can choose any number of days, but you can set up only one schedule for each email account.

3

Select OK.

↘ Continued

4**[&] OPTIONAL** Select Get Mail.

↓ Done

Auto get notifications

The auto get mail feature provides three types of alerts during and after it gets messages:

Status messages Depending on the connection type, a series of status messages may appear during the auto get connection and mail retrieval process.

Notifications You can choose to **have your handheld alert you** with a beep or alert sound, or with a blinking light, when a new message arrives in your account.

Reminders screen If auto get discovers and downloads new messages for an email account, a notification appears on the **Reminders screen**, telling you the account name and the number of new messages. If auto get is scheduled for more than one account, a separate notification appears for each account.

Setting notification options

You can choose a sound—such as a bird, a phone, or an alarm—to let you know when new email arrives.

+ Did You Know?

Any custom sound you install on your handheld appears on the Notify Sound pick list.

* Tip

You can follow these steps to change the notification sound at any time.

* Tip

You can also **adjust the volume** of the notification sound.

1

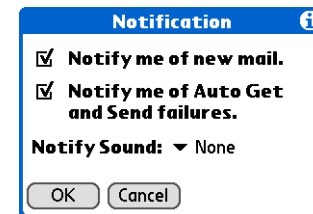
Turn on notification:

- In the Inbox or on another folder screen, **open the menus**.
- Select Options, and then select Notification.
- Check the Notify me of new mail box.

2

Select notification options:


- Select the Notify Sound pick list, and then select a sound. The handheld plays a brief demo of the sound.
- To receive notifications of successful auto get mail and automatic send retries only, uncheck the Notify me of Auto Get and Send failures box. Leave the box checked if you want to receive notifications of both successful and failed auto get mail and automatic send retries.
- Select OK.




↓ Done

Viewing and using the Reminders screen

The Reminders screen on your handheld shows info about new email messages. It also shows alerts from other applications, such as Calendar appointments.

To view the Reminders screen, tap the blinking asterisk  when it appears in the upper-left corner of any screen.

If you set up a scheduled auto get mail and you receive new email messages, they are downloaded into the Inbox. If you are working with email messages in the Inbox, the Reminders screen doesn't display a reminder for new messages, because they are already displayed in the Inbox.

A broken envelope icon  appears next to a notification when an auto get mail fails.

You can do any of the following:

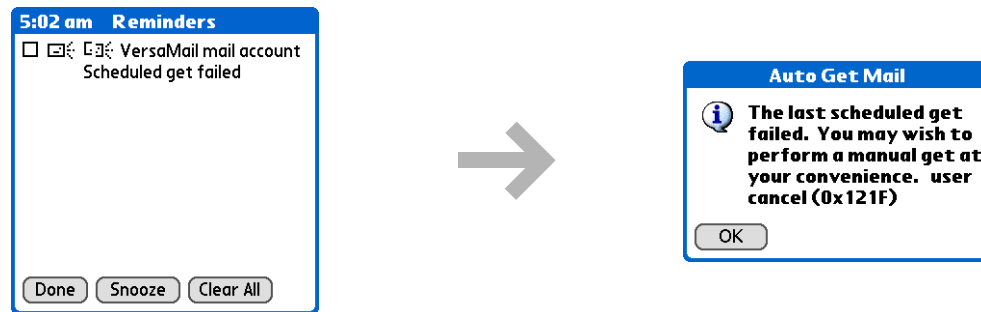
- Check the box to clear a reminder from the list.
- Select the reminder (either the mail icon or the text description) to go to the Inbox of that account or to read a detailed error message.
- Select Done to close the Reminders screen and return to whatever you were doing on your handheld before the Reminders screen appeared.
- Select Clear All to delete all reminders on the Reminders screen.

When a notification appears on the Reminders screen, select the notification to go to the Inbox of that account, or launch the VersaMail application and go to that account. Once you view a message in the Inbox, the message is removed from the Reminders screen, even if you don't open it. Auto get then starts at the next scheduled interval, with the Reminders screen counter reset to 1.

If you don't go to the Inbox of the selected account and another scheduled email retrieval finds new messages, the Reminders screen adds the number of new messages to the notification for that account. For example, if scheduled auto get #1 finds two new messages and, before you view

the Inbox, scheduled auto get #2 takes place and finds three more new messages, the Reminders screen notification indicates five new messages for that account.

If auto get discovers new messages but then fails for any reason, the Reminders screen shows the account name and an error message. You can select the error message or open the VersaMail application for that account for more detailed information on the failed auto get.



You can choose to [disable notifications for auto get mail failures](#).

Auto get mail retries

If the interval for a scheduled auto get is set at "Every 1 hour" or less frequently, and an auto get fails for any reason, the VersaMail application tries to retrieve email every 30 minutes until either the next scheduled auto get occurs or the end time for scheduled email retrieval is reached. If the interval is set for more frequently than "Every 1 hour," the VersaMail application waits until the next scheduled auto get.

Resource issues with auto get mail

The auto get mail feature can cause the following resource constraints:

Decreased battery life If you set the auto get interval for more often than once per hour, your handheld's battery charge may drain more quickly, and you may need to recharge the battery more frequently.




Increased monthly charges Some wireless providers, such as Cingular or T-Mobile, charge a fee for data transactions. If you use one of these providers, using the auto get feature can substantially add to your monthly charges. This is especially true for POP accounts, because POP messages take longer to download than IMAP messages.

If you primarily retrieve messages over your company's network (Bluetooth or 802.11b network), monthly charges should not be an issue.

If you are concerned about resource issues, set your interval for email auto get to retrieve messages no more frequently than once per hour.

Inbox icons in the VersaMail application

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

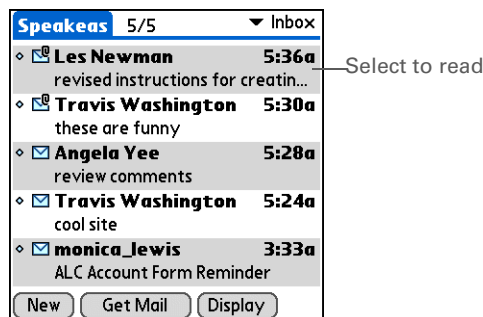
-  Only the subject header information is downloaded.
-  Part or all of the message text is downloaded.
-  Part or all of the message text and attachment information is downloaded.


Reading email messages

To read email, select the email message in the Inbox or the folder where the message is located.

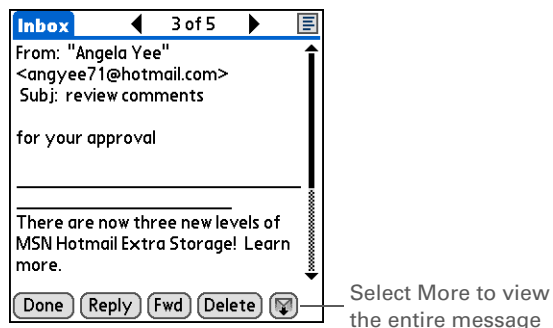
* **Tip**
If you use the 5-way navigator to select and open a message, press Center after reading the message to close it and return to the folder where you started.

* **Tip**
Highlight a message and press Right on the 5-way to open a menu of message commands such as forward, reply, and delete.



If you chose to **get messages by subjects only**, select the More button  to view the body of the email message, plus any attachments, up to the maximum message size you select. If the downloaded message exceeds your maximum message size, only a partial message is displayed. Select the More button to view the entire message.

If you choose to get entire messages, the body of the message is displayed. However, if the downloaded message exceeds your maximum message size, only part of the message is displayed. Select the More button to view the entire message.



Selecting whether to receive messages as HTML or plain text

By default, the VersaMail application is set to receive mail in HTML format. This means that any email messages sent as HTML are displayed on your handheld with basic HTML formatting intact, including the following:

- Bold
- Italics
- Underlining
- Colored words
- Bullet lists
- Numbered lists
- Line breaks

For certain types of graphics (for example, JPEG or GIF files), the graphic may be displayed as a URL in the body of the email message. In some cases, you can **select the URL** to open the graphic.

Messages sent as plain text are displayed as plain text only, and any text stripped of its HTML formatting is displayed as plain text as well. You can set the application to receive all messages as plain text only, regardless of the format in which they were sent. If you choose this option, only the text of any messages sent in HTML format is displayed.

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

1

Open VersaMail Preferences:

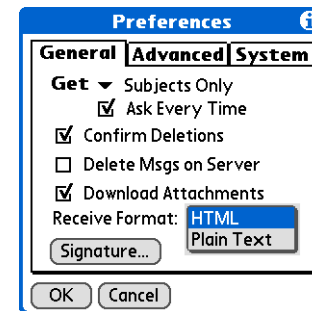
- a. **Open the menus.**
- b. Select Options, and then select Preferences.

2

Select message format:

- a. Select the Receive Format pick list, and then select HTML or Plain Text. The default is HTML.
- b. Select OK.

↓ Done



Customizing the font of messages you are reading

You can change the font, size, or style of incoming messages to make them easier to read.

+ **Did You Know?**
The font settings you choose apply to all incoming messages, not just the current one.

1

Open the Select Font dialog box:

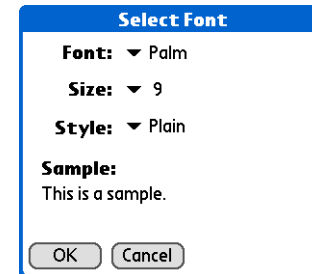
- a. On the message screen, **open the menus**.
- b. Select Options, and then select Font.

2

Customize the font:

- a. Select each pick list (Font, Size, Style) and select the option you want.
- b. Select OK.

↓ Done



Sending an email message

* Tip

If you set up the account to synchronize email on your handheld with email on your computer only, you must **synchronize** so that messages you compose on your handheld can be sent out through your computer's email application.

+ Did You Know?

You can set up your handheld to **automatically try resending** any messages that are not sent correctly the first time.

+ Did You Know?

When you put addresses in the copies (cc:) field, they are visible to all other recipients. Addresses in the blind copies (bcc:) field are hidden from all other recipients.

1

Go to Favorites and select VersaMail .

2

Open a new message:

- a. **Open the menus.**
- b. Select Accounts, select the account you want, and then select New.

VersaMail 0/0 ▾ Inbox

New Get Mail Display

➔

New Message

To:

cc:

bcc:

Subj:

Send Outbox Drafts Cancel

➔ **Continued**

* **Tip**
Subjects longer than one line are shown on a single line with an ellipsis symbol to the right of the subject line. Select the subject to see the full subject.

+ **Did You Know?**
Open the Edit menu to access the editing features available for a message you are composing.

* **Tip**
If you open another application while you're working on a message, the message is automatically saved as a draft.

3

Address and compose your message:

- a. Enter the recipient's email address by **entering it directly**, **entering it from Contacts**, or **using Smart Addressing**.
- b. In the Subject field, enter the subject of your email.
- c. In the area below the Subject line, enter the text of your email.

4

[&] **OPTIONAL** Attach one or more files to send with your message.

5

Select one of the following options to send your message:

Send Sends the email immediately.

Outbox Stores email so you can compose email offline and then send it all during one connection with the server. To send your email, select Get & Send.

Drafts Saves your message so you can work on it at another time.

↓ **Done**

* **Tip**
You can't see the whole list of addresses in a field if the list is longer than two lines. To see the whole list, tap the word To, cc, or bcc.

* **Tip**
It's OK to enter commas instead of semicolons between addresses, because they're changed to semicolons. But you can't use other punctuation or no punctuation between addresses.

Entering an address directly in the To field

1

On the New Message screen, tap or navigate to the To field.

2

Enter an address using one of the following methods:

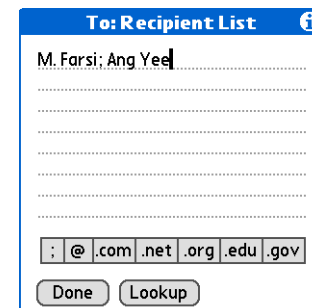
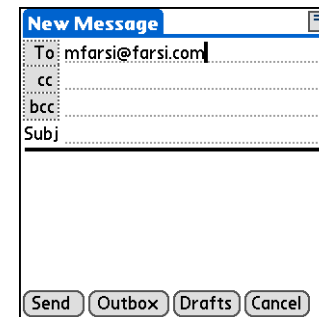
Single address in To field Enter the address, and then select Done.

Multiple addresses in To field Enter a semicolon (;) and then a space between recipient names.

Single address on Recipient List Tap To and enter the address on the Recipient List screen, and then select Done. Use the shortcut buttons at the bottom of the screen for quick address entry.

Multiple addresses on Recipient List Enter a semicolon (;) and then a space between recipient names.

↓ Done



Entering an address using Contacts

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

+ Did You Know?

Addresses longer than one line are shown on a single line with an ellipsis symbol to the right of the address line. To view or edit the address, tap the To field to display the full address.

1

Open the Lookup screen:

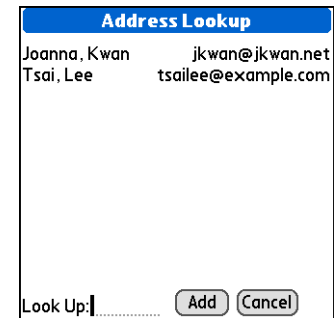
- a. On the New Message screen, select the word To.
- b. On the Recipient List screen, select Lookup.

2

Enter the address:

- a. On the Address Lookup screen, select the address you want, and then select Add.
- b. Select Lookup and repeat step a for each address you want to add.

↓ Done



Entering an address using Smart Addressing

Smart Addressing completes a recognized email address. Smart Addressing automatically fills in fields when the recipient's name and email address are in your Contacts list.

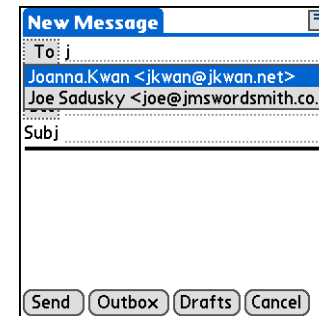
* **Tip**
Smart Addressing is turned on by default. To turn off Smart Addressing, **open the Options menu**, select Preferences, and then check the Advanced tab. Deselect the Enable Smart Addressing box.

1

On the New Message screen, tap in the To field.

2

Start entering the person's name, such as Joe Smith. Once the name is recognized from your Contacts list, the name and email address are automatically completed on the recipient list. For example, if you have a Joe Smith and a Joan Smith in Contacts (and no other names starting with J), once you type "Joe," the entry "Joe Smith" is completed with the correct email address.

**3**

Select the name when it appears.

↓ Done

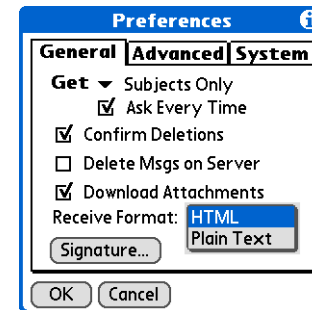
Attaching a personal signature

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

1

Open the VersaMail Preferences:

- a. From the Inbox or on another folder screen, **open the menus.**
- b. Select Options, and then select Preferences.



2

Add a signature:

- a. Select Signature.
- b. Check the Attach Signature box.
- c. Enter your signature information, and then select OK.



↓ Done

+ Did You Know?
Send retry doesn't work for **VPN** or **SSL** connections, or for accounts for which your ISP requires you to log in to the mail server before sending mail. It also doesn't work if you have **configured the security preferences** on your handheld to encrypt databases on the handheld.

*** Tip**
Select the notification to view a detailed error message. Viewing the error message deletes the notification from the Reminders screen.

Send retry


If a send attempt fails for any reason after you select Send (for example, your handheld is out of range, or the application cannot connect to the mail server), you can choose to have the application move the message to the Outbox and keep trying to send the message every 30 minutes, a maximum of three times.

If you put a message in the Outbox, you must select Send to send the message on the first try. The VersaMail application attempts automatic send retry only after the first send attempt fails. Keep in mind the following regarding automatic send retry:

- Automatic send retry occurs only if you select Send to send the message manually. It doesn't work if you select Get & Send.
- To select automatic send retry, select Yes in the dialog box notifying you that manual send has failed.
- If automatic send retry succeeds, the message is moved to the Sent folder.
- If automatic send retry fails after the third try, you have to send the message manually.

Send retry notifications

If automatic send retry fails after the third try, a notification appears on the **Reminders screen**. Send retry notification features include the following:

- A broken envelope icon  shows that automatic send retry has failed. A separate notification appears for each email account.
- You can choose to **disable notifications** for send retry failures.
- The Reminders screen shows only the most recent notification for an email account, no matter how many automatic send retries have been attempted for that account.

* **Tip**
If you **perform a soft reset** or **synchronize** during send retry, the retry cancels. You must manually send any messages in the Outbox.

Modifying messages in the Outbox


A message in the Outbox waiting for the next automatic send retry can be edited, moved, or deleted. However, if you edit the message, you must manually send the message. If the manual send fails, you can choose to store the message in the Outbox to wait for the next automatic send retry.

During automatic send retry, any message that the VersaMail application is trying to send is in a locked state. You cannot edit, move, or delete these messages. If you try to modify a message in the locked state, an error message appears.


If a send retry fails after the third try, the message is stored in the Outbox in the error state. You can send the message again manually, or edit, move, or delete the message. However, if you edit the message, you will need to manually send the message. If the manual send fails, you can choose to store the message in the Outbox to wait for the next automatic send retry.

Outbox icons in the VersaMail applications

The icons to the left of a message in the Outbox show the message's status.

 Message is waiting either to be manually sent or to be sent during the next send retry. You can edit, move, or delete a message in this state.

 Send retry is currently in process; you cannot edit, move, or delete a message in this state.

 Third automatic send retry has failed. You must manually send a message in this state by selecting Get & Send.

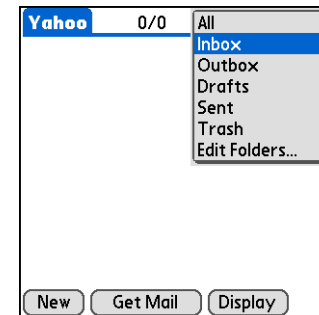
Working with email folders

By default, the VersaMail application displays the messages in a given account's Inbox folder. You can easily view the messages in a different folder. You can also customize the appearance of the message list in your email folders, move messages between folders, and create and edit folders.

Viewing another folder

1

In the Inbox or on another folder screen, select the folders pick list in the upper-right corner of the screen.

**2**

Select the folder you want to view.

↓ Done

* **Tip**
The customization options you choose apply to all email folders, not just the one you are in.

Customizing the appearance of the message list

You can change display options on the message list, as well as the size of columns in the list.

NOTE Changing column size is available for one-line message view only.

1

In the Inbox or on another folder screen, select Display Options.

2

Customize any of the following:

Sort by Select the Sort by pick list, and then select the column name. Default is Date.

Sort order Select Descend or Ascend. Default is Descend.

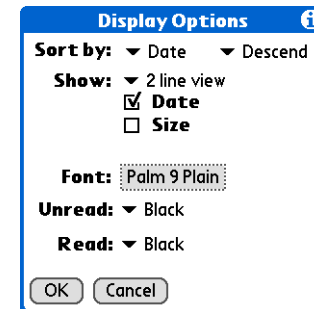
One- or two-line column view Select the Show pick list, and then select one-line or two-line view. Default is two-line.

Columns shown Check the box under the Show pick list for each column you want to show. The column options change depending on whether you choose a one-line or a two-line view. Defaults are Sender, Date, and Subject.

Font Tap the Font field. Select each pick list in the Select Font dialog box (Font, Size, Style) and select the option you want. Default is Palm 9 Plain.

Read and unread message color Select the Read and Unread pick lists, and then select the color you want for each type of message. Default for both is black.

↘ **Continued**



3

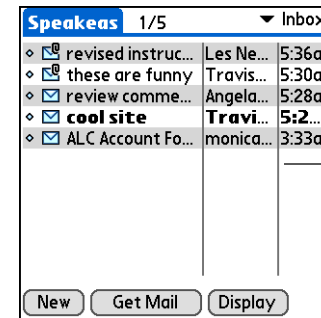
Select OK.

4

If you selected one-line summary view in step 2, change the size of columns in the message list:

- Tap the column divider.
- Drag the column divider to change the width of the column.

↓ Done



Column divider

Moving messages between folders

You can move one or more email messages between folders.

* **Tip**

You can use the 5-way to move a single message. Select the message you want to move, press Right to open the Message menu, and then select Move To. Then select the folder you want on the destination list.

* **Tip**

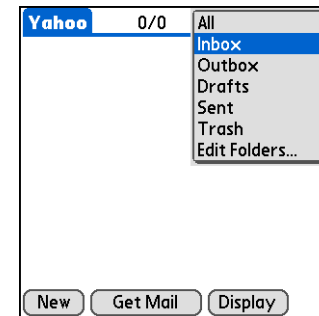
To select a group of adjacent messages, drag the stylus to the left of the message icons.

* **Tip**

You can also open the Message menu and select Move To.

1

In the Inbox or on another folder screen, select the folder pick list in the upper-right corner and select the folder containing the message(s) you want to move.

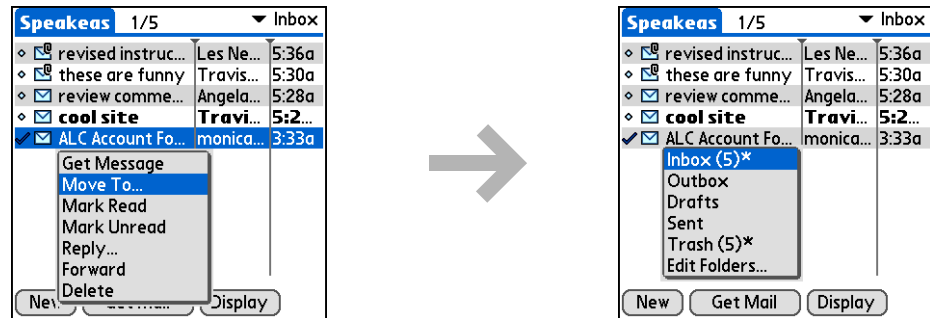


↘ Continued

2

Move a single message:

- a. Tap the envelope icon to the left of the message you want to move, and then select Move To from the list.



- b. On the folders list, select the destination folder you want.

3

Move multiple messages:

- a. Tap to the left of the icon for each message you want to move. A checkmark appears next to each selected message.
- b. Tap a message icon next to a selected message, and then select Move To on the list.
- c. On the folders list, select the destination folder you want.

➤ Continued

4

Select OK.

↓ Done

Creating and editing mail folders

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

1

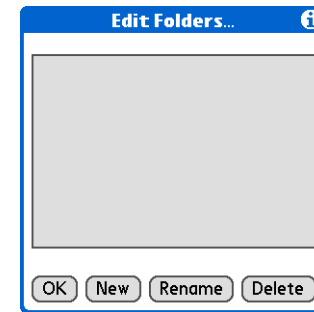
In the Inbox or on another folder screen, select the folder pick list in the upper-right corner, and then select Edit Folders.

↘ Continued

2

Select any of the following:

- a. To create a new folder, select New, and then enter the new folder name.
- b. To rename a folder, select the folder name from the list on the screen, select Rename, and then enter the new folder name.
- c. To delete a folder, select the folder name from the list on the screen, and then select Delete.



NOTE For IMAP accounts only, check the box if you want the change (create, rename, delete) to take place on the server as well as on your handheld.

3

Select OK.

↓ Done

Working with email messages

When you receive an email message, you can reply to it or forward it to someone else. You can also open web addresses (URLs) within messages.

Forwarding an email message

+ Did You Know?

You can forward email messages from any folder other than the Outbox folder.

+ Did You Know?

Forwarded messages are always sent as text only, even if you received the original message in HTML format.

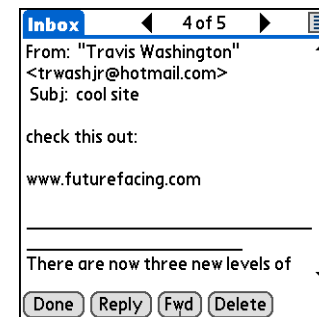
1

On a folder screen, select the folder pick list in the upper-right corner, and then select the folder that contains the message you want to forward.

2

Select the message to forward:

- Select the email message to open it.
- Select Forward (Fwd).



Select Forward

3

Address and send the message.

↓ Done

Replying to an email message

You can reply to an email message as you are reading it, or you can start the reply when you are viewing messages in the message list.

+ Did You Know?
Replies are always sent as text only, even if you received the original message in HTML format.

*** Tip**
From the message screen, you can also select Reply from the Options menu.

*** Tip**
To reply to a message from the message list, tap the envelope icon next to the message you want, and then select Reply on the list. Or open the Options menu and select Reply.

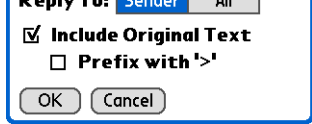
1

Create the reply:

- a. Select the message you want to reply to.
- b. Select Reply.

2

Select reply options and send your reply:

- a. In the Reply Options dialog box, select options for replying to the sender only or to all email recipients; for including original message text with your reply; and for inserting a ">" character at the beginning of each line in the original message included with your reply.
- b. Select OK.
- c. Enter a reply.
- d. Select Send to send the reply now, Outbox to send it later, or Drafts to work on it later.

↓ Done

+ **Did You Know?**
Email addresses appear in the form “username@mailservice.com” (or other three-letter extension such as .net, .org, and so on).

Working with URLs

You can tap a URL in a received message to view the web page or file associated with the URL. Tapping the URL opens your handheld’s **web browser** to view the page or file.

You can also tap an embedded email address to open a new message screen with the address in the To field.

Depending on whether the received message is displayed in HTML or plain text format, URLs and email addresses appear in slightly different forms, as follows:

HTML URLs and email addresses appear as blue underlined text.

Plain text Most URLs begin with “http://” or “www.” Simply tap to view these types of URLs. To view a page or file associated with a URL that does not begin with “http://” or “www.,” select the URL, copy it, and paste it into the address bar in the web browser.

Deleting a message

You can delete email messages from any folder. For example, you can delete old messages in the Inbox or messages that you were working on in the Drafts folder. When you delete a message, it is placed in the **Trash** folder.

1

In the Inbox or another folder screen, select the folders pick list, and then select the folder that contains the message you want to delete.

2

Tap the bullet next to the icon of each message that you want to delete. To select adjacent messages, drag the stylus so it hits the bullet to the left of each message. Lift the stylus and drag again to select more adjacent messages.

↘ **Continued**

* **Tip**
To delete messages on the server when you empty the trash on your handheld, select the Delete Msgs on Server setting in the VersaMail Preferences. Many email providers have size restrictions for mail storage. If your mailbox on the server becomes full, messages are returned to the senders.

* **Tip**
You can also tap the message icon next to a selected email message and then select Delete.

3

Delete the message or messages:

- a. **Open the menus.**
- b. Select Delete from the Message menu.
- c. Select Also delete message(s) on server, if you want to delete the messages from the server now.

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

- d. Select OK.

↓ Done

Deleting old messages

1

Open the Delete Old Messages dialog box:

- a. **Open the menus.**
- b. Select Delete Old from the Message menu.

↘ Continued

* Tip

Messages you delete from a folder move to the Trash folder and remain there until you **empty the trash**.

2

Choose settings for deleting old messages:

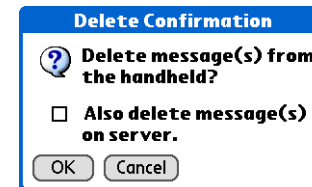
- Select the Folder pick list, and then select the folder that contains the messages you want to delete.
- Select the Older than pick list, and then select One Week, One Month, or Choose Date. If you select Choose Date, select a date from the calendar.



3

Delete messages:

- Select Delete.
- Select Also delete message(s) on server if you want to delete the messages from the server now.



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

- Select OK.

↓ Done

Emptying the trash

When you delete a message, it moves to the Trash folder. Deleted email accumulates in the Trash folder and takes up space on your handheld. To increase memory, you should empty the trash regularly.

* **Tip**
You can set a preference to automatically empty the trash.

+ **Did You Know?**
Many email providers, such as Yahoo!, have size restrictions for mail storage. If your mailbox on the server becomes full, messages are returned to the senders.

1

Open the Empty Trash dialog box:

- a. **Open the menus.**
- b. Select Empty Trash from the Message menu.

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

2

[&] OPTIONAL Select Details to see how many messages are in the trash and whether the messages are set to be deleted on the server.

3

Select one of the following options for emptying the trash:

To delete messages from your handheld as well as from the server Select Both. Select Yes if you want to update the server now.

To delete the message from only your handheld now Select Handheld.

↓ Done

Setting the trash to be emptied automatically

+ **Did You Know?**
By default, Auto-Empty Mail from Trash is selected, and the time interval is set at Older Than 1 Week.

1

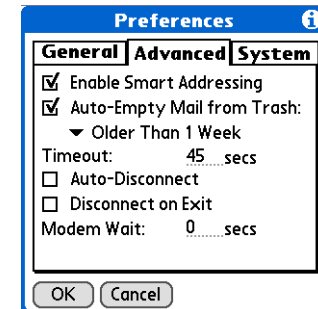
Open the VersaMail Preferences:

- a. **Open the menus.**
- b. Select Options, and then select Preferences.

2

Select the settings for automatically emptying the trash:

- a. Select the Advanced tab.
 - b. Check the Auto Empty box if it is not selected.
 - c. Select the pick list, and then select one of the following:
 - Email messages are automatically emptied from the trash immediately when they are deleted from a folder.
 - Messages are automatically emptied from the trash after the time interval you specify: one day, three days, one week, or one month.
 - d. Select OK.
- ↓ Done



Marking messages as read or unread

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

+ Did You Know?
In one-line view, read messages appear in plain text in the message list; unread messages appear in bold text.

+ Did You Know?
POP mail servers do not support the read or unread message feature. For POP accounts, messages that you mark appear in plain or bold text on your handheld, but the difference is not recognized on the server.

1

Select the message or messages to mark:

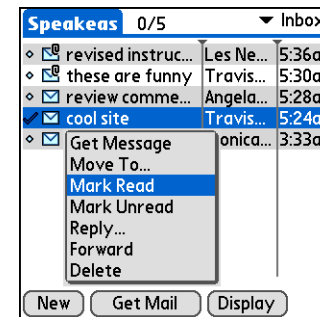
- a. In the Inbox or on another folders screen, select the folders pick list, and then select the folder containing the message you want to mark.
- b. Tap the icon next to the message you want to mark. To mark multiple messages, tap the bullets next to the messages you want to mark.

2

Do one of the following to mark the message or messages:

Single message Select Mark Read or Mark Unread on the list.

Multiple messages Open the menus, select Message, and then select Mark Read or Mark Unread.



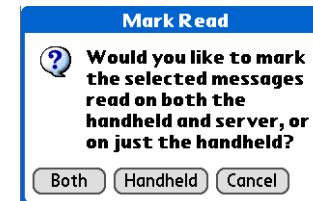
↘ Continued

* **Tip**
Selecting **Both** and then **OK** also processes any other pending actions on the server, such as deleting messages not yet deleted.

3

For IMAP accounts only, select one of the following:

To mark the messages as read or unread on your handheld only
Select **Handheld**.



To mark the messages on both your handheld and the server and have the messages marked on the server immediately Select **Both**, and then select **OK** on the confirmation screen.

To mark the messages on both the handheld and the server and have the messages marked on the server the next time you synchronize or connect to the server Select **Both**, and then select **Cancel** on the confirmation screen.

NOTE If you set up an IMAP account as synchronize only, this screen does not appear.

↓ Done

Working with attachments

You can easily download, view, and send attachments with email messages.

* **Tip**

You can also save downloaded files to an [expansion card](#).

* **Tip**

The maximum message size you can download is 60KB for the body text and approximately 5MB total, including attachments. If an attachment is too large, it cannot be downloaded to the handheld. You can download a maximum of 10 attachments for any received messages, regardless of message size.

Downloading an attachment to your handheld

Email may contain attached files, such as Microsoft Word or text files, that you want to view or install on your handheld. When you receive a message that has an attachment, the VersaMail application scans your handheld to see if you have an application that can open the attachment. If so, you can **open the attachment** with the application.

Here are the kinds of attached files you can work with:

vCard (VCF) This is contact information. Open these files in the Contacts application on your handheld.

vCal/iCal (VCS or ICS) This is usually a calendar appointment or a task. Open these files in the Calendar or Tasks application on your handheld.

Text (TXT) This is usually a memo or another plain text file. Open these files in the Memos application on your handheld.

HTML (HTML or HTM) This is usually a web page or a formatted text file. Open these files in the [web browser](#) on your handheld. Your handheld displays HTML attachments with full formatting intact.

Microsoft Word (DOC), Excel (XLS), and PowerPoint (PPT) files Open these files in the Documents application on your handheld.

Graphics files (JPG, BMP, TIF, GIF) Open these files in the palmOne™ Media application on your handheld.

Other application files For other types of application files, your handheld may contain a viewer that allows other applications to pass it a file for viewing. If your handheld contains such a viewer, you can open the attachment; if not, you can't view the attachment.

PRC (PRC) This is a Palm OS® application that you can install and run on your handheld.

PDB (PDB) This is a file that works with specific Palm OS applications.

ZIP (ZIP) These are compressed files that contain other types of files, for example, text files or Word documents. You can download and uncompress (“unzip”) a Zip file and then view the contents on your handheld.

Working with a downloaded attachment

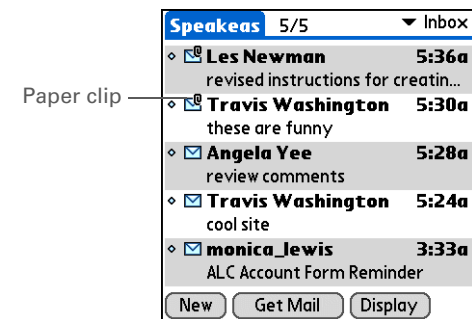
In the message list, a paper clip on a message’s envelope icon indicates that the message has an attachment that has been downloaded. You can view, edit, or install an attached file, depending on the file type.

* Tip

Because downloading large messages can consume handheld resources, the VersaMail application displays the size and asks if you want to continue downloading any message that exceeds your maximum message size, up to a total size of 5MB.

1

In the Inbox, select the message with the attachment.



2

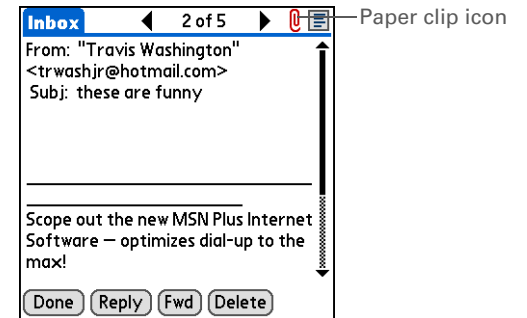
[&] OPTIONAL If you choose to get messages by subject only, select More for each downloaded message to view the body of the email message plus any attachments, up to the maximum message size.

↘ Continued

3

Tap the red paper clip icon in the upper-right corner. If the attachment is not downloaded, a paper clip icon doesn't appear even though the message was sent with an attachment. You must download the attachment for the paper clip icon to appear.

➤ Continued



+ Did You Know?

You can save any type of attached file, regardless of file type.

* Tip

After viewing an attachment, you can save it to the internal drive or to an expansion card.

4

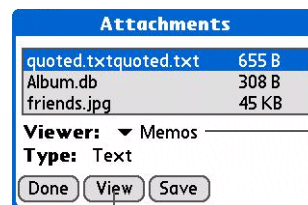
Select Save to save the attachment to your handheld's **internal drive** or to an **expansion card**, or do one of the following, depending on the attachment file type:

Viewable file: text, Word document, task, HTML, graphic, and so on Select the name of the attachment you want to view, and then select View. If there are multiple viewers registered on your handheld for the attachment file type, either use the default viewer shown, or select a viewer from the list. For example, if you have two photo viewing applications on your handheld and you select a photo attachment on the list, the Viewer pick list appears containing the names of the photo viewing applications. Select the pick list, and then select the application you want to use to view the photo attachment.

If there is only one viewer registered for the attachment file type, the viewer is shown without a list.

Palm OS application or database file (PRC or PDB) Select the name of the attachment you want, and then select Install. The file is installed automatically.

Compressed Zip file Select the name of the attachment you want, and then select Unzip. The file uncompresses, and the files it contains are listed. Select the name of the file you want to view or install, and then select View or Install.



Viewer pick list

Button displays View, Install, or Unzip, depending on the attachment file type

↘ Continued

5

When you finish with the attachment, do one of the following:

Done button appears on screen Select Done. This returns you to the Attachments dialog box, where you can select another attachment.

No Done button appears Go to Favorites and select VersaMail  to return to the Inbox of the account you were in.

 Done

Downloading large attachments

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

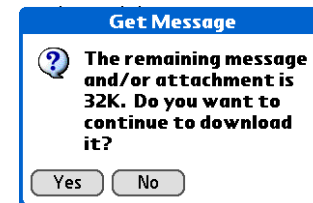
* Tip

When you see both a red paper clip icon and the More button in the Message screen, that means that some attachments to this message were downloaded, but others remain to be downloaded.

1

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

- On the message screen, select More.
- Select Yes to continue downloading the entire message with attachment.
- When downloading is complete, the red paper clip icon appears and More is no longer displayed. **Save, view, or install the attachment.**



 Continued

2

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

- a. On the message screen, tap the red paper clip icon.
- b. Select one of the following:

To view any downloaded attachments without downloading additional attachments Select No. **Save, view, or install the downloaded attachments.**

To continue downloading all attachments Select Yes. When downloading is complete, the Attachments dialog box appears, showing all downloaded attachments. **Save, view, or install the downloaded attachments.**

 Done

* **Tip**
If you open a message from the Drafts folder, you must first select Edit before you can add an attachment.

Attaching files

You can attach files on your handheld (in program memory or on the internal drive) to email messages you send. For example, you can attach photos or videos; Word, Excel, and PowerPoint files; and entries from Contacts, Calendar, Memos, and Tasks.

You can also attach files from an expansion card inserted in your handheld's expansion slot.

The maximum size message you can send is 60KB for the body text and approximately 5MB of total data for any attachments. The maximum number of attachments for any email message is ten, regardless of the attachments' total size.

You can attach a file to forwarded messages and replies as well as messages you create.

NOTE The procedure for **attaching photos and videos** is slightly different from the procedure for attaching other types of files.

+ Did You Know?
You can attach any file type from your handheld's internal drive or an expansion card.

1

Open the Attachments screen:

- a. On the message screen, **open the menus**.
- b. Select Options, and then select Attachment.

➤ **Continued**

+ Did You Know?

If you select Files on Card, the VersaMail application displays all file types on the card. You can select a particular file type, or select All Files to view all files on the card.

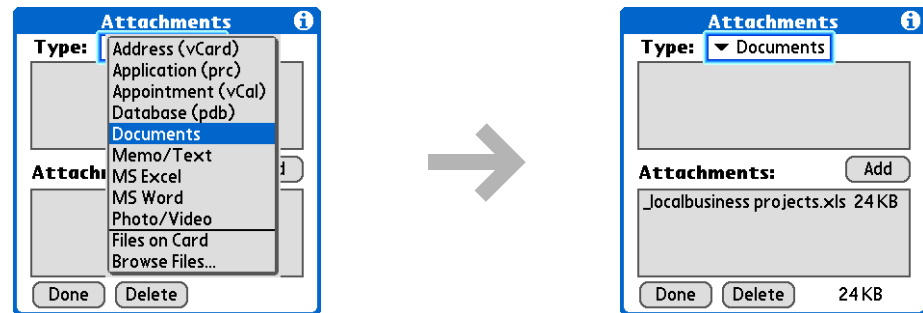
* Tip

To remove an attachment from an email message, select the attached file in the Attachments box, and then select Delete.

2

Attach the file:

- a. Select the Type pick list, and then select the file type. The VersaMail application displays all file types on your handheld that you can attach to an email message. Or select to browse files on your handheld's internal drive or on an expansion card.



- b. Select the file that you want to attach, and then select Add or Attach. The selected file appears in the Attachments box.

NOTE For some file types—for example, addresses or memos—the files to attach appear in the box at the top of the Attachments screen. For others—for example, Excel or Word files—a new screen appears from which you can select the file to attach.

- c. Repeat steps a and b for each attachment you want to add, and then select Done.

↓ Done

Attaching photos and videos

* **Tip**
To attach a photo or video from an expansion card, select the card name from the Album pick list.

* **Tip**
To select adjacent items, drag the stylus across each item.

1

Open the Attachments screen:

- a. On the message screen, **open the menu**.
- b. Select Options, and then select Attachment.

2

Attach the photo or video:

- a. Select the Type pick list, and then select Photo/Video.
- b. On the Select Media screen, select the Album pick list to go to the album containing the photo or video you want, and then check the box to the left of the photo or video. Or browse to locate the photo or video on your handheld's internal drive, and then check the box to the left of the photo or video.
- c. Select Done.

↓ Done

Synchronizing email on your handheld with email on your computer

* Tip

If you are synchronizing an account with Microsoft Outlook on your computer, you must also **set Outlook as your default email program.**

* Tip

If you intend both to synchronize email on your handheld with email on your computer and to send and receive email messages wirelessly from your handheld for a given account, leave the Synchronize Only Account box unchecked on the Account Setup screen.

WINDOWS ONLY

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

When you synchronize an account, messages from your computer are downloaded to your handheld only. Messages from your handheld are not transferred to your computer during synchronization.

[!] IMPORTANT You must have a Windows computer to synchronize email on your handheld with email on your computer. On a Windows computer, the VersaMail conduit is installed automatically when you install Palm® Desktop software.

To synchronize email for a given account, do the following:

- If you plan *both* to send and receive email wirelessly from your handheld *and* to synchronize email on your handheld with email on your computer, you must **set up the email account on your handheld** with the correct settings. If you plan *only* to synchronize email on your handheld with email on your computer, you do not need to set up the account on your handheld.
- Enable synchronization on your computer.
- Select the synchronization options for the email account.

Setting up an account on your handheld

If you plan *both* to send and receive email wirelessly from your handheld *and* to synchronize email on your handheld with email on your computer, you must **set up the email account on your handheld**. If so, note the following on the Account Setup screen for each email application or connection type:

Microsoft Exchange account Select IMAP in the Protocol pick list.

Lotus Notes If you want to synchronize to a local mail file instead of a server mail file, select POP in the Protocol pick list. If you are synchronizing your corporate email and your corporate mail server does not use IMAP, select POP. If neither of the above is true, select IMAP.


Direct connection to Internet (POP) mail server Select the correct protocol in the Protocol pick list. Most email providers use the POP protocol, although some, notably AOL, CompuServe, and .Mac, use the IMAP protocol.

Direct connection to IMAP mail server Select IMAP in the Protocol pick list.

Enabling synchronization on your computer

1

Open the VersaMail conduit configuration screen:

- a. Click the HotSync Manager icon  on the taskbar in the lower-right corner of your computer screen.
- b. Select Custom.
- c. Select VersaMail from the list, and then click Change.

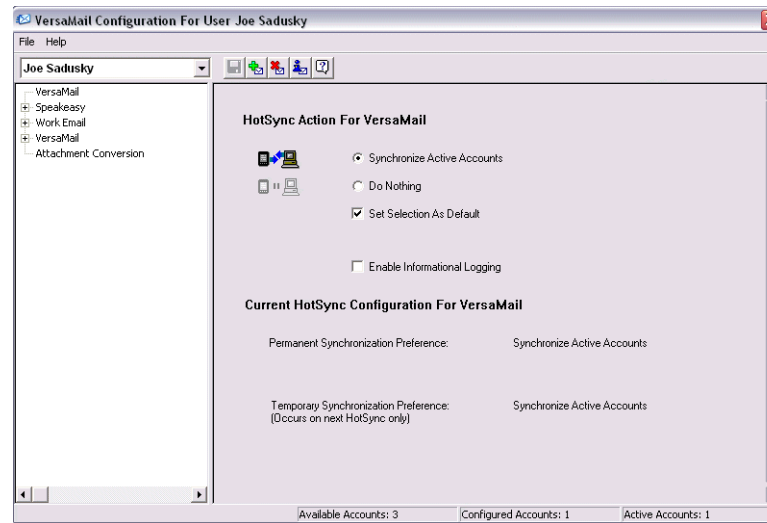
↘ **Continued**

+ **Did You Know?**
An active account is an account you've **set up for synchronization**.

* **Tip**
Check the box **Enable Informational Logging** if you want the **HotSync log** to record information, such as errors encountered, about the conduit during synchronization.

2

Select Synchronize Active Accounts.



3

[&] **OPTIONAL** If you want to include active email accounts every time you synchronize, check the box **Set Selection As Default**. Otherwise, active accounts are included only the next time you synchronize.



Done

Your computer is now set up to synchronize email. Use the next procedure to set options for each email account you want to synchronize.

Setting synchronization options for your email account

* **Tip**
Read the **Setup Notes** box for helpful setup information or error messages.

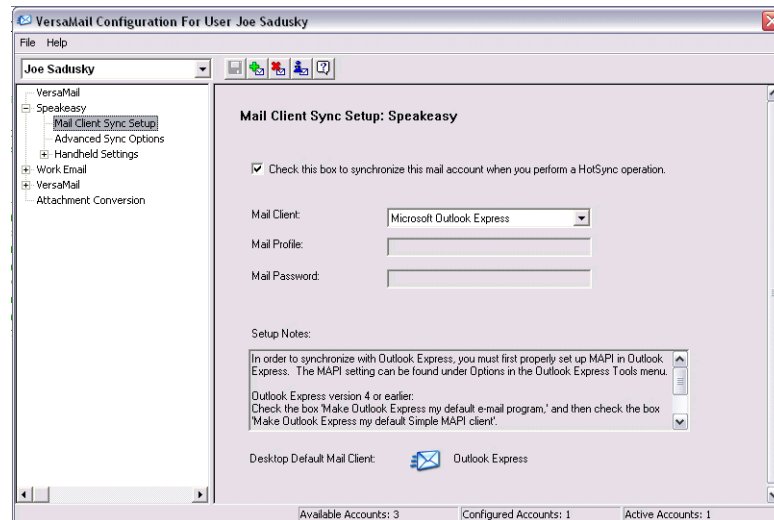
* **Tip**
You can **set advanced synchronization options** such as how many days' worth of messages to synchronize, downloading attachments, and synchronizing email folders.

NOTE If you have already **set up an account on your handheld** and have **synchronized** your handheld with your computer, many of the synchronization options are already filled in.

1

Open the synchronization options screen:

- a. On the VersaMail Configuration For User screen, click the plus sign to the left of the account you want to configure.
- b. Under the account name, click Mail Client Sync Setup.



↘ Continued

2


Select synchronization options:

a. Check the box to include this account when you synchronize.

[!] IMPORTANT You must check this box; otherwise, the account cannot be synchronized.

b. Select your **mail client synchronization options**.

3

Click Save  on the toolbar to save the settings for this account.

↓ Done

* **Tip**
If you select Direct IMAP for Lotus Notes synchronization, you must be connected to the Internet during synchronization; otherwise, it will fail. If you will not be connected to the Internet during synchronization, select POP from the Protocol pick list and select Lotus Notes from the Mail Client pick list to synchronize with the local copy of Lotus Notes on your computer.

* **Tip**
If you are synchronizing with an account with Microsoft Outlook on your computer, you must also set Outlook as your default email program.

Setting mail client synchronization options

Select the mail client to use for synchronization based on the type of account, mail client, or connection you use. Use the following criteria to determine which client to select.

NOTE The mail client you select in the pick list may not be the one you use on your computer. For example, depending on your account, you might use Microsoft Outlook as the mail client on your computer, but need to select Microsoft Exchange or Direct IMAP from the list.

Microsoft Exchange account on your handheld with Microsoft Outlook on your computer If you plan only to synchronize email on your handheld with email on your computer, select Microsoft Exchange in the Mail Client pick list. Otherwise, select Direct IMAP.

If the Mail Profile field displays only one profile, do nothing. If the field displays a pick list, click the list and select your Exchange server profile.

Tap the Mail Password box and enter your Outlook password. This might be your Windows login password or a different password.

Any account other than a Microsoft Exchange account on your handheld with Microsoft Outlook or Outlook Express on your computer If you plan only to synchronize email on your handheld with email on your computer, select Microsoft Outlook or Microsoft Outlook Express in the Mail Client pick list, depending on your mail client.

If you plan both to synchronize email and to send and receive email wirelessly from your handheld, select Microsoft Outlook or Microsoft Outlook Express if your email account uses the POP protocol. If your email account uses the IMAP protocol, select Direct IMAP.

Any account with Lotus Notes If your account uses the POP protocol, select Lotus Notes in the Mail Client pick list. If your account uses the IMAP protocol, select Direct IMAP.

In the next two fields, enter your Lotus Notes ID and password. Click Browse if you need to locate your Notes ID.

* **Tip**
The conduit does not support **SSL** for accounts set up as Direct POP or Direct IMAP.

If you want to synchronize to a local mail file instead of a server mail file, check the Synchronize to local (replicated) mail file box. You must do all of the following to synchronize to a local mail file:

- Replicate the server mail file to the desktop.
- Make sure the replicated mail file is in the Notes data directory.
- If you have performed a custom Notes installation and have replicated the server mail file to another directory on your desktop, make sure that it is the path found in the notes.ini file.

Any account with Eudora on your computer If you are using Eudora as your email application, you must set up MAPI in Eudora. Select Options from the Eudora Tool menu, and then do one of the following:

- If Eudora is the only email application that you use, select Always as the MAPI setting.
- If you use more than one email application, select When Eudora is running as the MAPI setting.

Make sure that your username and password are set up correctly within Eudora. This information is needed to log in to Eudora to retrieve and synchronize your email.

Eudora must be running for you to synchronize. The VersaMail application synchronizes with your Dominant Personality in Eudora 5.1 or later.

Internet-based account on your handheld with your Internet mail server In the Mail Client pick list, select Direct POP to server.

Any account with your IMAP mail server In the Mail Client pick list, select Direct IMAP to server.

Other email applications Select Microsoft Exchange 5.0 or later as a choice for the Mail Client option if your email application is compatible with extended MAPI. If your email application is compatible with SMAIL, select Microsoft Outlook Express as a choice for the Mail Client option.

Setting Microsoft Outlook as your default email program

To synchronize Microsoft Outlook 97/98/2000/XP with a VersaMail email account, you must set Microsoft Outlook as the default email handler. You must check your username and password.

* **Tip**
Make sure your username and password are set up correctly within Outlook.

1

On your computer, open the Internet Options screen:

- a. Click Start, navigate to Settings, and click Control Panel.
- b. In the Control Panel, click Internet Options.

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

2

Set the default email program:

- a. Click the Programs tab.
- b. Select Microsoft Outlook as the default email program.
- c. Click OK.


↓ Done

Setting advanced email synchronization options

For each email account you set up on your handheld, you can set options for synchronizing email on your handheld with email on your computer. You can also synchronize email folders on your handheld with folders on your computer.

1

On your computer, open the VersaMail configuration screen:

- a. Click the HotSync Manager icon  on the taskbar in the lower-right corner of your computer screen.
- b. Select Custom.
- c. Select VersaMail from the list, and then click Change.

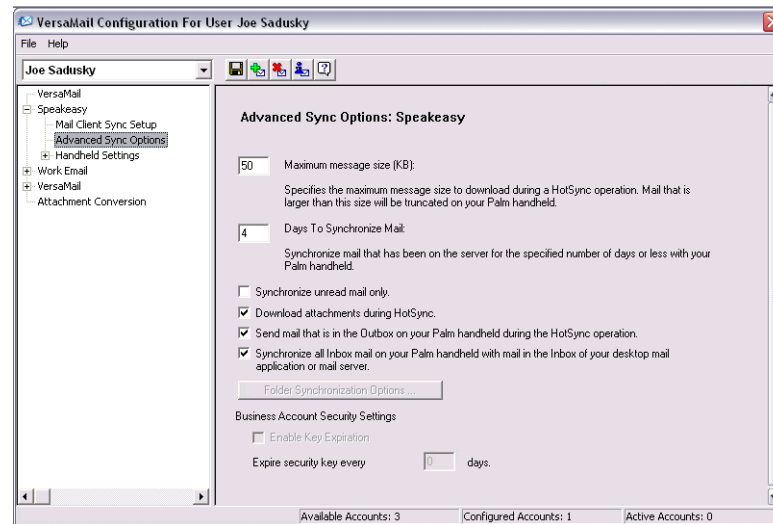
2

Enter the advanced synchronization options:

- a. On the VersaMail Configuration For User screen, click the plus sign to the left of the account you want.
- b. Under the account name, click Advanced Sync Options.
- c. Enter the synchronization options you want:

↘ Continued

Cont'd.



Maximum message size (KB) Enter the maximum message size that can be synchronized from your computer to your handheld—from 1 to 5000KB (5MB). The smaller the maximum size, the faster the synchronization, but any messages over that size are cut. On the other hand, choosing a larger size means that more messages can be completely synchronized without being cut, but synchronization takes longer.

➤ Continued

+ Did You Know?

You can synchronize your Outbox, Sent, Trash, and any other folders you create.

Cont'd.

Days To Synchronize Mail Set how many days' worth of email should be synchronized. Select 0 to synchronize all email in the Inbox during the next synchronization. Select another number if you want to synchronize email for today and some days before today. For example, if you enter 2, email is synchronized for today and yesterday; if you enter 3, email is synchronized for today, yesterday, and the day before; and so on. If you select 0, you may get very long synchronization times. If you select a low number such as 1 or 2, not all of your messages may be synchronized. The default is 7 days.

Synchronize unread mail only Select whether to synchronize all email between your computer and your handheld, or unread email only. By default, the box is unchecked, meaning that all email is synchronized.

Download attachments Select whether to download attachments during synchronization. By default, the box is checked; if you uncheck it, only the body text of any message containing an attachment is downloaded to your handheld during synchronization.

Send email from Outbox Check the box to synchronize messages in your handheld's Outbox with messages on your computer during the next synchronization. If the box is unchecked, your Outbox is not included when you synchronize messages.

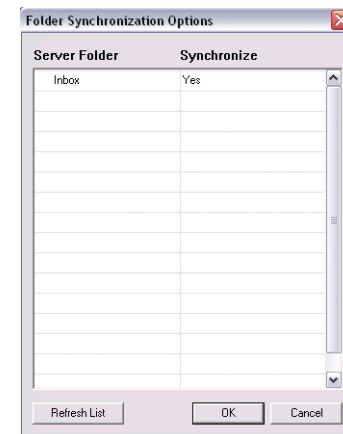
Synchronize incoming email Check the box to synchronize messages in your handheld's Inbox with messages on your computer during the next synchronization. The box is checked by default; if unchecked, your Inbox is not included when you synchronize messages.

↘ **Continued**


3

[&] OPTIONAL You can synchronize email folders. This means that any changes you make to a folder on your handheld—for example, creating a new folder or moving messages between folders—are automatically updated in the mail client on your computer, and vice versa.

- a. Click Folder Synchronization Options.
- b. Click the name of the folder you want.
- c. Click the Synchronize column to the right of the folder name.
- d. Click the arrow to open the drop-down list, and then click Yes.
- e. Click OK.



4

Click Save  on the toolbar to save the settings for this account.

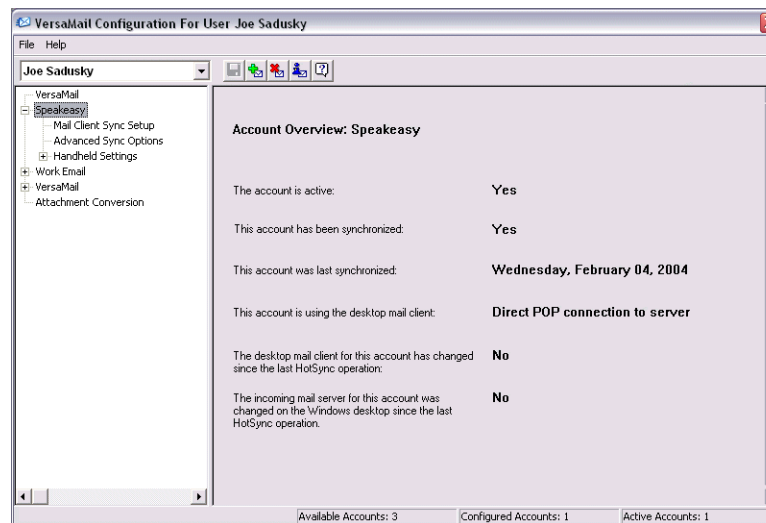
↓ Done

Account information screens

Two screens in the VersaMail conduit provide summary information on your accounts:

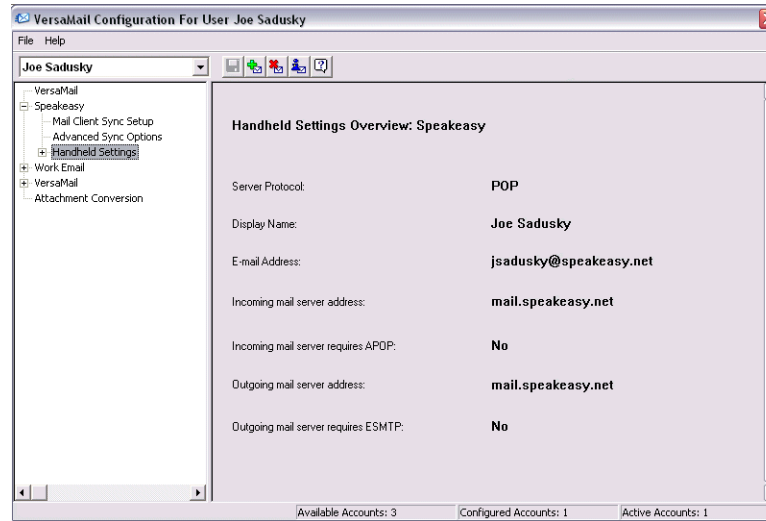
Account Overview The Account Overview screen indicates whether the account is active; whether the account has been synchronized and, if so, the last synchronization date; the mail client for this account; and whether the mail client and/or the incoming mail server has been changed since the last synchronization.

To view the Account Overview screen, click the selected account name.








Handheld Settings Overview The Handheld Settings Overview screen lists the server protocol, display name, email address, incoming and outgoing mail server addresses, and whether APOP or ESMTP authentication is required.

To view the Handheld Settings Overview screen, under the selected account name, click Handheld Settings.



VersaMail conduit shortcuts

You can use the icons on the toolbar to perform certain tasks quickly, such as saving account configuration settings.


-  **Save account settings** Saves any changes you make to an account.
-  **Add a new account** You are prompted to enter the account name and protocol.
-  **Delete an account** You are prompted to select the account to delete from a drop-down list.
-  **Quick account reference** Lists all accounts and shows whether they are active and the date they were last synchronized.
-  **Help** Displays the Help window with complete online help.

* **Tip**
Select Set Selection As Default to apply the options you selected each subsequent time you synchronize. Otherwise, the settings apply only the next time you synchronize.

Excluding one or more accounts during synchronization

By default, HotSync® Manager is set to synchronize all accounts you configure in the conduit each time you synchronize. You can choose to exclude a specific account from synchronization, or to exclude all email accounts.

To exclude a specific account Uncheck the box Select this check box to synchronize this email account when you perform a HotSync operation on the VersaMail configuration screen.

To exclude all email accounts from synchronization Click the HotSync Manager icon  in the taskbar in the lower-right corner of your computer screen, select Custom, select VersaMail, and then click Change. Select Do Nothing.

Synchronizing an account

After you set **basic** and **advanced** synchronization options and **exclude any accounts**, if desired, you can **synchronize your handheld with your computer**.

Synchronizing multiple accounts

You can include more than one account when synchronizing. The maximum number of accounts you can synchronize is as follows:

- 1 Simple MAPI account (for example, an account set up using Outlook Express or Eudora)
- 1 Extended MAPI account (for example, an account set up using Outlook)
- 1 Lotus Notes account
- 5 combined direct POP or direct IMAP accounts

If you try to synchronize more than the limit for a particular type of account, an alert prompts you to deactivate any accounts over the allowed number.

Using SSL with the conduit

When you set up an email account, you can choose to use a secure connection (**Secure Sockets Layer**, or SSL) for sending and receiving email messages. The VersaMail conduit supports SSL when synchronizing with an email account only if that account uses Outlook, Outlook Express, or Eudora.

The conduit does not support SSL for accounts set up as direct POP or direct IMAP or for Microsoft Exchange or Lotus Notes accounts.

Advanced VersaMail application features

You can choose from among the following features to customize and optimize your experience using the VersaMail application:

- Setting preferences for getting, sending, and deleting email
- Updating a contact directly from an email message
- Creating and using filters to determine the types of email messages that get downloaded to your handheld
- Managing settings for incoming and outgoing mail
- Adding APOP to an account
- Setting advanced account preferences
- Changing email header details
- Backing up mail databases
- Synchronizing IMAP mail folders wirelessly
- Working with root folders
- Using Secure Sockets Layer (SSL)

Setting preferences for getting, sending, and deleting email

* Tip

Because mailboxes on the server usually have size restrictions, it is a good idea to delete messages on the server regularly.

1

Open the VersaMail Preferences:

- a. In the Inbox or on another folder screen, **open the menus**.
- b. Select Options, and then select Preferences.

2

Select preferences:

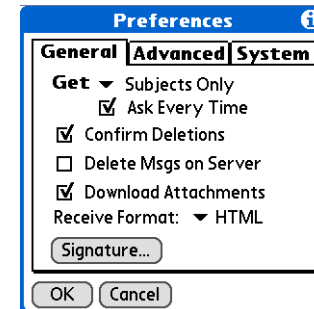
Get Select whether to get message subjects only or entire messages.

Ask Every Time Displays a dialog box for choosing subjects only or entire messages each time you retrieve email. If it is unchecked, messages are retrieved according to the option you select in the Get pick list.

Confirm Deletions Displays a confirmation dialog before deleting email.

Delete Msgs on Server If this is checked, messages that you delete on your handheld are automatically deleted on the server. If it is unchecked, you are asked each time you delete messages on your handheld whether you want to also delete them on the server.

↘ **Continued**



Cont'd.

Download Attachments Causes files attached to email to be automatically downloaded to your handheld. Attachments that exceed the maximum message size cannot be downloaded.

Receive Format Lets you retrieve messages in HTML or plain text format. If you choose HTML, any messages sent to you in HTML format are displayed with basic HTML formatting intact. Other messages are displayed as plain text. If you choose Plain Text, all messages are displayed as plain text, regardless of the format in which they were sent. Default setting is HTML.

Signature Enables you to attach a default signature to all your outgoing messages.

 Done

Adding or updating a contact directly from a message

You can add an email address in Contacts directly from the body of a received email message.

* Tip

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

1

Open the Add Contact dialog box:

- a. Open the message you want.
- b. On the message screen, **open the menus**.
- c. Select Options, and then select Add to Contacts.

2

[&] OPTIONAL If a Display Name exists for this Contacts record, the dialog box displays the name in the Last name and First name fields.

If the Last name and First name fields are blank, enter the first and last name associated with the "From" email address.

3

Select OK to add the email address to Contacts, and then select OK in the confirmation dialog box.

↓ Done


* **Tip**
Create a filter, for example, so that whenever you receive email about sales meetings, it goes immediately into a folder you create called Sales. Or create a filter so that stock quotes sent to you by your online brokerage service go to a folder you create called Finance.

Creating and using filters

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

[!] **IMPORTANT** If you create a filter, only messages that meet the filter criteria are downloaded to your handheld. You don't see any other messages that have been sent to you, even in your Inbox. To avoid this, you must set up two filters. For example, suppose you create a filter to have all messages with "onlinebroker" in the From field moved to your Finance folder. You must then create a second filter, specifying that all mail NOT containing "onlinebroker" in the From field should be moved to the Inbox (or other folder you designate). If you don't create this second filter, only messages containing "onlinebroker" in the From field are downloaded to your handheld.

1

Go to Favorites and select VersaMail .

2

Open the Filters dialog box:

- a. In the Inbox or on another folder screen, **open the menus**.
- b. Select Options, and then select Filters.
- c. Select New.

▾ **Continued**

- + **Did You Know?**
Filters you create on your handheld also apply when you synchronize email on your handheld with email on your computer.

3

Enter the filter information:

- a. Enter a short description of the filter in the Name field.
- b. Enter filter criteria:

To pick list Select the message header field with the information contained in the edit line: To, From, Subject, cc, Size.

For example, you might select From to download only messages from a particular sender.

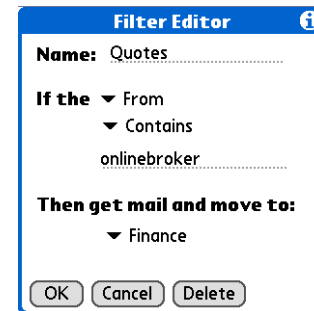
Contains pick list Select a filter action: Contains, Starts with, Does NOT Contain.

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

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

- c. Select OK. The filter appears in the Filters list.

↓ Done



Turning filters on and off

A filter that is turned on applies to all subsequent downloads of email until you deselect it. More than one filter can be in effect at once. Before you download email, be sure to turn on the filters you want and turn off those you don't want.

* **Tip**
Filters that are turned on execute in the order in which they appear on the Filters list. Move filters up and down the list to ensure that they execute in the correct order by selecting the pick list to the left of the filter name.

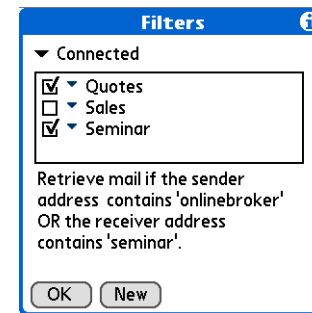
* **Tip**
If you don't want a filter to apply to any downloads at all, be sure to uncheck the filter under both Connected and Synchronize.

1

Open the Filters dialog box:

- a. In the Inbox or on another folder screen, **open the menus.**
- b. Select Options, and then select Filters. The Filters dialog box appears with the filters you created.

➤ **Continued**



2

Turn filters on or off:

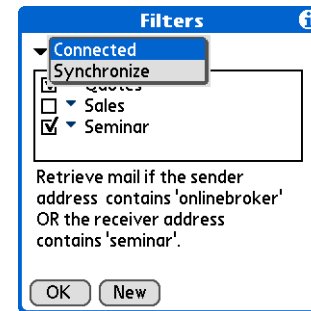
- a. Select the pick list in the upper-left corner and select one of the following:

Connected Applies a filter to messages downloaded to your handheld over a network connection.

Synchronize Applies a filter to messages downloaded to your handheld when you **synchronize**.

- b. Check or uncheck the filter boxes to select the filters you do and don't want to use for subsequent email transactions.
- c. Select OK.

↓ Done



* **Tip**
Edit a filter to change either its name or any of its criteria.

Editing or deleting a filter

1

Select the folder to edit or delete:

- a. In the Inbox or on another folder screen, **open the menus**.
- b. Select Options, and then select Filters.
- c. Select the name of the filter.

2

Do one of the following:

Edit Revise your entry in the Name field, your selections in the pick lists, and/or the text in the edit line. Select OK.

Delete Select Delete, select Yes to confirm the deletion, and then select OK.

3

Select OK.

↓ Done

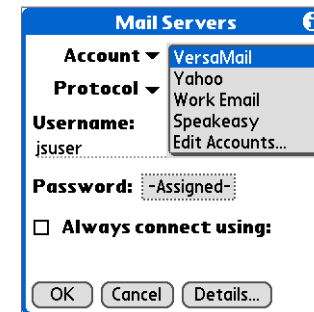
Managing settings for incoming and outgoing mail

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

1

Select the account whose settings you want to manage:

- a. In the Inbox or on another folder screen, **open the menus**.
- b. Select Options, and then select Mail Servers.
- c. Select the Account pick list, and then select Edit Accounts.
- d. Select the name of the account whose settings you want to manage, and then select OK.



↘ Continued

* **Tip**
Your username is typically the first part of your email address, which appears before the @ symbol.

+ **Did You Know?**
The VersaMail application provides strong 128-bit AES encryption for your password.

* **Tip**
Select a service for this account only if you want it to be different from the default service you use to connect to a network for your handheld.

2

On the Mail Servers screen, do any of the following:

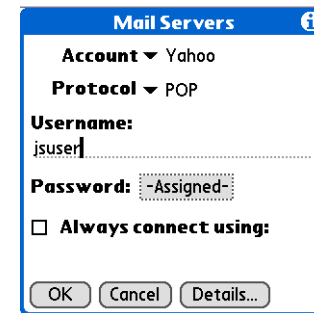
Protocol Select the Protocol pick list, and then select POP or IMAP.

Username Enter a new username.

Password Tap the Password box, and enter a new password in the Password Entry dialog box.

Service for this account Check the Always connect using box, select the Service pick list, and then select the connection type you want.

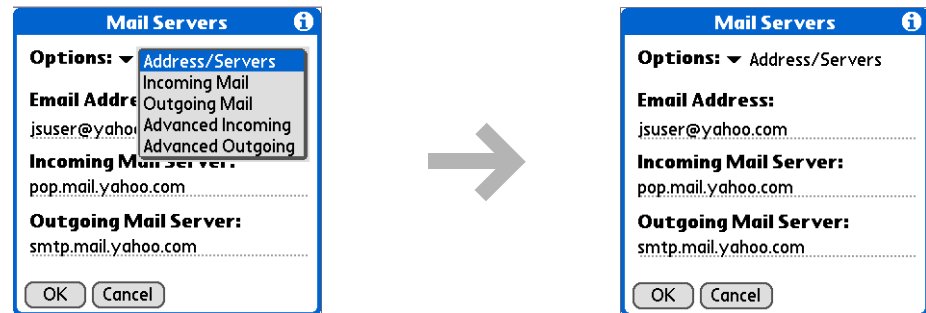
↘ **Continued**



3

Manage address and server settings:

- a. On the Mail Servers screen, select Details.
- b. Select the Options pick list, and then select Address/Servers.



- c. Do any of the following:

Email address Enter the email address of the account you are accessing, such as `examplename@yahoo.com`.

Incoming mail server Enter the name of your incoming (POP) mail server, such as `pop.mail.yahoo.com`.

Outgoing mail server Enter the name of your outgoing (SMTP) mail server, such as `smtp.mail.yahoo.com`.

- d. Select OK.

➤ Continued

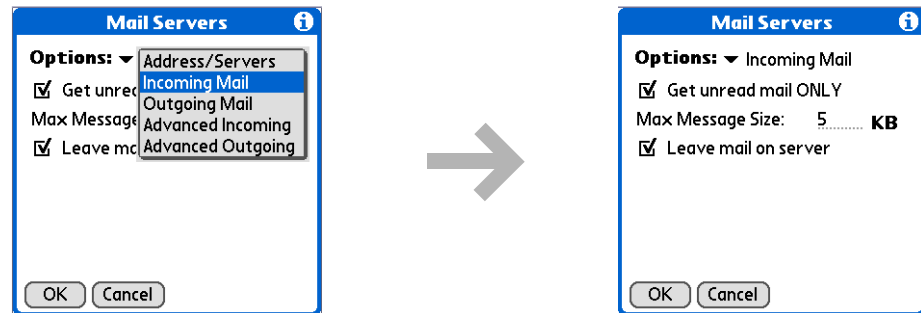
+ Did You Know?

The POP protocol does not support retrieval of unread mail only from the server. If you have a POP email account, the VersaMail application downloads all messages from the server regardless of whether you have read them (for example, on your desktop or on the web), and regardless of whether this box is checked.

4

Manage incoming mail server settings:

- a. On the Mail Servers screen, select Details.
- b. Select the Options pick list, and then select Incoming Mail.



- c. Do any of the following:

Get unread mail ONLY For IMAP accounts, retrieves unread email only. To get all email and not just unread email, deselect Get unread mail ONLY.

Maximum Message Size Enter the maximum message size that you can receive.

Leave mail on server (POP only) Leaves email that you receive on the handheld on the server also.

- d. Select OK.

➤ **Continued**

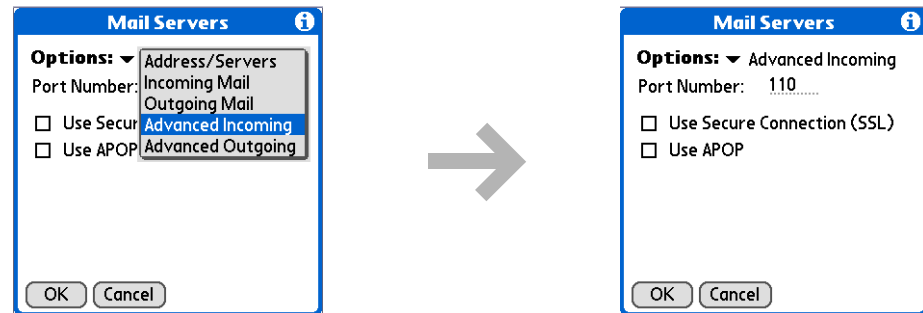
* **Tip**
Advanced incoming mail options are different depending on the connection type you selected and the server protocol: POP or IMAP.

* **Tip**
The Deleted Mail and Sent Mail fields are case sensitive, and the folder name should be spelled exactly as it is on the server.

5

Manage advanced incoming mail server settings:

- a. On the Mail Servers screen, select Details.
- b. Select the Options pick list, and then select Advanced Incoming.



- c. Do any of the following:

Port Number Usually 110 for POP and 143 for IMAP servers. If you are not sure about the correct port number, check with your mail server administrator.

Use Secure Connection To retrieve incoming mail over a secure (**Secure Sockets Layer**, or SSL) connection, check the Use Secure Connection box.

Use APOP (POP only) Encrypts your username and password when they travel over the network. Some services require APOP to work properly, while others do not work properly if APOP is used. If you aren't sure if your ISP or web email provider supports APOP, check with your email provider.

Root Folders (IMAP only) Defines the **root folder** on your IMAP server.

⌵ **Continued**

* **Tip**

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

Cont'd.

Deleted Mail (IMAP only) Stores deleted email in the folder you specify on the server.

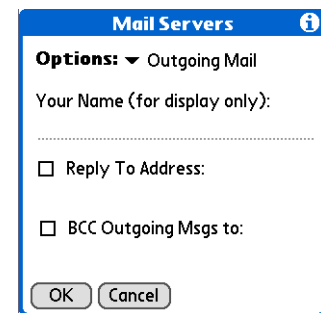
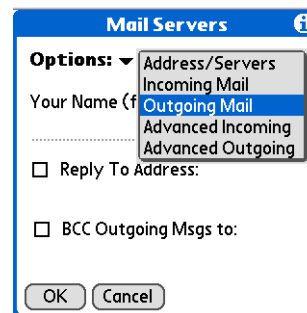
Sent Mail (IMAP only) Shows the name of your Sent Mail folder on the server.

d. Select OK.

6

Manage outgoing mail server (SMTP) settings:

- a. On the Mail Servers screen, select Details.
- b. Select the Options pick list, and then select Outgoing Mail.



↘ **Continued**

Cont'd.

c. Do any of the following:

Display Name Enter the name you want to appear on your outgoing messages, such as "Joe Smith."

Reply To Address Enter the email address that you want recipients to see and reply to on your email messages, only if it is different from the email address from which you are sending the message. For example, if you are sending a message from me@yahoo.com but you want recipients to reply to me@earthlink.net, enter the reply-to address here. Reply To Address makes it look as if the email came from the address you entered.

BCC Check the BCC box to send a blind copy of any email message you send to another email address. The blind copy email address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your desktop email account, enter that email address.

d. Select OK.

➤ **Continued**

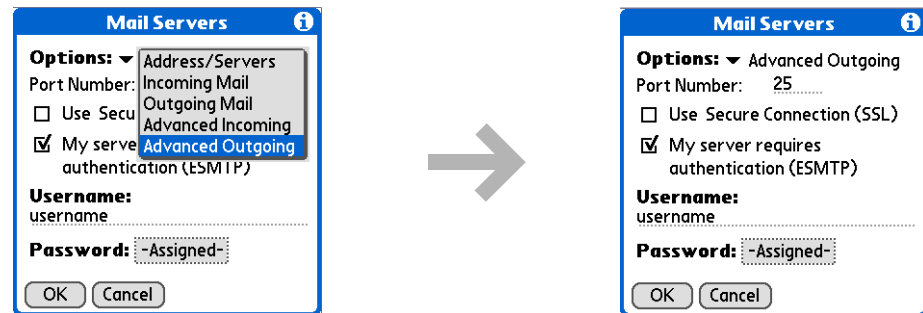
*** Tip**

If you need to enter new authentication information, enter your username, tap the Password box, enter a password, and then select OK. Check with your email service provider for authentication username and password information.

7

Manage advanced outgoing mail server (SMTP) settings:

- a. On the Mail Servers screen, select Details.
- b. Select the Options pick list, and then select Advanced Outgoing.



- c. Do any of the following:

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

Use Secure Connection To send outgoing mail over a secure (Secure Sockets Layer, or SSL) connection, check the Use Secure Connection box.

↘ **Continued**

Cont'd.

My server requires authentication (ESMTP) Check this box if the outgoing server (SMTP) requires ESMTP authentication. Check with your system administrator before selecting this option. If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered previously. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password.

d. Select OK twice.

↓ Done

Adding APOP to an account

To encrypt your username and password when they travel over the network, some services require APOP to work properly, while others do not work properly if APOP is used. APOP works only with accounts that use the POP protocol.

* **Tip**

If you aren't sure if your ISP or web email provider supports APOP, check with your email provider.

1

Select the account to which you want to add APOP:

- a. In the Inbox or on another folder screen, **open the menus**.
- b. Select Options, and then select Mail Servers.
- c. Select the Account pick list, and then select Edit Accounts.
- d. Select the name of the account, and then select OK.

2

Add APOP:

- a. On the Mail Servers screen, select Details.
- b. Select the Options pick list, and then select Advanced Incoming.
- c. Check the Use APOP box, and then select OK.

3

Select OK.

↓ Done

Setting advanced account preferences

* **Tip**
Any advanced preferences you set are account-specific; they apply only to the account you are currently in.

1

Open the Advanced Preferences screen:

- a. In the Inbox or on another folder screen, **open the menus**.
- b. Select Options, and then select Preferences.
- c. Select the Advanced tab.

2

Select any of the following preferences:

Enable Smart Addressing

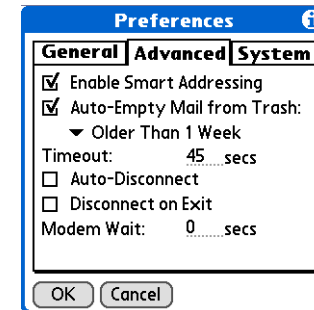
Displays a list of addresses that match the letters you enter in the To field. You can select the address you want from the list.

Auto-Empty Mail from Trash

Determines how often email messages in the trash are automatically deleted.

Timeout Sets the number of seconds to try to connect before timing out. To change, tap the Timeout field and enter a new value.

↘ **Continued**



*** Tip**

The default Timeout setting is 45 seconds. It can be any number greater than 0 seconds; however, if you set the number too low, your connection attempt may time out before you make a connection with the email service provider.

Cont'd.

Auto-Disconnect Automatically disconnects your remote connections after each command. Each command you perform initiates a new call to your ISP. This setting is not recommended if you plan to perform multiple email transactions in a short amount of time.

Disconnect on Exit Disconnects from the network only after you leave the VersaMail application. This feature is an alternative to Auto-Disconnect. This option keeps your connection active while you perform multiple transactions in the VersaMail application, but automatically disconnects when you move on to a different application on your handheld. If this option is not selected, you must manually disconnect from your ISP.

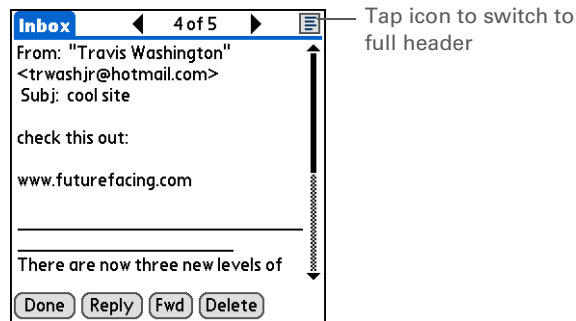
Modem Wait Displays the number of seconds that the modem uses to initialize itself. If you have a modem, select and enter a number of seconds for the wait. The typical setting for a wireless modem is 3, and the typical setting for most normal modems is 0.

↓ Done

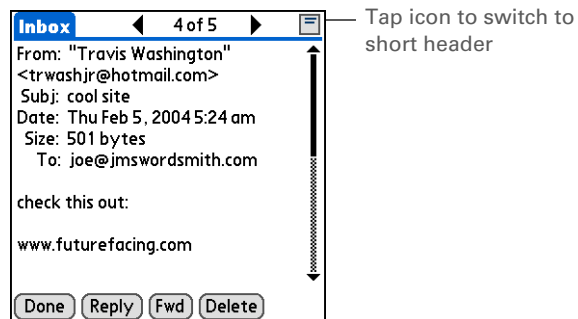
Changing email header details

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

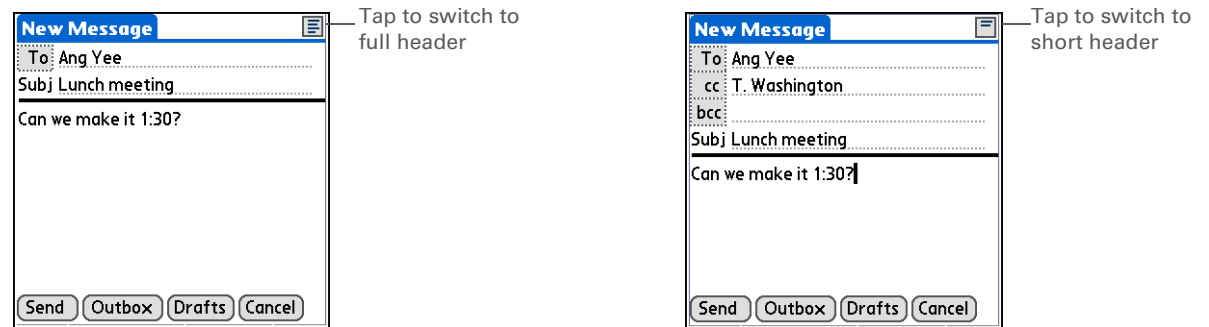
- Short header: Shows sender's name or address (From field) and subject line (Subj field).



- Full header: Shows the following:
 - Sender's name or email address (From field)
 - Subject line (Subj field)
 - Date message was composed, sent, or received (Date field)
 - Size of message including any attachments (Size field)
 - Recipient's name or email address (To field)



You can also switch between a short header and a full header for a message you are composing. Short header shows the To and Subject fields only; full header shows the To, cc:, bcc:, and Subject fields.



To switch between short and full headers on either a folder screen or a message screen, tap the header icon in the upper-right corner of the screen.

Backing up mail databases

If you want to make sure you have a backup copy of all your email, you can back up all the email databases from the handheld. This is useful if you download messages directly from a mail server to your handheld. The backup copy is stored in the Backup folder on your computer.

- * **Tip**
In most cases your email is on your server, so you do not need to back up your email database from your handheld.
- * **Tip**
Uncheck the Backup ALL Databases box to make **synchronizing** go faster.

By default, your handheld is set to back up mail databases.

1

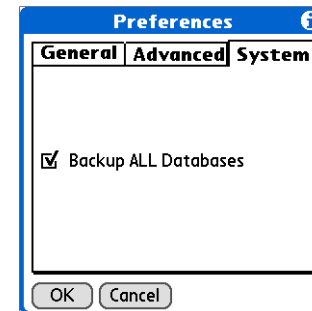
Open the System Preferences screen:

- a. In the Inbox or on another folder screen, **open the menus**.
- b. Select Options, and then select Preferences.
- c. Select the System tab.

2

Check the Backup ALL Databases box, and then select OK.

↓ Done



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

*** Tip**
If you have a folder on your handheld that matches a folder on the mail server, you do not need to do anything before synchronizing wirelessly.

Synchronizing IMAP mail folders wirelessly

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

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

Prerequisites for wireless IMAP folder synchronization

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

- If you need to create a folder on both your handheld and the server, **create the folder** on your handheld and check the Also create on server box.
- If there is a folder on the mail server but you need to **create it on your handheld**, you do not need to check the Also create on server box.

You can turn folder synchronization on or off during a Get Mail operation, and set synchronization options from a menu.

Turning IMAP folder synchronization on or off

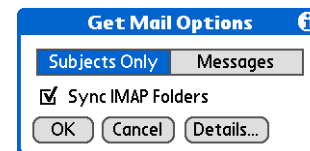
1

From within an IMAP email account, select Get Mail.

2

Check or uncheck the Sync IMAP Folders box, and then select OK.

↓ Done



Synchronizing handheld/mail server IMAP folders from the Options menu

+ Did You Know?

After you select the folders to synchronize, a connection is made to your email service provider to update the server with changes from your handheld, and to have your handheld updated with changes from the server.

1

Open the Sync IMAP Folders screen:

- a. In the Inbox or on another folder screen of an IMAP account, **open the menus.**
- b. Select Options, and then select Sync IMAP Folders.

2

Select the folder or folders you want to synchronize from the pick list.

↓ Done

Working with root folders

For IMAP accounts, if you want to synchronize email messages on your handheld with messages on the mail server folder, you need to **enter the root folder** for the account on your handheld. Depending on your email provider, the root folder could be a single folder, or it could be a subfolder of the Inbox. If this is the case, you need to enter “inbox.<foldername>” as the root folder.

Check with your email provider to find out the root folder for your IMAP account.

Using Secure Sockets Layer (SSL)

Secure Sockets Layer (SSL) is a protocol designed to ensure that information you send or receive over a network or the Internet is secure and authentic. The VersaMail application uses SSL to help guarantee the secure transmission of email messages that you send or receive. When you set up an account in the VersaMail application, you are given the option of selecting SSL for incoming and outgoing mail.

[!] IMPORTANT For most email providers that support SSL, you must select SSL for both incoming and outgoing mail. If you select just one or the other, your messages cannot be sent or received successfully.

Keep the following in mind regarding SSL:

- If you set up an account that uses an SSL connection on Outlook, Outlook Express, or Eudora, then SSL is supported in the VersaMail conduit when you **synchronize** with that account as well.
- You cannot use **auto get mail with notification** or **scheduled sending retry** of email with accounts that use an SSL connection.

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with the VersaMail application or with anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

Moving Around

Using the Graffiti® 2 command stroke in email messages

Entering Info

Cutting, copying, and pasting text from an email message

Managing Info

Downloading email messages from your computer to your handheld

Connecting

Setting up a phone connection for sending and receiving email wirelessly

Customizing

Setting preferences for connecting to a network

Common Questions

Answers to frequently asked questions about the VersaMail application

Sending and Receiving Text Messages

In this chapter

[Creating and sending a text message](#)

[Receiving and viewing a text message](#)

[Editing a draft text message](#)

[Setting advanced messaging features](#)

[Related Topics](#)

If you need to get a short message to a friend or coworker fast, send a text message from your handheld via your mobile phone (GSM phone required; sold separately) to their mobile phone. Messaging is a popular way for people to stay connected using the text messaging features of their mobile phone.



Benefits

- Enjoy quick communication
- Use text messaging to chat with friends

Creating and sending a text message


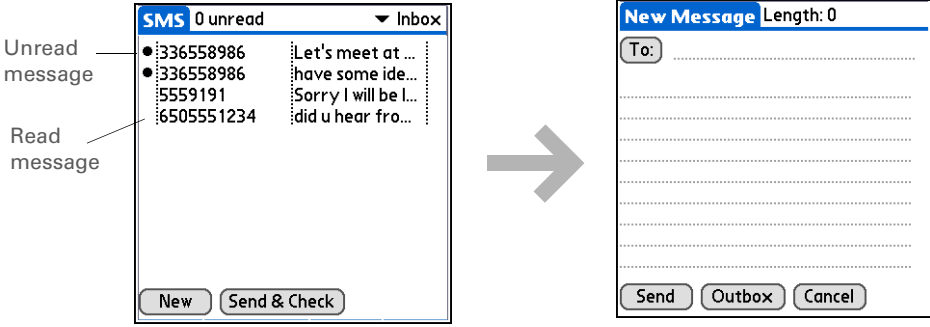
[!] Before You Begin

Before you can send and receive text messages, you must **set up a phone connection** on your handheld to send and receive information wirelessly.

» Key Term

SMS Abbreviation for Short Message Service. More commonly known as text messages, SMS messages can be received by most mobile phones.

[!] **IMPORTANT** Many SMS service providers charge per text message or part of a text message. Each message or part is 160 characters. If you create a text message under 161 characters, you are charged for one message. If you create a message that is 161 to 320 characters, you may be charged for two messages, and so forth. A counter appears at the top of the page to indicate the number of characters. Even though a message has more than 160 characters, the message appears as one message to the person receiving the message.

- 1 **Go to Applications** and select SMS .
- 2 **Select New.**


The screenshot shows the SMS application interface. On the left, there is a list of messages with a status indicator (Unread message or Read message) and a phone number. The messages are:

 - Unread message: 336558986 Let's meet at ...
 - Unread message: 336558986 have some ide...
 - Read message: 5559191 Sorry I will be l...
 - Read message: 6505551234 did u hear fro...
 At the bottom of the list are buttons for 'New' and 'Send & Check'. An arrow points from this list to the 'New Message' screen on the right, which has a 'To:' field, several lines of text input, and buttons for 'Send', 'Outbox', and 'Cancel'. The 'New Message' screen also shows 'Length: 0' at the top right.

*** Tip**

If you are concerned about the length of your messages, you can have a warning appear when multipart messages exceed the specified number of parts. **Open the Options menu** and select Preferences. Select Details and then select the number of parts from the Warn over pick list.

+ Did You Know?

You can create a signature that you use to sign your messages by **opening the Options menu** and selecting Preferences. Enter a signature on the lines. You can add your signature to your message by **opening the Options menu** and selecting Add Signature.

3

Enter the recipient's address using one of the following methods:

Select To Select the recipient's name on the Mobile Number Lookup list, and then select Add.

Enter directly Enter the recipient's mobile phone number on the To line.

4

In the area below the To line, enter the text of your message.

Number of characters

5

[&] OPTIONAL You can store your message in your Draft category and work on it later:

- a. **Open the menus.**
- b. Select Draft on the Message menu.

↘ **Continued**

6

Send your message:

Select Send Sends the current message now. Selecting Send does not send any of the other messages in your Outbox.

Select Outbox Sends your message to the Outbox to be sent later.


 Done

Receiving and viewing a text message

* **Tip**
If you want to check your messages but you don't want to send the messages stored in your Outbox, **open the Messages menu** and select Check.

* **Tip**
You can also send all the messages in your Outbox by **opening the Messages menu** and selecting Send.

+ **Did You Know?**
You can set an alert that lets you know a new message has arrived. **Open the Preferences menu** and check the Alert sound box. Select the Alarm pick list to choose a sound.

- 1 **Go to Applications** and select SMS .
- 2 Select Send & Check.
- 3 Select the message to open and read it.

SMS 0 unread ▾ Inbox

336558986	Let's meet at ...
336558986	have some ide...
5559191	Sorry I will be l...
6505551234	did u hear fro...

New Send & Check

→

Message ◀ 2 of 4 ▶

From: 336558986
Date: 6/27/04 2:59 pm
have some ideas about the meeting

Done Reply Delete

↙ Continued

+ Did You Know?

You can change how your messages are listed. You can sort the messages in order of one of the following: Alphabetic, Date, Phone Number, and Status. You can also choose to display the date the message was received. **Open the Options menu** and select Preferences. Select from the Sort by pick list and select Show date.

4

Store, delete, or reply to the message:

Select Done The message is kept in the Inbox.

Select Reply A new message is created with the sender's phone number in the To line. Any selected text is copied into the new message.

Select Delete The message is sent to the Trash category.

Archive the message You can store your message in the Archive category:


- a. **Open the menus.**
- b. Select Archive on the Message menu.

↓ Done

Editing a draft text message

+ **Did You Know?**
You can store your message in your Draft folder and work on it later by [opening the Message menu](#) and selecting Draft.

1

Go to Applications and select SMS .

2

Edit the message:

- a. Select Draft from the categories pick list.
- b. Select the message you want to edit.
- c. In the message view, select Edit and edit your message.

3

Send or store the draft message:

Select Send Sends the current message now. Selecting Send does not send any of the other messages in your Outbox.


Select Outbox Sends your message to the Outbox to be sent later.

Select Cancel Opens a dialog box that asks if you want to save the message in the Draft category. Select Yes to keep your changes and return the message to the Draft category. Select No to discard your changes and return the message to the Draft category.

 Done

Setting advanced messaging features

1

Go to Applications and select SMS .

2

Go to the Preferences menu:

- a. **Open the menus.**
- b. Select Preferences on the Option menu.

3

[&] OPTIONAL Set the following parameters:

Confirm Deleted Message Indicates whether a confirmation message appears each time you delete a message or you select the Empty Trash option from the Message menu. To display confirmation messages, select this check box.

Delete After Transfer Indicates whether data messages are deleted after you accept the data in the appropriate application. To keep data messages after you transfer them to the application, uncheck this box.

↘ **Continued**

+ Did You Know?

Outgoing SMS message settings may depend on the service offered by your SMS carrier.

4

[&] OPTIONAL Select Details and set the following parameters:

Leave Messages on Phone Indicates whether messages are deleted from your phone after you download them to your handheld. To keep messages on your phone after you transfer them to your handheld, select this box.

Return Receipt Determines whether you receive receipt confirmation notices. To receive receipt confirmation notices, select Requested.

Expires Indicates how long unsent messages remain in your Outbox. Select from the following options: 4 Hours, 1 Day, 1 Week, 2 Weeks, 1 Month, and Max. Time.

Message Center Indicates whether your handheld obtains your mobile phone service provider's Message Center number directly from the phone, or whether you need to enter the number manually. If your phone is already configured to use SMS, you do not need to change this setting.

5

Select OK twice.

↓ Done

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with SMS or with anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related Topics

Click the link below to learn about these related topics:

Moving Around

- Opening applications
- Using menus

Categories

Organizing messages by arranging them into categories and sorting them

Privacy

Keeping messages private by turning on security options

Sharing

- Exchanging messages with other palmOne™ handheld users by beaming them
- Sending messages to other Bluetooth® devices by using Bluetooth wireless technology on your handheld

Connecting

Setting up a phone connection using the Bluetooth technology on your handheld to send and receive messages wirelessly

Browsing the Web

In this chapter

[Accessing a web page](#)

[Quickly jumping to a page](#)

[Changing how you view a page](#)

[Bookmarking your favorite pages](#)

[Disconnecting from and connecting to the Internet](#)

[Downloading files and pages](#)

[Communicating with other users](#)

[Returning to a web page you recently visited](#)

[Changing your Home and start pages](#)

[Setting advanced browser options](#)

[Related topics](#)

You use the web for so many things: checking email, finding driving directions, getting news, buying gifts. Now you can take the web with you almost anywhere you go. Use your handheld to make an Internet connection through your mobile phone, and the web browser opens the entire web to you.



Benefits of the web browser

- Carry the web with you
- View web pages in handheld-friendly format
- Store pages for offline viewing

Accessing a web page

You can open web pages, navigate the pages, and do the same things you can do with a desktop browser.

[!] Before You Begin

To browse the web, you must **set up a connection to the Internet** from your handheld.


If you are accessing a VPN network, you need to **install VPN software and set up VPN access**. You can turn on VPN from the web browser by **opening the Options menu** and selecting Turn VPN On.

» Key Term

URL Stands for *uniform resource locator*, the technical name for a web address. For example, the URL for palmOne is `http://www.palmone.com`.


Accessing a web page using the action bar

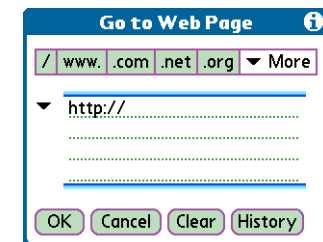
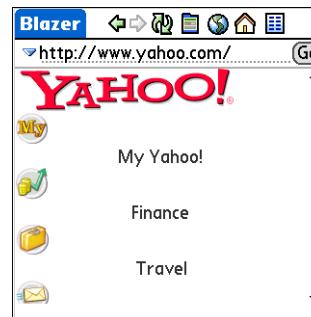
1

Go to Favorites and select Web .

2

Go to the web page you want to view:

a. Select Go to Web Page .



b. Enter the address of the web page you want to visit. Use the buttons in the Go to Web Page dialog box for quick entry of characters commonly used in web addresses. If web browser recognizes the address that you are entering due to a previous entry, it automatically completes the address.

c. Select OK.


↓ Done

Accessing a web page using the address field

* **Tip**

You can also hide the address field to show more of the web page. **Open the Options menu** and select Preferences. Uncheck the Show Address Bar box.

1

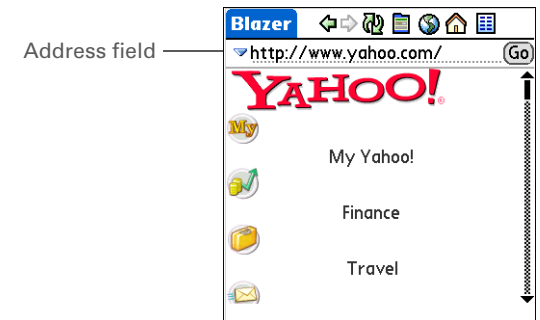
Go to Favorites and select Web .

2

Go to the web page you want to view:

- a. Enter the address of the web page in the address field.
- b. Select Go.

 Done




* **Tip**
Some websites allow you to check a box to have your sign-in name automatically entered each time you visit a particular web page.

Using a password to access a web page

Some websites require you to use a password to gain access to information.

1

Go to Favorites and select Web .

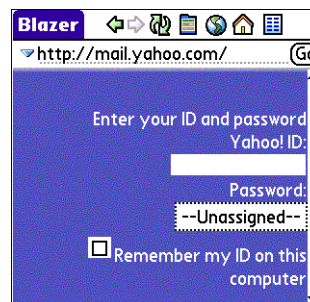
2

Go to the web page where you must enter the password.

3

Enter your password to access the web page:

- a. Enter your sign-in name in the appropriate field.
- b. Tap in the password box, enter your password, and then select OK.
- c. Select the button that lets you view the page (Sign In, Enter, Go, and so on).



↓ Done

Finding information on a web page


+ Did You Know?

Find locates any text, whether it is letters or numbers. Find is not case-sensitive.

* Tip

Because of the limited space on the handheld screen, sometimes the current web address (URL) is not fully visible. Use the Page Properties dialog box to view the full URL. **Open the Page menu**, select Page, and then select Page Info.

1

Go to Favorites and select Web .

2

Open the Find field:

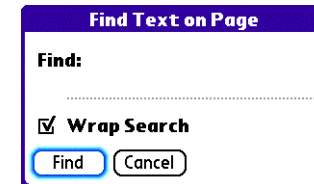
- Go to the web page** you want to search.
- Open the menus.**
- Select Page, and then select Find Text on Page.

3

Search the web page:

- Type the text you want to find.
- Select Find.

 Done

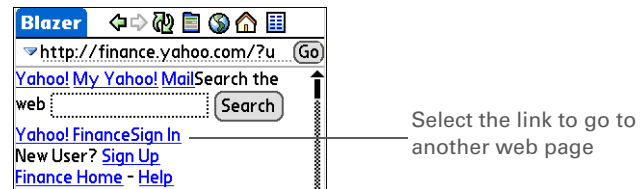


Quickly jumping to a page

The action bar icons allow you to quickly move from page to page.

Following a link

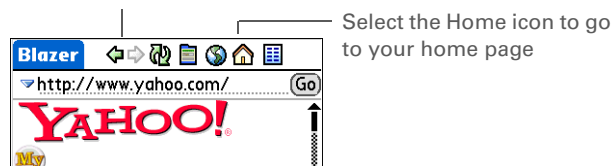
Many web pages contain underlined links, which are text or pictures that, when clicked, take you to another web page or to another part of the same page.



Returning to your home page or a page you recently visited

No matter where you navigate on the Internet, you can always return to your home page quickly or return to a page you have recently visited.

Select the back and forward arrows to go to previous pages



Changing how you view a page

You can change how you view web pages by selecting different display views and dragging the screen to view different parts.


* Tip

You can **change your font size** for easier viewing.

+ Did You Know?

In the Optimized mode, use the navigator to browse the web page. Press Left or Right to jump to previous or next link. When a link is highlighted, press Select to go to the link. Press Up and Down to scroll through the web page.


1

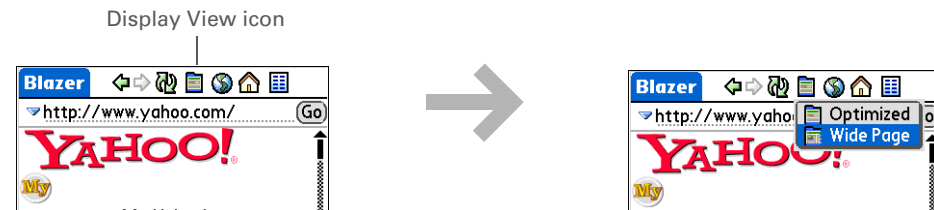
Go to Favorites and select Web .

2

Go to the web page you want to search.

3

Select the Display View icon  in the action bar.



4

Select from one of the following views:

Optimized Displays a modified version of the web page so that it is optimized for handheld viewing.

Wide Page Displays the web page as it would appear in a desktop computer web browser.

▾ **Continued**

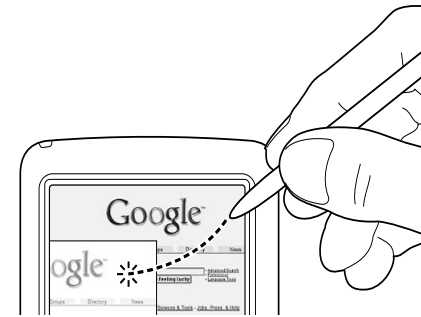
5

[&] OPTIONAL If the web page is larger than your screen, you can tap and drag the stylus to move the web page in any direction to view different parts of the web page.

To activate the Tap and Drag scrolling, you must set the Tap and Drag setting in the General Preferences tab under the Options menu.

This feature is disabled when you turn on **Writing Area Preferences** and use the full screen for Graffiti 2 writing.

↓ Done



Bookmarking your favorite pages

Bookmarking your favorite web pages allows you to quickly return to those pages.

» Key Term


Bookmark A pointer to a web page. The actual page is not stored, only the URL. Also called a Favorite in some browsers.

* Tip

You can set your bookmark list as your **start page**.

Adding a bookmark

1

Go to Favorites and select Web .

2

Go to the web page that you want to bookmark.

3

Open the Bookmark Page dialog box:

- a. **Open the menus.**
- b. Select Add Bookmark on the Page menu.

4

[&] OPTIONAL Change the bookmark name, description, or URL.

↘ Continued



5

Select OK.


 Done

* **Tip**
You can also view your list of bookmarks by selecting View Bookmarks from the Page menu.

+ **Did You Know?**
A saved page is displayed like a bookmarked page, except that at the top of the page appears the text "Page saved on *date - size k*."

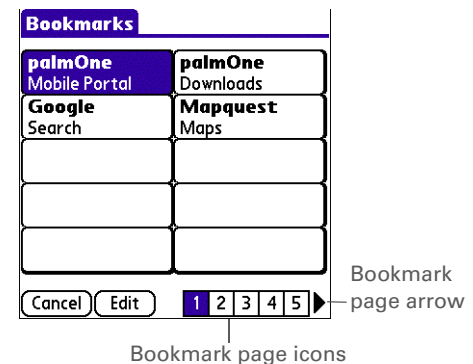
Viewing a bookmarked or saved page

Bookmarks and saved pages both appear in the Bookmarks View. Saved pages are indicated by a small triangle in the upper-right corner of the bookmark.

1**Go to Favorites** and select Web .**2**Select the Bookmark icon .**3**

Select the name of the bookmarked or saved page you want to visit.

On the bottom right of the screen are five icons representing the first five bookmark pages. Select the bookmark page icon to display the page. You can also press the arrow to go to the next page.





 Done

*** Tip**

You can clean up your bookmark list by deleting old bookmarks or saved pages you no longer use. Select the bookmark, select Edit, and then select Delete.

Editing information about a bookmark or saved page


You can edit or delete any bookmark or saved page that does not have a lock icon next to it.

1	Go to Favorites and select Web  .
2	Select the Bookmark icon  .
3	Go to the Edit Bookmarks List dialog box: <ol style="list-style-type: none">Select the Bookmark icon .Open the menus.Select Edit Bookmarks in the Bookmarks menu.
4	Edit the bookmark information: <ol style="list-style-type: none">Select the name of the bookmarked or saved page that you want to edit.Change the bookmark or saved page name, description, or address (URL) by selecting the appropriate option.
5	Select OK. ↓ Done

Arranging the bookmark list


The web browser includes ten pages so that you can arrange bookmarks and saved pages in a logical fashion. For example, you can store travel links on one page, stock links on another, and business links on a third page.

1

Go to Favorites and select Web .

2

Go to the Edit Bookmarks List dialog box:

- a. Select the Bookmark icon .
- b. **Open the menus.**
- c. Select Edit Bookmarks in the Bookmarks menu.

↘ **Continued**

3

Arrange the bookmarks:

- a. Use the stylus to drag and drop bookmarks into different slots on the current page to organize them.
- b. Move a bookmark to a different page by dragging and dropping it onto the Page icon. Page icons represent the ten pages of with ten slots each for bookmarks.

palmOne	palmOne
Google	Mapquest
www.yahoo.co	

1 2 3 4 5
6 7 8 9 10

OK

4

Select Save.

↓ Done

Disconnecting from and connecting to the Internet

While you're working with stored information in the web browser, such as saved pages, stored versions of pages, and so forth, you can disconnect from the Internet to reduce usage charges. You can connect to the Internet again when you need access.

Disconnecting from the Internet


+ Did You Know?

Generally, if you are using GPRS service, you are charged only for the data sent. If you are using a GSM service, you are charged for the time you are connected.

* Tip

If you are in another application, you can tap a URL, and a web browser connects to the Internet and displays the page. The web browser can also open when you select an HTML file that you receive as an email attachment.

1

Go to Favorites and select Web .

2

Disconnect from the Internet:


- a. **Open the menus.**
- b. Select Disconnect in the Page menu.

 Done

- * **Tip**
If the connection is not established, do one of the following:
- Select **Cancel** to stop the connection process.
 - Select **Change Network** to select a different service to connect to.

Connecting to the Internet

1

Go to Favorites and select Web .

2

Connect to the Internet:

- Open the menus.**
- Select **Connect** in the Page menu.


Alternately, you can enter a URL on the address line and select **Go**.

↓ Done

Downloading files and pages


You can download files or save files for viewing when you are not connected to the Internet.

Downloading a file

- 1 **Go to Favorites** and select Web .
- 2 **Go to the web page** you want to view.
- 3 Select the link of the file you want to download.
- 4 Select a download option:

Application name Downloads the file to an application. For example, if you are downloading a Word document, the file downloads into Documents To Go.

Card If you have an expansion card installed, the file downloads onto the card. If you don't have an expansion card installed, the file is downloaded into the default folder for that file type on the handheld's **internal drive**. If that file type does not have a default folder, it downloads into a folder called Blazer Downloads.
- 5 Select Save, and then select OK.

 Done

* Tip

If you decide that the download process is taking too long, you can stop it. To stop a web page from downloading, select the Stop icon in the action bar. To stop a file from downloading, select Cancel in the Download dialog box.

+ Did You Know?

The maximum file size you can download through web browser is 2MB.

Saving a web page


If you want to save a web page (such as a travel itinerary or Internet order receipt) indefinitely, you can create a saved page. The copy is stored on the handheld until you delete it.

+ Did You Know?
Saved pages are listed with the bookmarks in the **Bookmark List**. The saved pages have an orange corner.

+ Did You Know?
The web browser also functions as a viewer, enabling you to quickly view certain files while working in other applications. For example, if you read an email message that has a file attached in HTML format, select the file and the web browser opens so that you can view the file.

*** Tip**
Saving a web page on your handheld allows you to view a web page without being online.

1

Go to Favorites and select Web .

2

Go to the web page you want to save.

3

Go to the Save Page dialog box:

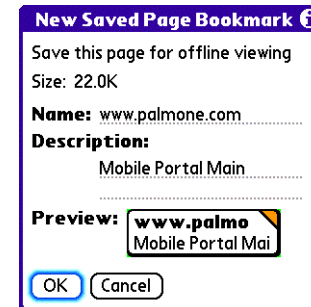
- a. **Open the menus.**
- b. Select Page, and then select Save Page.

4

Save the web page:

- a. Change the page name or category if you want.
- b. Select Save.

 Done



Viewing a saved file

You can use the web browser to view web pages or image files that are on the handheld's **internal drive** or an expansion card. The types of file that can be viewed include HTML, HTM, GIF, and JPG.

* Tip

Suppose you have an HTML file on your desktop computer that you want to carry with you. Download the file onto handheld's **internal drive** or expansion card and use the web browser to view the page on your handheld.

1

Press the Files button .

2

Select a file or folder to open it.

A web browser icon appears to the left of the file name in the Files list if it is a file that is automatically opened in web browser.

 Done


Communicating with other users

You can communicate with others by means of email or **beaming**.

Sending email by means of an Internet email account

You can use your Internet email account to send an email message and attachments.

1

Go to Favorites and select Web .

2

Log in to your Internet email account:

- a. **Go to the web page** that allows you to log in to your email account.
- b. Enter your username and password.

3

Compose your email message.

4

Send or save the email message.

↓ Done


Returning to a web page you recently visited

* **Tip**
You can delete all pages saved in the History list by selecting Clear. Pages you've recently visited are still available in the cache, and you can visit those pages by using the Back and Forward icons.

* **Tip**
Create a **bookmark** to save the location, or create a **saved page** to save the content of a web page indefinitely.

Using the **Back and Forward icons** to browse through the pages you recently visited, one page at a time, can be tedious. Instead, open the History list to go to a page you recently visited. You can go back to a page you remember visiting but did not bookmark. Use the History list to jump directly to that page. Items in the History list are sorted chronologically.

1

Go to Favorites and select Web .

2

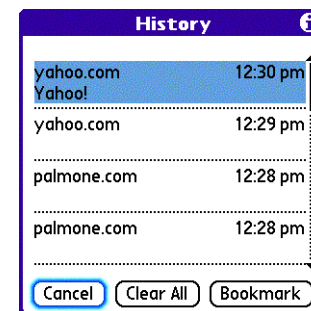
Open the History dialog box:

- a. **Open the menus.**
- b. Select Page, and then select History.

3

Select the web page you recently visited.

 Done




Changing your Home and start pages

You can change the page that your **Home Page** icon  goes to, or change the page that the web browser starts with when it is first opened.

Changing your Home page

You can choose a Home page from any web address.

1

Go to Favorites and select Web .

2

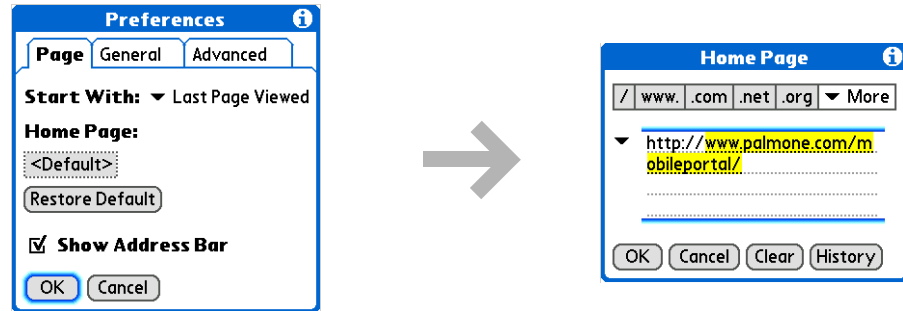
Open the Preferences Page dialog box:

- a. **Open the menus.**
- b. Select Options, and then select Preferences.
- c. Select the Page tab.

↘ **Continued**

3

Select the Home Page box.

**4**

Enter the URL you want as your Home page by doing one of the following:

- To make the page currently displayed your Home page, select Current URL.
- To select one of the last five home pages you used as your Home page, select the Previously Viewed pick list and select a URL.
- Enter a URL on the Address line.

5


Select OK twice.

↓ Done

Changing your start page

You can select the start page you want your handheld to open to when you first open web browser.

1

Go to Favorites and select Web .

2

Open the Preferences Page dialog box:

- a. **Open the menus.**
- b. Select Options, and then select Preferences.
- c. Select the Page tab.

3

Select the Start with pick list, and select the page you want to start with when you first open the web browser:

Home Page The page you have set as your Home page.

Last Page Viewed The last page you viewed before exiting the web browser.

Bookmarks The Bookmarks dialog box opens. The web browser does not connect to the Internet.

4

Select OK.

 Done


Setting advanced browser options

You can change options on your handheld to improve the speed, ease of use, and security of your browsing experience.

Changing how images are downloaded

Images in web pages can be very large. You can set an option to make web pages download faster by removing images altogether.

1

Go to Favorites and select Web .

2

Open the General Preferences dialog box:

- a. **Open the menus.**
- b. Select Options, and then select Preferences.
- c. Select General.

3

Check or uncheck the Disable Images box to disable or enable images.

4

Select OK.

 Done

Setting whether to automatically complete web addresses and form fields

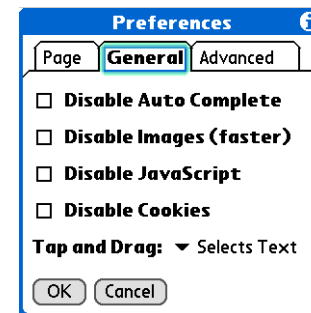
* **Tip**
Filling out an order form or application on the web usually requires entering several pieces of information: your name, address, phone number, and so on. When you enable autofill, your handheld stores the information you entered in these fields. The next time you use that order form and type the first few letters in a field, your handheld remembers the last item you entered in that field that started with those letters, and fills in the field.

Your handheld can store information, such as web addresses and form fields. If autofill is enabled, when you enter the first few letters of a URL you've entered before in the URL Entry field, your handheld completes the URL for you. Also, when you are filling out forms and applications, your handheld can complete the information for you.

1 **Go to Favorites** and select Web .

2 Open the General Preferences dialog box:

- Open the menus.**
- Select Options, and then select Preferences.
- Select General.



3 Check or uncheck the Disable Auto Complete box to enable or disable autofill.

4 Select OK.


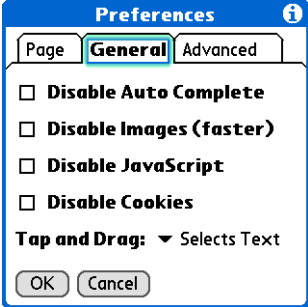
↓ Done

» Key Term

Cookie Some websites store information in a small text file, called a cookie, that is saved on your handheld. A cookie usually stores information about you and your preferences for that website. A site can use this information to customize the pages you see the next time you visit. Allowing a website to create a cookie does not give the site access to the rest of your handheld. A cookie stores only the information you provide while visiting the website.

Allowing websites to remember personal information

By default, your handheld saves the cookies it receives. If you want more privacy, you can tell your handheld not to accept cookies.

1	<p>Go to Favorites and select Web .</p>
2	<p>Open the General Preferences dialog box:</p> <ol style="list-style-type: none"> Open the menus. Select Options, and then select Preferences. Select General. 
3	<p>Check or uncheck the Disable cookies box.</p>
4	<p>Select OK.</p> <p>↓ Done</p>

» Key Term

Cache The cache in your handheld is a block of memory that stores web pages so you can view them again without accessing the Internet. Cached web pages are saved, thereby saving the content you've viewed even when you exit the web browser.


*** Tip**

Remember that your handheld has a limited amount of memory. Choose a cache size that lets you store at least a few pages but still leaves room on your handheld for other data and applications. A value of at least 1MB is recommended.

Setting preferences for storing web pages

Your handheld stores web pages automatically in cache.

1

Go to Favorites and select Web .

2

Open the Advanced Preferences dialog box:

- a. **Open the menus.**
- b. Select Options, and then select Preferences.
- c. Select Advanced.

↘ **Continued**

3

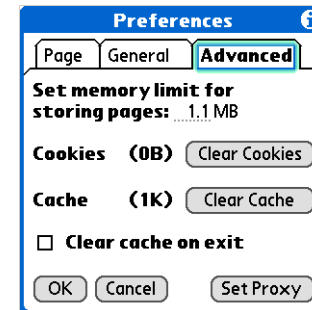
Change the size and content of the cache by using the following options:

Set memory limit for storing pages Sets the amount of memory used for your cache. Pages are cached so they load faster the next time you view them.

Cookies Indicates how much memory is being used by cookies.

Clear Cache Clears the cache immediately and frees the memory.

Clear cache on exit Check the box to clear the cache each time you exit web browser. Uncheck the box to keep the cache from session to session.



4

Select OK.

↓ Done


» **Key Term**

Proxy Server A server that provides access to files from other servers by retrieving them either from its local cache or from the remote server.

Setting preferences for using a proxy server

Your handheld comes with the proxy server turned off. You can turn the proxy server on and configure a proxy server.

1

Go to Favorites and select Web .

2

Open the Advanced Preferences dialog box:

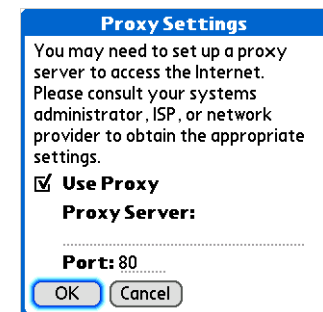
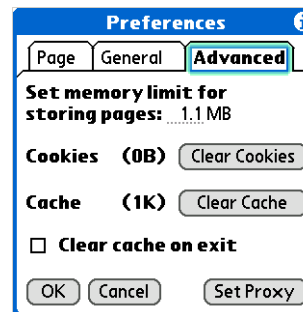
- a. **Open the menus.**
- b. Select Options, and then select Preferences.
- c. Select Advanced.

↘ **Continued**

3

Set your proxy server preferences:

- a. Select Set Proxy.
- b. Check or uncheck the Use proxy server box to use or not use a proxy server.
- c. If you want to use a proxy server, select the Use Proxy box and enter the appropriate server address and port number.



- d. Select OK.

4


Select OK.

↓ Done

Setting whether to accept JavaScript

You can choose to bypass JavaScript elements on the web pages you view. JavaScript is often used on web pages for interactive content.

1

Go to Favorites and select Web .

2

Open the General Preferences dialog box:

- a. **Open the menus.**
- b. Select Options, and then select Preferences.
- c. Select General.

3

Check or uncheck the Disable JavaScript box to enable or disable JavaScript.

4

Select OK.

 Done

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with the web browser or with anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

Moving Around

- Opening applications
- Using menus

Categories

Organizing messages by arranging them into categories and sorting them

Connecting

Setting up a phone connection using the Bluetooth wireless technology on your handheld

VersaMail

Sending email messages using a link from a web page.

Dialing Phone Numbers from Your Handheld

In this chapter

[Dialing a number](#)

[Using speed dial](#)

[Related topics](#)

You have been using **Quick Connect** in Contacts to set up client meetings and you now you are feeling hungry. You can quickly dial the local pizza parlor, even if their number is not in your Contacts list. Tap out the number on the Dialer keypad, select Dial, and your mobile phone begins dialing. Your call history stays on your handheld for easy access later.



Benefits of Dialer

- An easy-to-use keypad on your handheld screen for dialing numbers that are not in Contacts
- Keep your call history on your handheld
- Quickly dial numbers using speed dial


Dialing a number


Tapping in a number on your handheld is sometimes easier than using your mobile phone.

[!] Before You Begin

Before you can dial a number, you must **set up a phone connection** on your handheld.

Entering a number

- 1** Go to **Applications** and select **Dialer** .
- 2** Tap the telephone number on the keypad.



— Digits appear in the numeric display

— Enter phone number and select Dial


— Select Clear to delete last digit from numeric display.
Select and hold to clear entire numeric display

— Select and hold the 0 key to add a + (plus) to the number sequence
- 3** Select **Dial**.

↓ Done

Redialing the most recently used number

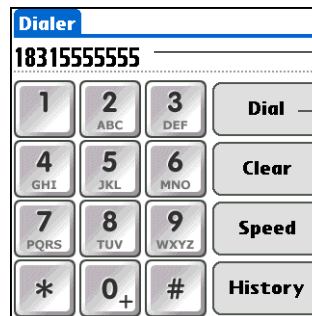
1

Go to Applications and select Dialer .

2

Dial the most recently used number:

a. Select Dial to display the most recently used number.



The most recently dialed number is displayed

Select Dial


b. Select Dial again to dial the number.

↓ Done

Dialing a number from the Call History List

- + **Did You Know?**
Dialer keeps a list of 11 of the most recently dialed numbers.
- + **Did You Know?**
If the number is a speed dial entry, the name from the speed dial entry appears in the Call History list.

1

Go to Applications and select Dialer .

2

Dial the number from the list:

- a. Select History.
- b. Select an entry from the History list.

Call History	
1999555555	1/20/04 5:24 pm
Wayne's Pizza	1/20/04 5:23 pm
Arthur	1/20/04 5:23 pm
Brad	1/20/04 5:22 pm

Done

— Select entry to enter number on Dialer screen

- c. Select Dial.


↓ Done

Using speed dial

Speed dial allows you to store ten of your most commonly used numbers and to dial one with a single tap.

Adding a speed dial entry

1

Go to Applications and select Dialer .

2

Add a speed dial entry:

- a. Select Speed.
- b. Select an empty speed-dial button.

Speed Dial	
Brad	<input type="text"/>
Arthur	<input type="text"/>
Joe	<input type="text"/>
Beata	<input type="text"/>
Wayne's Pizza	<input type="text"/>
Done	Edit...

Select empty speed-dial button




Edit Entry	
Name:	<input type="text"/>
Number:	<input type="text"/>
OK	Cancel Clear

- c. Enter a name and telephone number.
- d. Select OK.

↓ Done

Dialing a number using speed dial

1

Go to Applications and select Dialer .

2

Dial the number:

- a. Select Speed.
- b. Select one of the named speed-dial buttons.


↓ Done

Speed Dial	
Brad	<input type="text"/>
Arthur	<input type="text"/>
Joe	<input type="text"/>
Beata	<input type="text"/>
Wayne's Pizza	<input type="text"/>
Done	Edit...

Editing a speed-dial entry

- * **Tip**
You can go directly to the Edit Entry dialog box by tapping and holding a speed dial button.

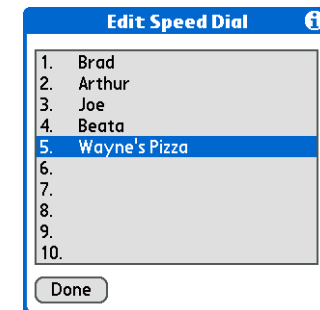
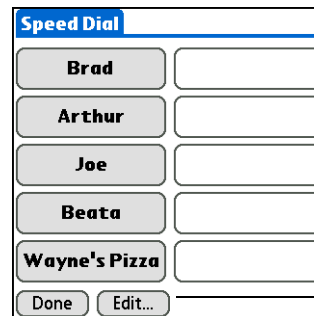
1

Go to Applications and select Dialer .

2

Edit an entry:

- a. Select Speed.
- b. Select Edit.



- c. Select an entry.
- d. Edit the entry.
- e. Select OK, and then select Done.

↓ Done

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with Dialer or with anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

Moving Around

Opening applications

Connecting

Connecting your handheld to a mobile phone

Contacts

Using Quick Connect and Tap-to-Connect in Contacts to dial phone numbers

Sharing Information

In this chapter

[Using the Send command](#)

[Beaming](#)

[Other ways of sharing information](#)

[Related topics](#)

You have to get this memo to your boss—*now*. Or the photo of the grandkids in their Halloween costumes to your mom. After you've used your handheld to create or capture that important business and personal information, it's time to share it with others.

Your handheld comes equipped with a variety of options for sharing information, so that you can choose the quickest, most convenient way of sending your info.



Benefits of sharing

- Keep others up-to-date with meaningful business and personal information
- Choose the most convenient sharing method from a variety of options
- Create an informal backup copy of important info

[!] Before You Begin

You must complete all the prerequisites for the **messaging** application.

To use your handheld's built-in Bluetooth wireless technology, you must **set up a phone connection**. To use it with your handheld's IR port, run **Phone Link Updater**, and then use the Phone Link application to set up a phone connection.

+ Did You Know?

You can also easily send information from the desktop component of many applications. For example, you can send photos from the palmOne Media desktop application. See the online desktop help for information.

*** Tip**

If you are unable to send information to another device, try moving closer to the receiving device.

Using the Send command

You can send information from within an application, such as a photo or video, a contact, or an appointment, to other Palm OS® handheld users. You can also send a category of information or even an entire application.

You can use the Send command in many applications to send information wirelessly using one of the following methods:

- Using the built-in Bluetooth® wireless technology on your handheld
- As an attachment to an **e-mail message**
- As part of a **text message**

Sending information from within an application using Bluetooth technology

You can use your handheld's built-in Bluetooth technology to send information directly to another device that includes Bluetooth technology. You must be within range of the receiving device to send information using Bluetooth technology. The maximum range is approximately 25–30 feet (8–10 meters); however, the shorter the range, the more quickly and accurately you can send information.

+ Did You Know?

In most applications, the leftmost menu is named **Record**.

1

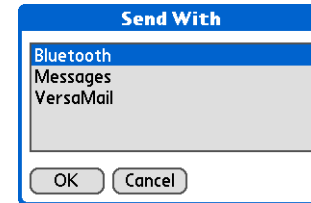
Select the information you want to send:

- a. **Open an application.**
- b. Select the entry you want.

2

Select a sending method:

- a. **Open the menus.**
- b. Select the Send menu item in the leftmost menu.
- c. Select Bluetooth, and then select OK.

**3**

Select the receiving device on the Discovery Results screen, and then select OK. The information is sent to the receiving device.

↓ Done

* **Tip**
Create a category of Calendar events such as your child's soccer schedule, and then send the entire category to your spouse's handheld.

* **Tip**
When you send a category, the individual entries within the category (contacts, memos, photos, and so on) appear as unfiled items on the receiving device.

Sending a category

1

Select the category you want to send:

- a. **Open an application.**
- b. From the list view, select the pick list in the upper-right corner and select the category you want. This takes you to the list view within the selected category.

2

Send the category:

- a. **Open the menus.**
- b. Select the Send Category menu item in the leftmost menu.
- c. Select Bluetooth, and then select OK.

3

Select the receiving device on the Discovery Results screen, and then select OK. The information is sent to the receiving device.

↓ Done

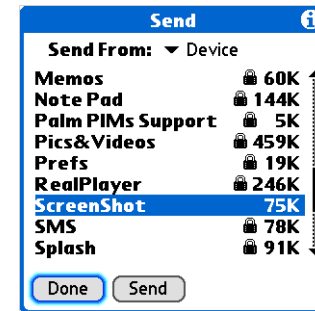
* **Tip**
Tap the Send From pick list to send an application from an expansion card inserted into the expansion slot.

Sending an application

1

Select the application you want to send:

- a. **Go to Applications.**
- b. **Open the menus.**
- c. Select Send on the App menu.
- d. Select the application you want to send.



NOTE You cannot send an application that has a lock icon next to the application size.

2

Send the application:

- a. Select Send.
- b. Select Bluetooth, and then select OK.

3

Select the receiving device on the Discovery Results screen, and then select OK. The information is sent to the receiving device.

↓ Done

Using the Send command with the VersaMail® application

You can send information as an attachment to an email message using the Send command. Follow the procedures for sending **information**, a **category**, or an **application**. Select VersaMail® in the Send With dialog box. The VersaMail application opens, displaying a blank message with the information you want to send as an attachment. **Address the message**, enter a subject line, and then select Send or Get & Send.

Using the Send command with SMS

NOTE You cannot send a category or an application with SMS.

You can send information as part of a text message using the Send command. Follow the procedure for sending **information**. Select SMS in the Send With dialog box. The SMS application opens, displaying a new text message with the information you want to send as the body of the message. **Address the message**, and then select Send.

Beaming

Using the **IR port** on your handheld, you can beam information from within an application, such as a photo or video, a contact, an appointment, or a task, to other Palm Powered devices. You can also beam a category of information or even an entire application.

NOTE The receiving handheld must be turned on. Depending on the receiving handheld model, not all information may be sent correctly.

Beaming information from within an application

1

Select the information you want to beam:

- a. **Open an application.**
- b. Select the entry you want.

↘ Continued

* **Tip**
For best results when beaming, the handhelds should be between 4 and 39 inches (10 centimeters and one meter) apart, and there should be a clear path between them.

* **Tip**
Beaming works best for smaller items. If you have larger items, you can use **Bluetooth wireless technology. Expansion cards** are convenient for sharing very large items.

*** Tip**

The leftmost menu in most applications is named Record.

*** Tip**

In Contacts, you can create a contact with your own information and select it as your business card by opening the Record Menu and selecting Business Card. Beam your business card to other handhelds by holding down the Contacts application button until the Beam dialog box appears.

2

Beam the information:

- a. **Open the menus.**
- b. Select the Beam menu item in the leftmost menu.
- c. When the Beam dialog box appears, point your handheld's IR port directly at the IR port of the other handheld.

**3**

Wait for the Beam dialog box to indicate that beaming is complete.

↓ Done

* **Tip**
Create a category of Calendar events such as your meeting schedule, and then beam the entire category to your business partner's handheld.

* **Tip**
When you receive a beamed item, you can file the item in a category using the Receive dialog box.

Beaming a category

1

Select the category you want to beam:

- a. **Open an application.**
- b. From the list view, select the pick list in the upper-right corner and select the category you want. This takes you to the list view within the selected category.

2

Beam the category:

- a. **Open the menus.**
- b. Select the Beam Category menu item in the leftmost menu.
- c. When the Beam dialog box appears, point your handheld's IR port directly at the IR port of the other handheld.

**3**

Wait for the Beam dialog box to indicate that beaming is complete.

↓ Done

* **Tip**
Select the Beam From pick list to beam an application from an expansion card inserted into the expansion slot.

Beaming an application

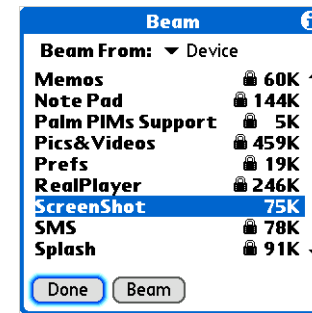
1

Select the application you want to beam:

- a. **Go to Applications.**
- b. **Open the menus.**
- c. Select Beam in the App menu.
- d. Select the application you want to beam.

NOTE You cannot beam an application that has a lock icon next to the application size.

↘ **Continued**



2

Beam the application:

- a. Select Beam.
- b. When the Beam dialog box appears, point your handheld's IR port directly at the IR port of the other handheld.

**3**

Wait for the Beam dialog box to indicate that beaming is complete.

↓ Done

Other ways of sharing information

Here are some other ways of sharing information:

- Copy information or an application onto an **expansion card** inserted into the expansion slot, and view the information by inserting the card into the slot on another Palm Powered device.
- Copy information such as a photo or video from your handheld to your computer, or from your computer to your handheld, by **synchronizing** or using **File Transfer** (Windows) or **Drive Mode** (Mac).

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with sharing information or with anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

- | | |
|--------------------------------|--|
| <u>Synchronizing</u> | Sharing information by synchronizing your handheld with your computer |
| <u>Expansion</u> | Sharing information by saving it to an expansion card that can be viewed from another handheld |
| <u>Connecting</u> | Setting up a connection with a phone to share information wirelessly |
| <u>VersaMail</u> | Sending information as an attachment to an email message |
| <u>SMS</u> | Sending information as part of a text message |
| <u>Common Questions</u> | Answers to frequently asked questions about sharing information |

Managing Your Expenses

In this chapter

[Adding an expense](#)

[Choosing currency options](#)

[Deleting expenses](#)

[Customizing the expense list](#)

[Working with Expense on your computer](#)

[Related topics](#)

Tired of trying to re-create your business trip when you return? Expense makes it easy to keep track of what you paid for that dinner in New York with your new sales group.

You can track costs for meals, lodging, transportation, entertainment, and more, and save all of the information in one convenient place. You can even transfer the information to a spreadsheet on your computer.



Benefits of Expense

- Monitor your business and personal expenses
- Easily retrieve expense information
- Create expense reports faster

Adding an expense


- + **Did You Know?**
Expense is not just for business. Use it to help plan your budget by figuring out how much you spend each month on things like entertainment and dining out.

- * **Tip**
Add an expense simply by writing the first letter of the expense type. For example, entering *D* opens a dinner item with today's date.

To enable this feature on your handheld, open the **Options menu** and select Preferences. Check the automatic fill box.

- * **Tip**
Change the date of an expense by selecting the date of the item.

1

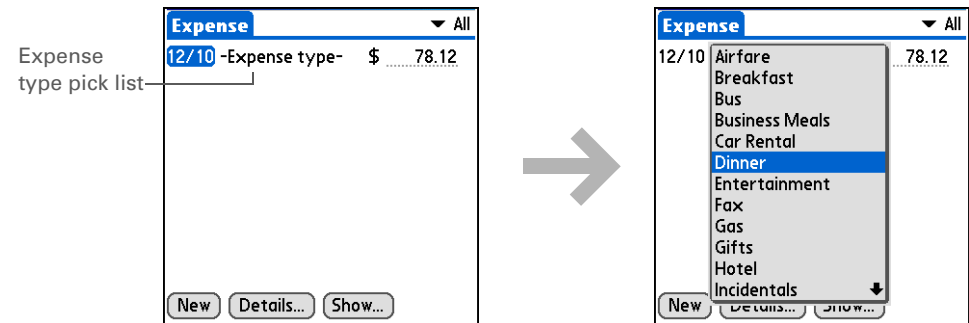
Go to Applications and select Expense .

2

Enter the expense:

- Select New.
- Enter the amount of the expense.
- Select the Expense type pick list and select a type.

NOTE You must select an Expense type if you want to save the item.



↘ **Continued**

* **Tip**
Add extra information to your expense items. Select the item and select Details. Then select Note and enter the information.

* **Tip**
Select **Lookup** in the Attendees list to pull names from Contacts.

+ **Did You Know?**
After you synchronize, you can **send your expense information to a spreadsheet** on your computer.

3

Enter the details of the expense:

- a. Select Details.
- b. Select each field where you want to enter information, and enter it.

Category Select a **category** to sort your expenses.

Type Enter the expense type.

Payment Select how you paid for the expense.

Currency Select the currency used to pay the expense. You can **preset this symbol**.

Vendor and City Enter the vendor and city associated with the expense. For example, a business lunch might be at Rosie's Cafe in San Francisco.

Attendees Enter the people associated with the expense.

- c. Select OK.

Receipt Details

Category: ▼ Unfiled
Type: ▼ Dinner
Payment: ▼ Unfiled
Currency: ▼ \$
Vendor:
City:
Attendees: Who.....

OK Cancel Delete Note

↓ **Done** That's it. Your handheld automatically saves the expense. Make sure you have a current backup. **Synchronize** often.

Choosing currency options

Expense is even easier to use when you customize the currency list. You can choose what currencies appear in the pick list, and what symbol automatically appears in new expenses, and you can even create your own currency symbol.

Customizing the currency pick list

Place the currency symbols that you use most often in the currency pick list.


* Tip

If you travel a lot, update the currency pick list, so that you can quickly get to the symbols you need.

+ Did You Know?

Use separate categories for related expenses. For example, create a London category for a trip to London. After you file your expense report for the London trip, you can easily delete the related expenses with the **Purge** command.

1

Go to Applications and select Expense .

2

Open the Receipt Details dialog box:

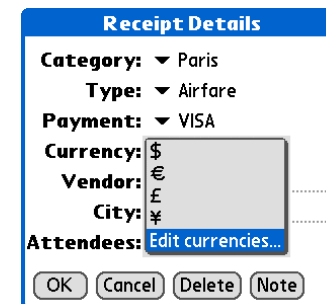
- Select an expense item.
- Select Details.

3

Select the currency symbol(s) that you want to see in the pick list:

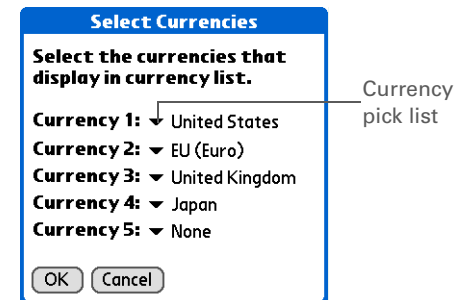
- Select the Currency pick list, and then select Edit currencies.

↘ Continued



Cont'd.

- b. Select one of the Currency pick lists and select the name of the country whose currency symbol you want to display.
- c. Select OK, and then select OK again.



⏏ Done The expense list now displays the currencies you selected.

Presetting the currency symbol


Choose which currency symbols appear when you add a new expense.

* Tip

If you're entering several expenses that all use the same currency, change the preset currency to that symbol to save time.

When you're finished with those expenses, change it again to the next one you'll use.

1

Go to Applications and select Expense .

2

Open Expense Preferences dialog box:

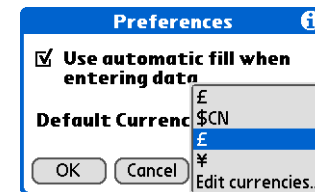
- a. **Open the menus.**
- b. Select Options, and then select Preferences.

⏏ Continued

3

Choose the default currency:

- Select the Default Currency pick list.
- Select the symbol you want to appear when you add new expenses.
- Select OK.




↓ Done

Creating a currency symbol

If the currency you want to use is not in the pick list of countries, you can create your own symbol.

1

Go to Applications and select Expense .

2

Open the Custom Currencies dialog box:

- Open the menus.**
- Select Options, and then select Custom Currencies.

↘ Continued

3

Create the custom symbol:

- a. Select a Country box.
- b. Enter the name of the country and the symbol that you want.
- c. Select OK, and then select OK again.


↓ Done



Deleting expenses

Delete individual expenses, or an entire category of expenses at once.

Deleting an individual expense


1	Go to Applications and select Expense  .
2	Select the expense you want to delete.
3	Delete the item: a. Open the menus. b. Select Delete Item in the Record menu.
4	[&] OPTIONAL Check the box to save an archive copy of the expense on your computer.
5	Select OK. ↓ Done

Deleting an entire category of expenses

* **Tip**
To combine expenses from different categories, rename one category to match the other category's name.

+ **Did You Know?**
There is another way to delete a category. Select the Category pick list and select Edit Categories. Select the Delete command to delete the selected category and move all of its entries to the Unfiled category.

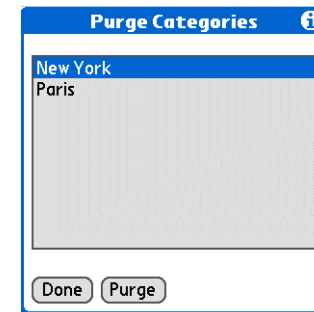
1

Go to Applications and select Expense .

2

Open the Purge Categories dialog box:

- a. **Open the menus.**
- b. Select Purge on the Record menu.



3

Delete the category and all of its items:

- a. Select the category you want to delete.
- b. Select Purge.
- c. Select Done.

↓ Done



Customizing the expense list

You can change the appearance of the expense list.

+ Did You Know?

Customizing the expense list makes it easy to see how much you spent on each type of expense. For example, to see how much you spent on taxis, sort your expenses by type so that all your taxi expenses appear together in the list.

Use **categories** to further refine your list.

- 1** **Go to Applications** and select Expense .
- 2** Select Show.
- 3** Select the pick lists to change any of the following items, and then select OK:
 - Sort by** Sort expenses by date or type.
 - Distance** Show distance in miles or kilometers.
 - Show currency** Show or hide the currency symbol in the expense list.

↓ Done

Working with Expense on your computer

WINDOWS ONLY

Use Expense on your computer to view and manage the expenses you create on your handheld. Check out the online Help in Palm® Desktop software to learn how to use Expense on your computer. The online Help includes info about the following topics:

- Add, edit, and delete expense items
- Organize your expenses by date, type, amount, notes, or category
- View expense items as a list, large icons, or small icons
- Convert a list of expenses to a single currency
- Print expense reports
- Transfer expense information to other applications, such as Microsoft Excel, using the Send or Export command in Palm Desktop software

To open Expense on your computer, double-click the Palm Desktop icon on the Windows desktop, and then click Expense on the launch bar.

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with Expense or anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

Moving Around

- Opening applications
- Using menus

Entering Information

- Adding contacts to the attendees list with Lookup
- Entering information with Graffiti® 2 characters and ShortCuts

Calculator

Performing basic math calculations associated with your expenses

Categories

- Creating and editing categories
- Organizing expenses by type and sorting them

Customizing

Setting number formats

Performing Calculations

In this chapter

[Calculator buttons](#)

[Viewing recent calculations](#)

[Related topics](#)

Whether you're figuring the tip on a restaurant bill, or balancing your checkbook, it's always nice to have a calculator on hand. And because it's part of your handheld, there's no need to carry a separate calculator.



Benefits of Calculator

- Always have a calculator with you
- Store calculations for later use

Calculator buttons

* **Tip**
Use the memory buttons to store and recall a number you enter in multiple calculations.

* **Tip**
If you make a mistake entering a number in the middle of a calculation, use the CE button to re-enter the number without starting the calculation over.

* **Tip**
Open the Options menu and select Advanced Mode to display a scientific calculator.



Clear any value in the Calculator memory.



Recall the stored value from the memory and enter it into the current calculation.



Place the current number into memory. The current number is added to the total that is already in the memory. Tapping this button does not affect the current calculation; it just places the value in memory.



Clear the last number you entered.



Clear the entire calculation so that you can start over.



Enter a number, and then select this button to change it to a percentage.



Enter a number, and then select this button to calculate the square root of the number.



Enter a number, and then select this button to make it negative.

Viewing recent calculations

View recent calculations to confirm that you entered everything correctly.

+ Did You Know?

Viewing recent calculations is helpful when double-checking the math in your checkbook register.


+ Did You Know?

Calculator History also has these functions:

Clear Select to clear the calculator's history.

Copy Select to copy the history of calculations. Then paste them into another application by opening the Edit menu and selecting Paste in the other application.

1

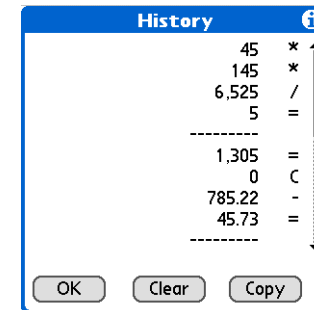
Go to Applications and select Calculator .

2

Open the History dialog box:

- a. **Open the menus.**
- b. Select Edit, and then select Show History.
- c. Select OK.


 Done



Accessing different calculators

Do you need a scientific or financial calculator? Your calculator has a variety of modes that can help you calculate formulas in a number of different areas.

1

Go to Applications and select Calculator .

2

Access the advanced mode calculators:

- a. **Open the menus.**
- b. Select Options, and then select Advanced Mode. You can now use the scientific calculator.
- c. If you want to use other calculators, such as finance, logic, statistics, or area, **open the menus**, select Options, and then select a mode from the list.

↓ Done

My Handheld

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Support

If you're having problems with Calculator or anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click the links below to learn about these related topics:

Moving Around

- Opening applications
- Using menus

Entering Information

Entering numbers with Graffiti[®] 2 characters

Keeping Your Information Private

In this chapter

[Choosing a security level](#)

[Marking information as private](#)

[Setting the level of privacy](#)

[Using a password](#)

[Locking your handheld](#)

[Using Quick Unlock](#)

[Encrypting your information](#)

[Limiting the number of password attempts](#)

[Related topics](#)

You probably wouldn't leave your door unlocked at night, so why should it be any different with your handheld? When you think about the amount of personal and private information stored there, you'll definitely want to protect it.



Benefits of privacy

- Protect information if your handheld is misplaced
- Hide private information
- Unlock your handheld using only one hand

Choosing a security level

There are a variety of security levels available for your handheld. Choose the level that provides the best mix of security and convenience.

Activating no security features All entries are accessible to anyone who has your handheld. This includes entries that are marked **private**, but are not masked or hidden.

Masking private entries without creating a password Masked entries are displayed when selected. This provides some degree of privacy for private entries, but anyone can view the info by simply selecting it.

Hiding private entries and creating a password Private entries are displayed when the password is entered. This is the basic level of security.

Encrypting entries (requires assigning a password) Entries are scrambled whenever your handheld locks, and are only displayed when the password is entered. Choose to encrypt all information, or just private entries. This feature provides better security than hiding private entries and assigning a password.

Limiting the number of password attempts Selected information is deleted after a specified number of incorrect password attempts. Use this feature along with encryption for the highest level of security.

Marking information as private

Marking an entry as private is the first step in protecting your info.

1

Open an application.

2

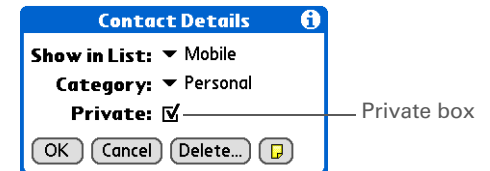
Create a new entry, or select the entry that you want to make private.

3

Mark it as private:

- a. For existing Contacts, select Edit.
- b. Select Details.
- c. Check the Private box.
- d. Select OK.
- e. In Contacts and Memos, select Done.

↓ Done




Setting the level of privacy

Add further protection to your private entries by setting the privacy level (hidden/masked).

Hiding or masking private entries

1

Open Security:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Security.

2

Select the display option for private entries:

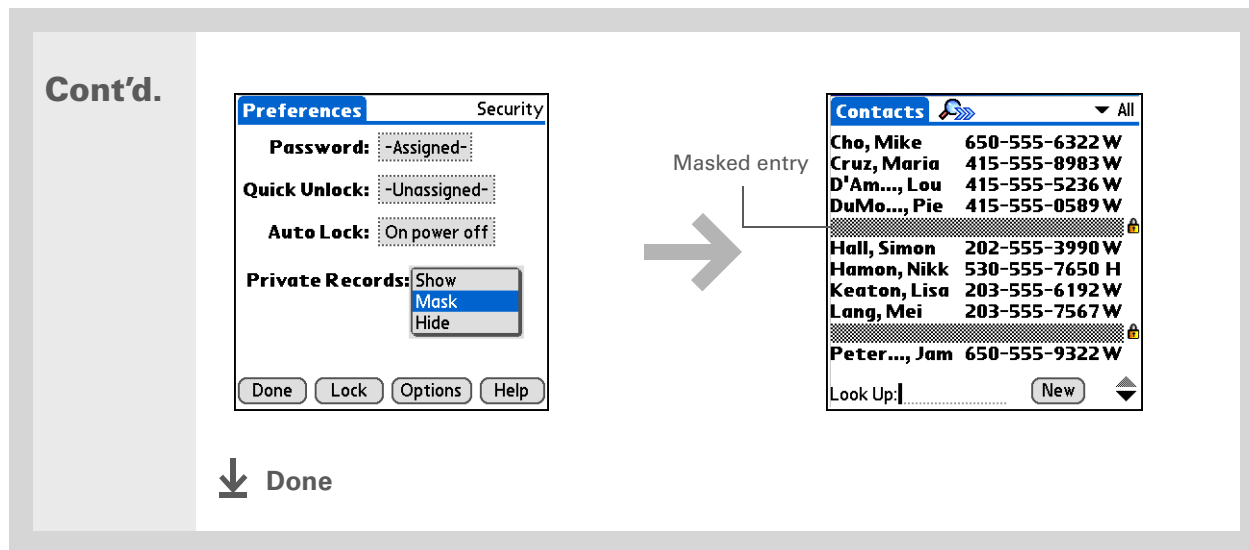
- a. Select the Private Records pick list.
- b. Select one of these options, and then select Done.

Show Display private entries.

Mask Block entries with a gray bar; you can see the bar onscreen, but you can't see the entries' content.

Hide Make private entries invisible.

↘ **Continued**



Viewing an entry that is masked

To open a masked entry, select the entry. If you have a **password**, enter it in the Show Private Records dialog box, and then select OK. When you close a masked entry, it remains masked.

Using a password

Further protect your hidden or masked entries by creating a password, which is needed to display the contents of hidden/masked entries.

* Tip

Use a password to protect confidential work or personal information. If your handheld is lost or stolen, this information will be safe.


* **Tip**

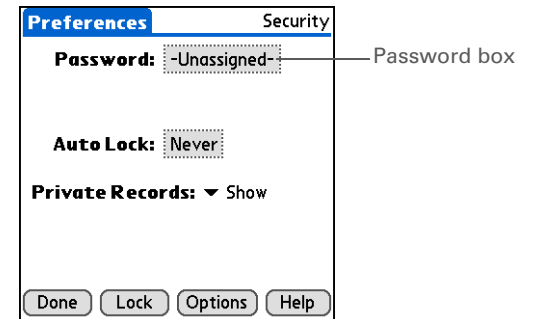
The best passwords consist of a mix of letters, characters, and numbers. Longer passwords are better than short ones. Any password you create is case-sensitive.

Creating a password

1

Open Security:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Security.



2

Create a password:

- a. Select the Password box.
- b. Enter a password with Graffiti[®] 2 writing, the numeric keypad, or the onscreen keyboard.
- c. Select OK.



↘ **Continued**

3

Confirm the password and enter a hint:

- a. Enter the password again, and then select OK.
- b. Enter a hint to help you remember the password if you forget it, and then select Done.

4

Select Done.

↓ Done

Changing a password


You can change your password at any time. You must enter the current password before you can change it.

* Tip

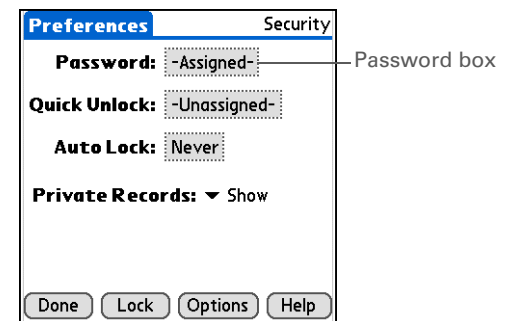
In Palm® Desktop software, you can require password entry for private info to display. Open the Tools menu and select Options, and then select Security.

1

Open Security:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Security.

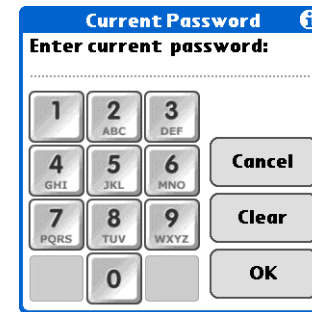
↘ Continued



2

Enter your current password:

- a. Select the Password box.
- b. Enter the current password, and then select OK.

**3**

Change your password:

- a. Select OK.
- b. Enter a new password, and then select OK.

**4**

Confirm the password and enter a hint:

- a. Enter the password again, and then select OK.
- b. Enter a hint to help you remember the password if you forget it, and then select Done.

↘ Continued

5

Select Done.

↓ Done

Deleting a password

You can delete your password at any time. You must enter the current password before you can delete it.

1

Enter your password:

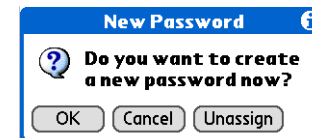
- a. Select the Password box.
- b. Enter the current password, and then select OK.

**2**

Delete your password:

- a. Select Unassign.
- b. Select Done.

↓ Done




Deleting a forgotten password

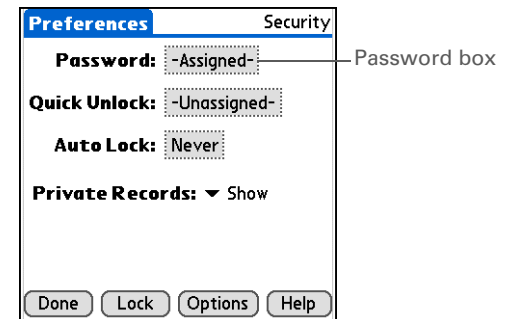
If you forget your password, your handheld displays the password hint (if you entered one) to help you remember the password. If you still can't remember the password, you can delete it from your handheld. Deleting a forgotten password also deletes all entries marked as private.

[!] IMPORTANT Be sure to synchronize your handheld before and after this procedure, so you can restore any private entries that were deleted along with the password.

1

Open Security:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Security.

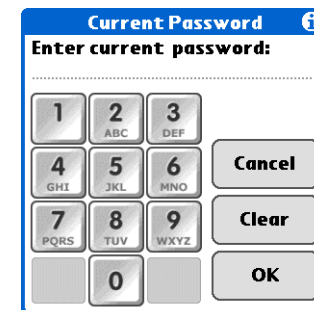



2

Open the Incorrect Password dialog box:

- a. Select the Password box.
- b. Tap any number on the keypad, and then select OK.

↘ Continued



3	<p>Delete the forgotten password:</p> <ol style="list-style-type: none"> a. Select Lost Password. b. Select Delete Password. 	
4	<p><u>Synchronize your handheld with your computer</u> to restore any private entries that were deleted.</p>	
5	<p>[&] OPTIONAL <u>Create a new password.</u></p> <p>↓ Done</p>	

[!] Before You Begin

To use the locking feature, you must first **create a password** for your handheld.

* Tip

To start your handheld when it is locked, turn it on. Enter your password, and then select Done.

Locking your handheld

Protect the entire contents of your handheld, whether marked private or not, by using your password to lock your handheld. You can set your handheld to lock automatically, or you can lock it manually.


[!] **IMPORTANT** If you lock your handheld, you must enter the exact password to unlock it. If you forget the password, your handheld will show you the hint you entered to help you remember the password. If you still cannot remember the password, you must do a **hard reset** to resume using your handheld. A hard reset deletes all of the information on your handheld, including your password. Applications, files, and folders on your handheld's internal drive are also deleted. You

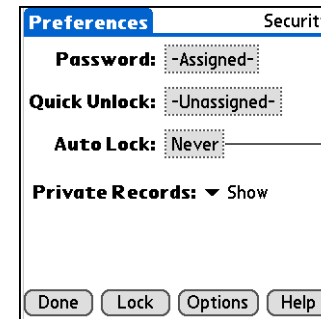
can restore the information by **synchronizing** your handheld with your computer. Items on your internal drive are not restored during synchronization. Use **File Transfer** to replace those items.

Locking your handheld automatically

1

Open Security:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Security.



Auto Lock box

2

Open the Lock Handheld dialog box:

- a. Select the Auto Lock box.
- b. If necessary, enter your password, and then select OK.

↘ Continued

3

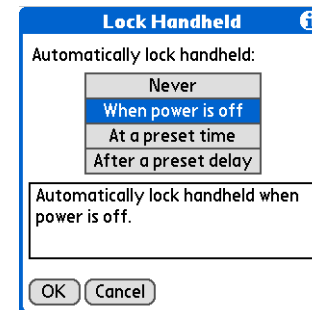
Select one of these lock options:

Never Always leave your handheld unlocked.

When power is off
Automatically lock your handheld whenever you turn it off.

At a preset time Set a time when your handheld will automatically lock.

After a preset delay Set a period of inactivity after which your handheld will automatically lock.

**4**


Select OK, and then select Done.

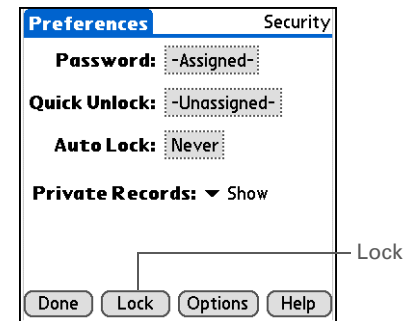
↓ Done

Locking your handheld manually

1

Open Security:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Security.



2

Select Lock.

3

Select Lock Device.

⏏ Done



Using Quick Unlock

[!] Before You Begin

To use Quick Unlock, you must first **create a password** for your handheld.

* Tip


You can change a Quick Unlock combination at any time. Follow the same steps you used to create the combination.

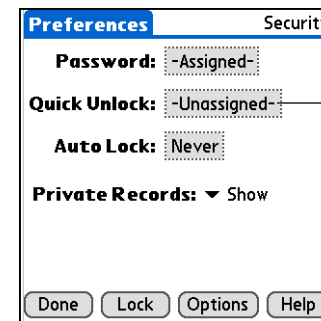
You can unlock your handheld by creating a special combination sequence with the 5-way navigator—similar to the combination you use to open a padlock. Use this sequence in place of your password to quickly unlock your handheld. Quick Unlock works only with your first three attempts to unlock your handheld. After three attempts, you must use your password to unlock your handheld.

Creating a Quick Unlock combination

1

Open Security:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Security.



2

Open the Quick Unlock dialog box:

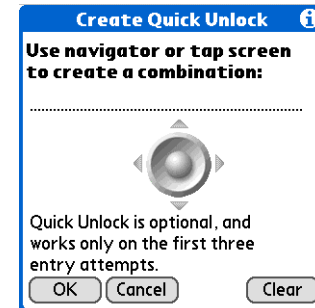
- a. Select the Quick Unlock box.
- b. If necessary, enter your password, and then select OK.

↘ Continued

3

Create a Quick Unlock combination sequence:

- a. Use the 5-way or tap the onscreen navigator to create a combination.
For example, you might choose Left-Right-Left as a combination.
- b. Select OK.

**4**

Select Done.


**Done**

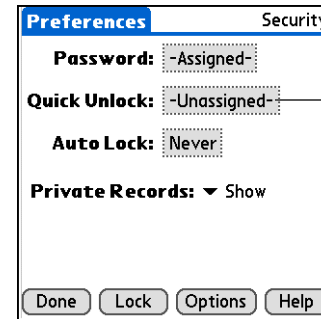
When your handheld is locked, you can now unlock it by using the Quick Unlock combination, or by entering your password.

Deleting your Quick Unlock combination

1

Open Security:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Security.



Quick Unlock box

2

Open the Quick Unlock dialog box:

- a. Select the Quick Unlock box.
- b. If necessary, enter your password, and then select OK.

3

Delete the Quick Unlock combination:

- a. Select Unassign.
- b. Select Done.

↓ Done



Encrypting your information

You can encrypt selected information whenever your handheld locks. This means that your information is scrambled so that it cannot be read. When you unlock your handheld and enter your password or Quick Unlock combination, the encrypted information is unscrambled.


The more information you select for encryption, the longer your handheld takes to scramble (and unscramble) the information. Also, applications that use large files, such as palmOne™ Media, take a long time to encrypt. In these cases, consider the trade-off between security and convenience.

[!] Before You Begin

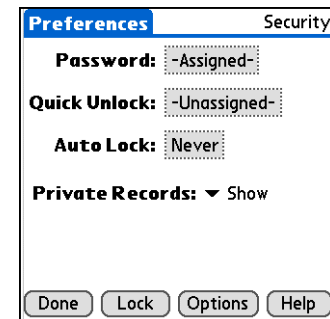
To use encryption, you must first **create a password** for your handheld.

1

Open Security:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Security.

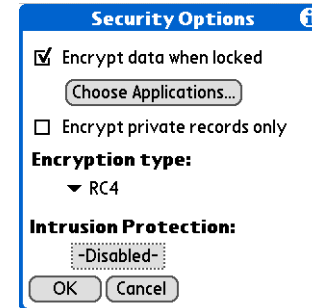
➤ Continued



2

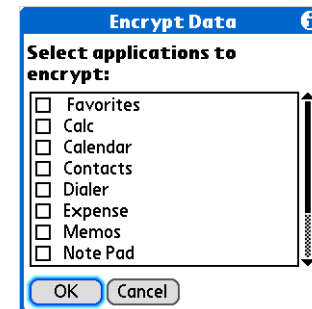
Open the Encrypt Data dialog box:

- a. Select Options.
- b. Check the Encrypt data when locked box.
- c. Select Choose Applications.

**3**

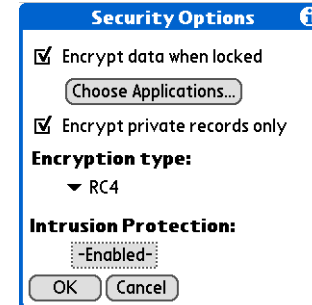
Select the applications you want to encrypt, and then select OK.

➤ Continued



4

[&] **OPTIONAL** To encrypt only the **private entries** in the applications you selected, check the Encrypt private records only box.



5

Select OK, and then select Done.

↓ Done

* **Tip**
[Synchronize your handheld with your computer](#) frequently to prevent loss of information if intrusion protection is triggered.

+ **Did You Know?**
 Incorrect [Quick Unlock](#) attempts are not included in the intrusion protection counter.


Limiting the number of password attempts

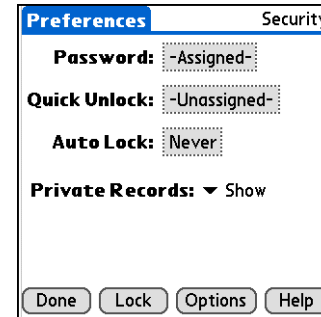
You can set the number of incorrect password attempts that are allowed before selected information is deleted from your handheld. This feature, called intrusion protection, protects sensitive information from an intruder who uses an automated means to try every possible combination until the password is found. Use intrusion protection if you keep highly confidential information on your handheld.

[!] **IMPORTANT** If you limit the number of password attempts, be sure to use [Keylock](#) to prevent accidental password attempts while your handheld is in a purse or pocket.

1

Open Security:

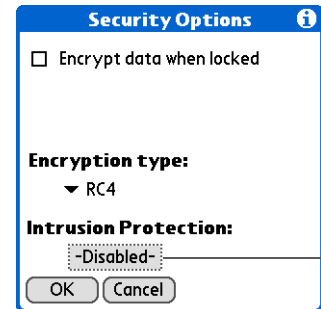
- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Security.



2

Set the number of password attempts:

- a. Select Options.
- b. If necessary, enter your password, and then select OK.
- c. Select the Intrusion Protection box.
- d. Enter the number of password attempts that are allowed before selected information on your handheld is deleted.



Intrusion Protection box

↘ Continued

- * **Tip**
The number of password attempts must be between 5 and 99.

3

Select the information that is deleted after the set number of failed attempts:

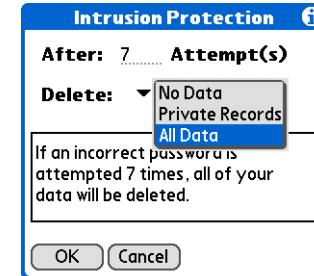
- a. Select the Delete pick list and select one of these options:

No Data No information is deleted after the set number of failed attempts.

Private Records All entries **marked private** are deleted after the set number of failed attempts.

All Data All information you entered and all applications you installed on your handheld are deleted after the set number of failed attempts.

- b. Select OK.

**4**

Select OK two more times, and then select Done.

↓ Done

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with private entries or anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

Moving Around

- Opening applications
- Using menus

Managing Info

Creating a backup of your information

Customizing

Entering your owner information in case your handheld is lost or stolen

Maintaining

Doing a hard reset

Common Questions

Answers to frequently asked questions about privacy

Using Categories to Organize Information

In this chapter

[Adding a category](#)

[Renaming a category](#)

[Deleting a category](#)

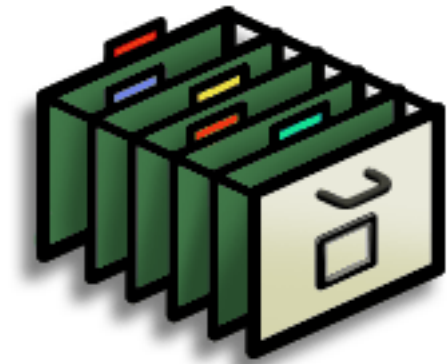
[Placing information into a category](#)

[Viewing information by category](#)

[Related topics](#)

If you're like most people, you use your handheld to manage your work life and your personal life. Yet these two areas contain so many details: your children's after-school activities, your conference schedule, your shopping list for the week, and entertainment.

Categories help you organize different aspects of your life, no matter how you choose to group them.



Benefits of categories

- Better organize your information
- Easily retrieve the information you need

Adding a category

You can add categories in many applications: Contacts, Expense, Memos, Note Pad, Tasks, and palmOne™ Media. (In palmOne Media, categories are called **albums**.) Place individual entries into these categories to easily get to a group of related items.

In addition to putting individual entries into a category, you can also put entire applications into categories. For instance, you may find it convenient to put Expense and Calculator into a category called Money.

+ Did You Know?

You can have up to 15 categories in an application.

* Tip

Colors make it easy to find the info you need in Calendar.

* Tip

Add a category in Contacts that contains all of your medical numbers for quick access.

Other useful categories in Contacts are Emergency, for fire, ambulance, and police; Children, for your children's school and friends; and Entertainment, for restaurants or theaters that you visit often.

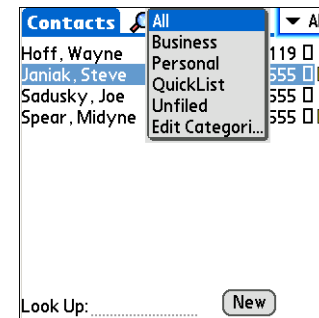
1

- To add a category for individual entries in one of the applications above, **open that application**.
- To add a category for applications, **go to Applications**.

2

Add a new category:

- Select the pick list in the upper-right corner, and then select Edit Categories.
- Select New and enter the name of the new category.
- Select OK, and then select OK again.



↓ Done

Renaming a category

* Tip

If you want to combine items in different categories, rename one category to the other category name.

+ Did You Know?

Some categories, like All and Unfiled, come with your handheld and cannot be changed.

1

- To rename a category within an application, **open that application**.
- To rename a category for applications, **go to Applications**.

2

Rename the category:

- a. Select the pick list in the upper-right corner, and then select Edit Categories.
- b. Select the name of the category you want to change, and then select Rename.
- c. Enter a new category name, and then select OK.
- d. Select OK again.

↓ Done

Deleting a category

If you delete a category, the items in that category will move to the Unfiled category.

* **Tip**
In Expense, you can delete a category, including its contents, with the **Purge** command.

1

- To delete a category within an application, **open that application**.
- To delete a category for applications, **go to Applications**.

2

Delete the category:

- a. In Calendar, select an event, and then select Details.
- b. Open the list of categories:

Calendar Select the Category pick list.

All other applications Select the pick list in the upper-right corner, and then select Edit Categories.

- c. Select the name of the category you want to delete, and then select Delete.
- d. Select OK.

↓ Done

* **Tip**
You can also enter new information into a category by opening the application, and then selecting the category from the upper-right corner. Select New and enter the information.

Placing information into a category

You can place individual entries into categories within an application. For example, you may want to place some of your contacts into a category called Medical.

You may also find it convenient to view applications in groups. You may want all of your games in one category, or all of your multimedia applications in another. Then you can go right to the group of applications you need.

NOTE An entry or application cannot be placed in more than one category.

Placing an entry into a category

1

Open an application that contains a category option. In Calendar, go to Day View.

2

Open an entry.

3

In Note Pad only: skip to step 5.

4

Open the Details dialog box:

Contacts Select Edit, and then select Details.

All other applications Select Details.

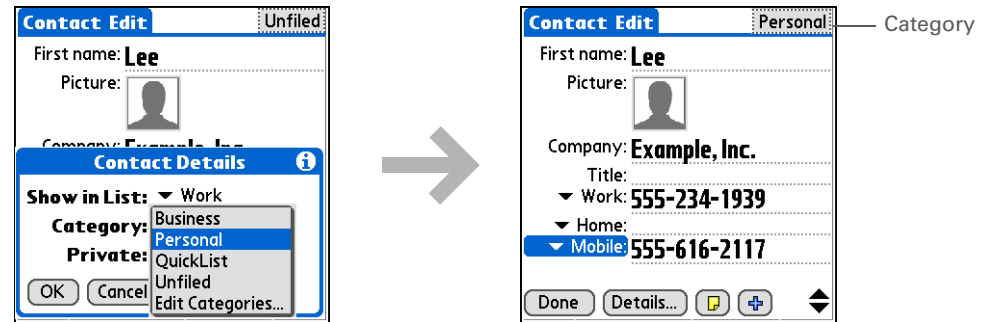
↘ **Continued**

- * **Tip**
To place an entry into a different category, simply select a different category from the Category pick list.

5

Place the entry into a category:

- a. Select a category from the Category pick list.



- b. If necessary, select OK.
c. If necessary, select Done.

↓ Done

Placing an application into a category

1

Go to Applications.

2

Open the Category dialog box:

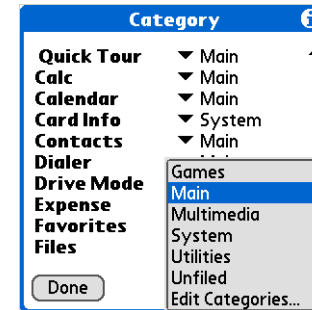
- a. **Open the menus.**
- b. Select Category in the App menu.

3

Place the application into a category:

- a. Select the pick list next to the application you want to place into a category.
- b. Select a category, and then select Done.

↓ Done



Viewing information by category

* **Tip**
In Applications view, scroll through the categories by pressing Right or Left on the 5-way navigator. To view all of the applications on your handheld, select the All category.

* **Tip**
Scroll through the categories in Contacts by repeatedly pressing the Contacts button.

1

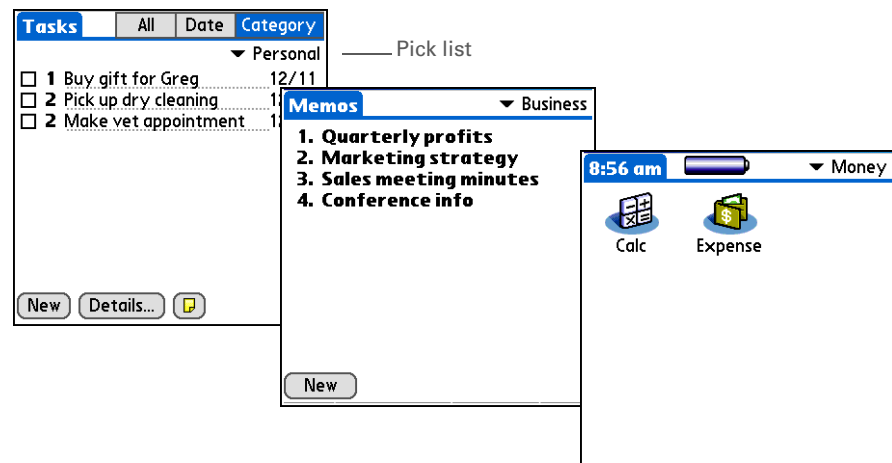
- To view entries by category, **open an application** that contains categories.
- To view applications by category, **go to Applications**.

2

Display the category you want to view:

Calendar Select **Show Category List**, and then select the category you want to view from the pick list.

All other applications Select the category you want to view from the pick list in the upper-right corner.



↓ Done

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with categories or anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

Moving Around

- Opening applications
- Using menus

Calendar

Color-coding your events in Calendar

Media

Organizing photos or videos into albums

Sharing

Beaming a category to another Palm Powered device

Managing Clock Settings

In this chapter

[Checking the current date and time](#)

[Setting the primary location](#)

[Choosing secondary locations for other time zones](#)

[Modifying the locations list](#)

[Setting the alarm clock](#)

[Changing the clock display](#)

[Related topics](#)

Forget your watch? Or just forget to reset it when you landed in Toronto? Neither matters, as long as you have your handheld. Not only can you rely on it for the correct time, but you can even set an alarm so you don't miss that early flight back home.




Benefits of World Clock

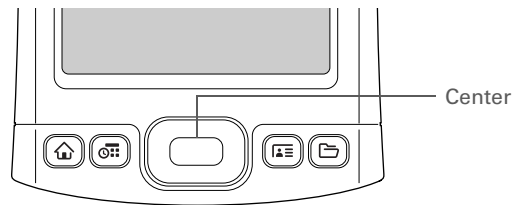
- Always have the correct time, no matter where you are
- No need to carry a separate alarm clock

Checking the current date and time

There are two ways to easily check the date and time:

When your handheld is on:

- **Go to Applications** and select World Clock .
- When your handheld is off, press Center on the **5-way navigator**. Your handheld turns on, displays the time, and then turns off after a few seconds.




Setting the primary location

- » **Key Term**
Primary location
 Typically a city in the time zone in which you live.

In World Clock, you can set the location, date, and time for a primary location. The settings for this primary location are used by all of the applications on your handheld.

1

Go to Applications and select World Clock .

2

Select the primary location:

- Select the primary location pick list.
- Select the location you want to be the primary location.

If you need more choices,
modify the locations list.

↓ Done

Primary location
 pick list




+ Did You Know?
When the Daylight Savings settings are active, the time changes according to the rule for the primary location. For example, in North America, the time changes at 2:00 a.m.; in Europe, it changes at 1:00 a.m.

Setting the date and time for the primary location

You can **set the date and time in Preferences**, as you did during the initial setup of your handheld, or in World Clock. When you change the date and time in one application, it is automatically changed in the other.

1

Go to Applications and select World Clock .

2

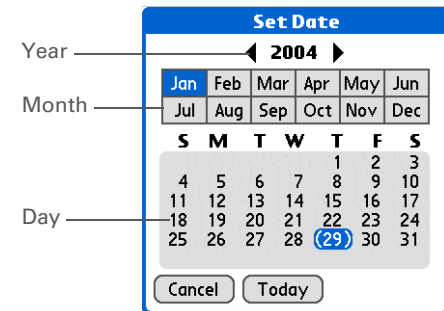
Select Set Date & Time.

3

Set the date:

- Select the Date box.
- Select the arrows to select the current year.
- Select the current month.
- Select the current date.

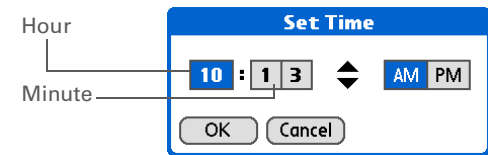
↘ Continued



4

Set the time:

- a. Select the Set Time box.
- b. Select the hour and minute boxes, and then select the arrows to change them.
- c. Select AM or PM, and then select OK.

**5**

Select Done.


 Done


Choosing secondary locations for other time zones

Set World Clock to display the date and time for two other locations.

* Tip

If you have friends, family, or colleagues in another time zone, select a city in their zone as your secondary location. When you need to contact them, you can easily check to see what time it is where they are.

- 1** Go to **Applications** and select World Clock .
- 2** Select the pick list next to one of the secondary locations.



Pick list
- 3** Select the location you want to use as the new secondary location.

If you need more choices, **modify the locations list**.

↓ Done

* **Tip**


If you know what you're looking for in a long pick list, use **Graffiti@ 2 writing** to find it faster. Enter the first letter of the word, and then locate your item.

Modifying the locations list

You can edit the locations list so that the locations you use most often are easy to find.

Adding new locations

1

Go to Applications and select World Clock .

2

Open the Edit List dialog box:

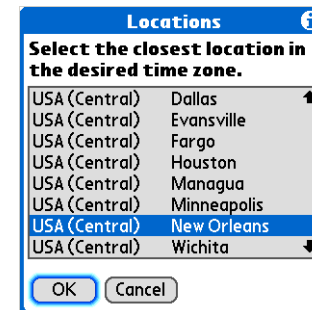
- a. Select a Location pick list.
- b. Select Edit List.

3

Add the new location:

- a. Select Add.
- b. Scroll through the list to select a location that is in the same time zone as the city you want to add.
- c. Select OK.

↘ **Continued**



4

[&] OPTIONAL Select each setting you want to change.

Name Enter the name of the location.

Time Zone Select the time zone for the location.

Daylight Saving Time box
Check for your handheld to automatically adjust the date and time for Daylight Saving Time in this location.

Start and End dates Select the boxes to change the start and end dates of Daylight Saving Time, if necessary.

Edit Location

Name: New Orleans

Time Zone: USA (Central)

Location: 29°57'N 90°4'W

This location observes Daylight Saving Time

Start: First Sunday of April

End: Last Sunday of October

OK Cancel Done


5

Select OK, and then select Done.

↓ Done

Deleting a location

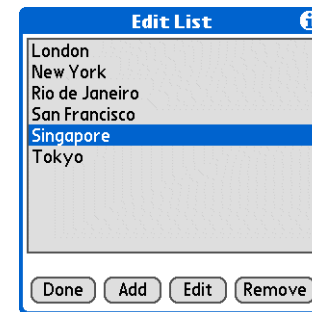
1

Go to Applications and select World Clock .

2

Select the location you want to delete:

- a. Select a Location pick list.
- b. Select Edit List.
- c. Select a location, and then select Remove.

**3**

Select OK, and then select Done.

 Done


Setting the alarm clock

+ **Did You Know?**
Use World Clock to set an alarm within the next 24 hours. **Set alarms outside of this timeframe** in Calendar.

+ **Did You Know?**
Remember to put your handheld on local time. If you travel from San Francisco to London, make London your primary location so that all your alarms ring on time, instead of eight hours late.

* **Tip**
Set an alarm while you're working to remind you when to leave to get to your appointment on time.

1

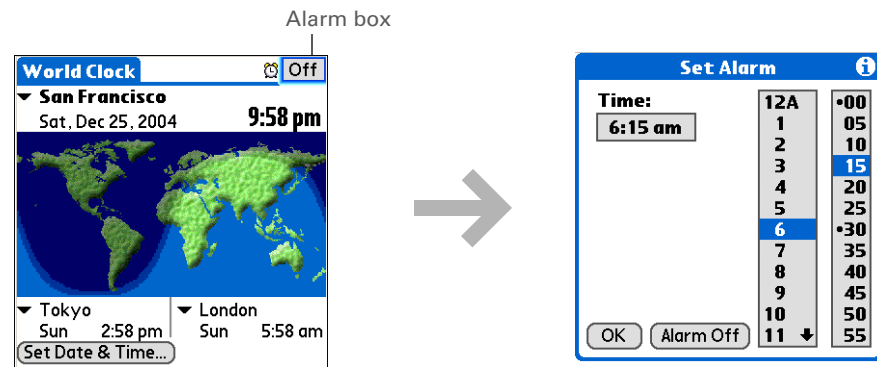
Go to Applications and select World Clock .

2

Set the alarm:

- a. Select the Alarm box.
- b. Select the time columns to set the hour and minute, and then select OK.

NOTE Alarms set in World Clock use the time set for the primary location.



↘ **Continued**

*** Tip**

To turn off an alarm before it sounds, select the Alarm box, and then select Alarm Off.

3

[&] OPTIONAL Select the alarm sound and volume:

- a. **Open the menus.**
- b. Select Options, and then select Alarm Preferences.
- c. Select the pick lists to select the alarm sound and volume.

NOTE This volume setting does not affect the other sounds on your handheld, including the alarms you set in Calendar. You can change the volume of these other sounds in Preferences.

- d. Select OK.

↓ Done

Responding to the alarm clock

When the World Clock alarm sounds, select one of these three options:


OK Cancel the reminder message and return to the current screen.

Snooze Close the alarm reminder message and return to the current screen. The message appears again in five minutes. In the meantime, an indicator blinks in the upper-left corner of the screen to remind you of the upcoming alarm.

Go To Cancel the reminder message and open World Clock.

Changing the clock display

1

Go to Applications and select World Clock .

2

Open the Display Options dialog box:

- a. **Open the menus.**
- b. Select Options, and then select Display Options.

3

Select any of the following options, and then select OK:

Show Multiple Locations Display the secondary locations. Deselect it to display only the primary location.

Show Date Display the date in World Clock.

 Done

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with World Clock or anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

Moving Around

- Opening applications
- Using menus

Calendar

Setting an alarm outside of the next 24 hours

Customizing

Changing the volume of other system sounds

Customizing Your Handheld

In this chapter

[Customizing your Favorites View](#)

[Customizing the Application View](#)

[Making the screen easier to read](#)

[Assigning a button to your frequently used applications](#)

[Setting the date and time](#)

[Customizing the way you enter information](#)

[Selecting sound settings](#)

[Entering your owner information](#)

[Conserving battery power](#)

[Connecting your handheld to other devices](#)

[Customizing network settings](#)

[Setting up VPN](#)

[Related topics](#)

Although customizing your handheld is optional, it's like changing the preset radio stations in your car. Since you're probably not driving around with the dealer's preset radio stations, why not personalize your handheld, too?

You can easily customize the sound levels, fonts, and screen colors on your handheld by using preferences and menus. And preference settings can help extend the life of your handheld's battery.



Benefits of customizing

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

Customizing your Favorites View

You can personalize your Favorites View by changing the background image to your favorite photo. You can also change the entries to those you use most often.

Changing the background photo in Favorites View

Use your favorite photo as the background in Favorites View.

1

Go to Favorites.

2

Open the Display Options dialog box:

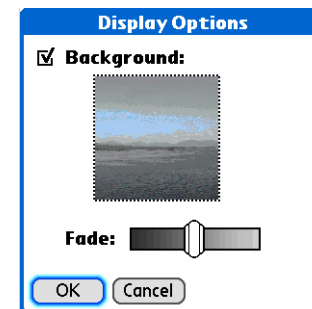
- a. **Open the menus.**
- b. Select Options, and then select Display Options.

3

Select a photo for the background:

- a. Check the Background box.
- b. Select the picture box.
- c. Select a picture.
- d. Select Done.

↘ **Continued**



4

Adjust the fade setting so that the text is easy to read against the photo, and select OK.

↓ Done

+ Did You Know?

You can quickly change multiple favorites on a page by selecting Menu on the status bar, and then selecting Edit Favorite Pages. Select the page you want, and then select each favorite you want to change to open the Edit Favorites dialog box.

*** Tip**

You can also tap and hold on the favorite you want to change.

Changing entries in Favorites


Change the entries in Favorites View to include the applications, files, folders, or web links you use most often.

1

Go to Favorites.

2

Open the Edit Favorites dialog box:

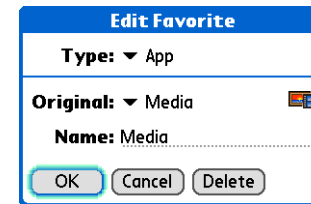
- a. Using the 5-way, select the favorite you want to change.
- b. Select Menu  on the status bar.
- c. Select Edit Favorites.

↘ Continued

3

Change the favorite:

- a. Select the favorite type from the Type pick list: application, file/folder, or web link.



- b. Select the application from the Original pick list, select to browse to the file or folder, or select to enter the web address you want.
- c. Enter a name for your new favorite and select OK.

↓ Done

Customizing the Application View

Use your favorite photo as the background in the Application View. You can also display your application icons in list format with small icons so that you can see more applications without scrolling.

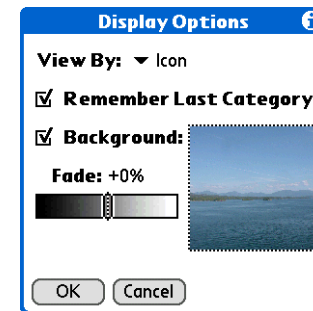
1

Go to Applications.

2

Open the Display Options dialog box:

- a. **Open the menus.**
- b. Select Options, and then select Display Options.

**3**

Select the View By pick list and select List or Icon as the display format.

4

If you want the last category you viewed to reappear the next time you visit the Application screen, check the Remember Last Category box.

↘ **Continued**

5

Select a photo for the background:

- a. Check the Background box.
- b. Select the picture box.
- c. Select a picture.
- d. Select Done.
- e. Adjust the fade setting so that the text is easy to read against the photo.
- f. Select OK.

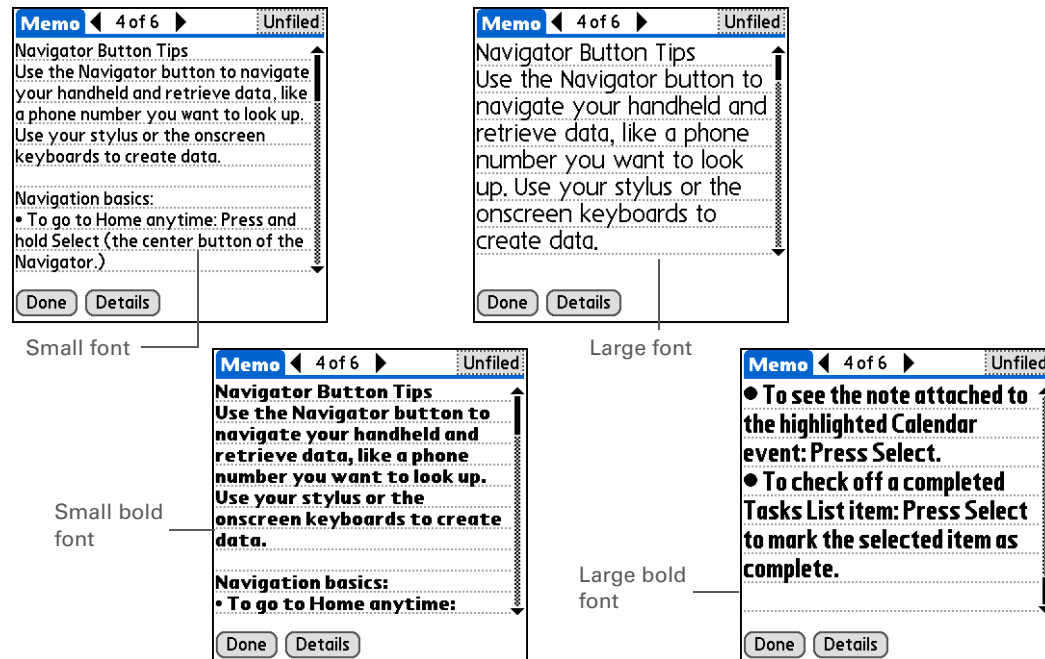
↓ Done

Making the screen easier to read

In many applications, you can change the font style to make text easier to read. There are four font styles available.

In certain lighting conditions, you may also need to adjust the brightness to read the information on the screen.

Changing the screen fonts



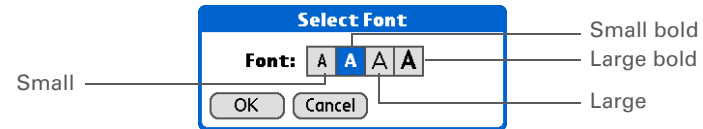
1**Open an application.****2**

Open the Select Font dialog box:

- a. **Open the menus.**
- b. Select Options, and then select Font.

3

Select the font style you want to use, and then select OK.

**↓ Done**

Adjusting the brightness

1

Tap System Info **11:13** on the status bar.

2

Drag the slider to adjust the brightness level, and then tap outside the dialog box.

↓ Done

Brightness
slider




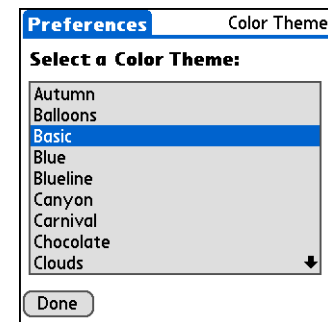
Changing screen colors

Choose a new set of text and background colors for all your applications.

1

Open Color Theme Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Color Theme.

**2**

Select a theme, and then select Done.


↓ Done

Changing handedness orientation of the screen

The Handedness preferences enable you to select right-hand or left-hand orientation when you rotate the screen into landscape mode.

1

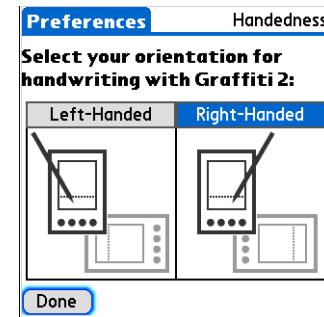
Open Handedness Preferences:

- a. **Go to Applications**.
- b. Select Prefs .
- c. Select Handedness.

2

Select your orientation.

↓ Done



Assigning a button to your frequently used applications

Tired of going to Applications View to open an application you use frequently? Use the Buttons Preferences screen to reassign the applications associated with the buttons on the front of your handheld and the HotSync® button.

For example, if you use Memos often, you can assign Memos to a button so that you don't have to scroll through Applications View whenever you want to use that application.

* Tip


To restore all the buttons to the original palmOne settings, select Default.

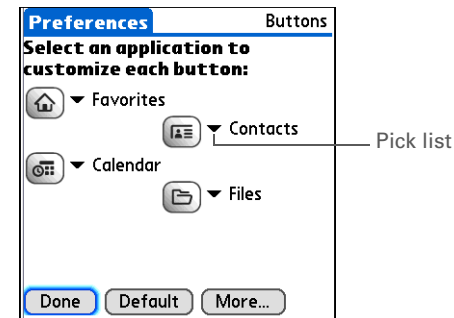
+ Did You Know?

You can assign input area icons to different applications also. Tap and hold the input area icon and select an application from the dialog box.

1

Open Buttons Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Buttons.



2

Select the pick list next to the button you want to reassign, and select the application that you want to assign to that button.

↘ Continued

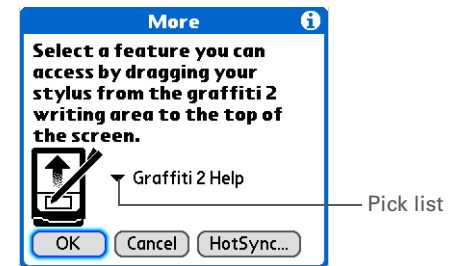
» Key Term

Full-screen pen stroke A stroke that is drawn from the bottom of the input area to the top of the screen. You can use this stroke as a quick way to do a selected task, such as opening the Graffiti® 2 help screen.

3

Assign the full-screen pen stroke:

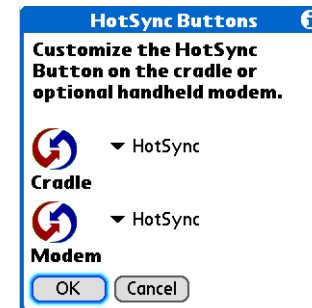
- Select More.
- Select the pick list and select the action you want to assign to the full-screen pen stroke.
- Select OK.



4

Assign the HotSync button:

- Select HotSync.
- Select the pick list and select the application you want to assign to the button.
- Select OK.



5

Select Done.

↓ Done

Setting the date and time

You can set the date, time, and location for all the applications on your handheld that require this information. You can also select the format in which the date, time, and numbers appear.


Selecting a location

You can set the current date and time based on your location. When you travel to a new time zone, change the Location setting to quickly reset the date and time. Your appointments stay at the time you entered them—no adjustments for time zones. So always enter your schedule based on the time zone you will be in on the day of the event.

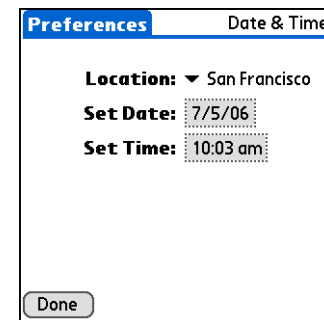
+ **Did You Know?**
The location you select also appears as the primary location in [World Clock](#).

1

Open Date & Time Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Date & Time.

➤ Continued



* Tip

You can rename the location to the city where you live. Select the Name field, and then modify the location name.

2

Select the location:

- a. Select the Location pick list, and select a city in your time zone. If you found a city in the list, go to step 3.

No nearby city? Select Edit List, and do steps b through e.

- b. Select Add.
- c. Select a city in your time zone, and then select OK.
- d. Select OK again, and then select Done.
- e. Select the Location pick list, and select the city you just added.

Edit Location ⓘ

Name: Bonny Doon

Time Zone: USA (Pacific)

This location observes Daylight Saving Time

Start: First Sunday of April

End: Last Sunday of October

OK Cancel

Name field

3

Select Done.


↓ Done

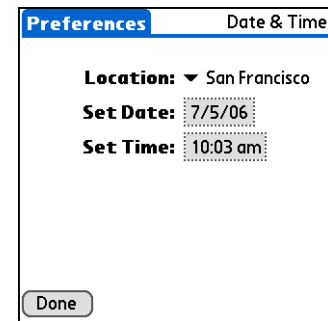
Resetting the date and time

In most cases you won't need to reset the date and time. However, you may need to do this if you do a hard reset on your handheld.

1

Open Date & Time Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Date & Time.

**2**

Select the location.

↘ Continued

3

Set the date:

- Select the Set Date box.
- Select the arrows to select the current year.
- Select the current month.
- Select the current date.

Year
arrows

4

Set the time:

- Select the Set Time box.
- Select the hour and minute boxes, and then select the arrows to change them.
- Select AM or PM, and then select OK.

NOTE If you're using a 24-hour clock format, you won't see the AM and PM options.

5

Select Done.

↓ Done


Selecting formats for dates, times, and numbers

Would you rather see the time displayed in a 24-hour format, or dates that begin with the month or year? Use the Formats Preferences screen to change these settings and to apply them to all the applications on your handheld.

You can quickly choose the preset formats based on geographic regions where you might use your handheld. For example, in the United Kingdom, time often is expressed using a 24-hour clock. In the United States, time is expressed using a 12-hour clock with an AM or PM suffix. You can use the original preset formats or change them based on your personal preferences.

1

Open Formats Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Formats.

↘ Continued

Preferences	Formats
Preset to: United States	
Time: ▼ HH:MM am/pm	2:36 pm
Date: ▼ M/D/Y	12/8/06
Week starts: ▼ Sunday	Dec 8, 2006
Numbers: ▼ 1,000.00	
<input type="button" value="Done"/>	

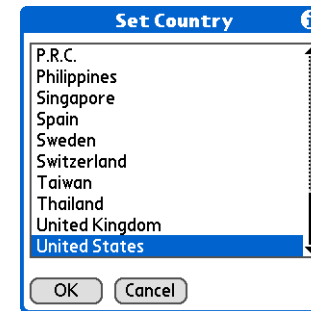
* **Tip**

The country setting changes only the way the date and time look. It doesn't change your handheld's time to that country's time. To do that, go to [Date & Time Preferences](#) or to [World Clock](#).

2

Select a country:

- a. Select the Preset to box to open the Set Country dialog box.
- b. Select a country.
- c. Select OK.

**3**

[&] OPTIONAL Customize any of the following preset formats:

Time Controls whether the time is displayed in 12-hour or 24-hour format and which symbol separates the numbers.

Date Controls the sequence in which the day, month, and year appear and which symbol separates the segments.

Week starts Controls whether applications treat Sunday or Monday as the first day of the week.

Numbers Controls the decimal and thousands separator symbols.

4

Select Done.

↓ Done

Customizing the way you enter information

Your handheld lets you choose how you enter information. You can choose the input area or the writing area, choose Graffiti 2 strokes, and create shortcuts to make entering information faster.


- + **Did You Know?**
You can change the input area anytime by selecting the status bar or input area icons.

Customizing the input area

You can configure your input area your preference for keyboards or for Graffiti 2 writing. You can also choose to see your strokes as you write.

1

Open Input Preferences:

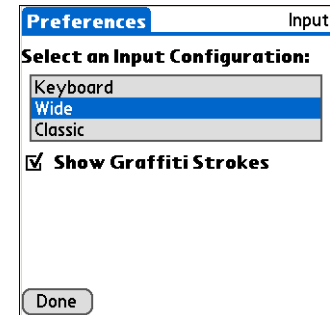
- a. **Go to Applications**.
- b. Select Prefs .
- c. Select Input.

2

Select the type of input area you want:

- **Keyboard**
- **Wide**
- **Classic**

↘ **Continued**



3

[&] OPTIONAL Uncheck the Show Graffiti Strokes box if you don't want to have the Graffiti strokes shown as you write a character in the input area.

↓ Done

Choosing the full-screen writing area


You can write Graffiti 2 characters in the **input area**, or you can turn on Writing Area Preferences and use the full screen for Graffiti 2 writing; you do not have to write in the input area.

* **Tip**

You can turn on or turn off the full-screen writing area by tapping the Full-screen writing icon on the **status bar**.

1

Open Writing Area Preferences:

- a. **Go to Applications**.
- b. Select Prefs .
- c. Select Writing Area.

↘ Continued

* **Tip**
 Right after you write a character, your handheld interprets a quick tap on the screen as a period character. If you want to tap a button, either wait a few seconds or tap the Full-screen writing icon on the [status bar](#).

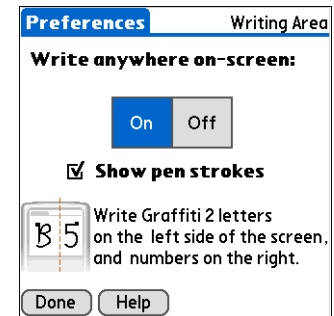
2

Select one of the following, and then select Done:

On Turns on the full-screen writing area. When you select this option, a box appears for you to choose if you want to see your strokes as you write.


Off Turns off the full-screen writing area. When you select this option you must use the input area for Graffiti 2 writing.

↓ Done



Using the full-screen writing area

1

Turn on the full-screen writing area by tapping Full-screen writing  on the [status bar](#). When full-screen writing is on, the icon is highlighted. When full-screen writing is off, the icon is dimmed.

2


Open the entry where you want to enter information:

- a. **Open an application.**
- b. Select a record or select New.

↘ Continued

3

Position the cursor where you want the characters to appear, and do any of the following:

- Write lowercase Graffiti 2 letters anywhere on the left side of the screen.
- Write numbers anywhere on the right side of the screen.
- Write uppercase letters in the middle of the screen.
- Write the Punctuation Shift stroke  before writing symbols and other special characters.
- Use buttons and other controls that appear on the screen by tapping and holding the button or control until it activates.


 Done

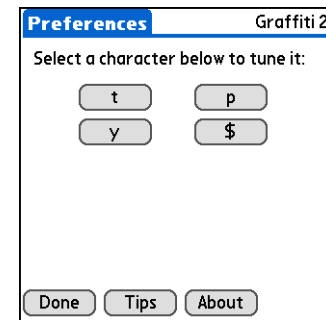
Customizing Graffiti 2 strokes

There is more than one way to write certain Graffiti 2 characters. Use the Graffiti 2 Preferences screen to select an alternate stroke shape for these characters.

1

Open Graffiti 2 Preferences:

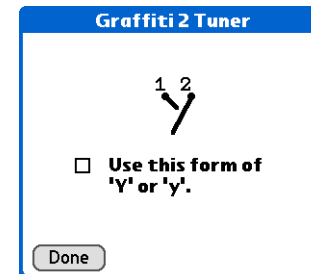
- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Graffiti 2.



2

Select alternate strokes:

- a. Tap a character to view its alternate stroke.
- b. Check the box to use the alternate stroke, and then select Done.



3

Repeat step 2 for each stroke you want to reassign, and then select Done.

↓ Done

Setting up ShortCuts

Are you looking for a quicker way to enter information on your handheld? Use ShortCuts to define abbreviations for any words, letters, or numbers that you enter often. You can use your ShortCuts anywhere you enter info with Graffiti 2 writing.


* **Tip**
You may want to add a space character after the last word in your ShortCut text. This way, a space automatically follows the ShortCut text.

* **Tip**
To learn how to use ShortCuts while entering information, see [Writing Graffiti 2 ShortCuts](#).

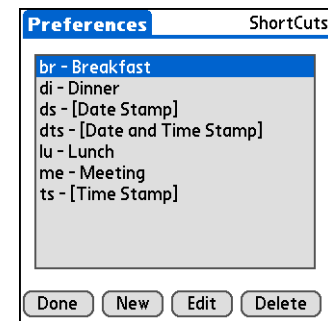
+ **Did You Know?**
Your ShortCuts are backed up on your computer when you synchronize.

1

Open ShortCuts Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select ShortCuts.

▼ Continued



*** Tip**

The ShortCut Text can be 45 characters long. That's long enough for a name whose spelling you always forget or a complex email address.

2

Create a ShortCut:

- a. Select New.
- b. On the ShortCut Name line, enter the abbreviation.
- c. On the ShortCut Text line(s), enter the text you want to insert when you write the abbreviation.
- d. Select OK, and then select Done.

↓ Done

ShortCut Entry ⓘ

ShortCut Name:
dir.....

ShortCut Text:
Directions.....
.....
.....

OK Cancel

*** Tip**


To delete a ShortCut, open ShortCuts Preferences and select the ShortCut. Select Delete, select Yes, and then select Done.

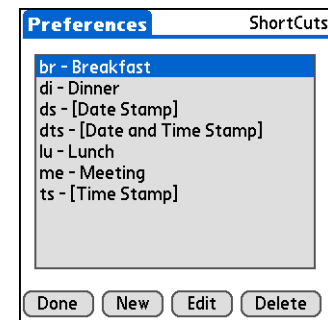
Changing ShortCuts

After you create a ShortCut, you can modify it at any time.

1

Open ShortCuts Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Shortcuts.

**2**

Edit the ShortCut:

- a. Select the ShortCut you want to change.
- b. Select Edit.
- c. Make your changes.
- d. Select OK, and then select Done.

↓ Done

» Key Term

Touchscreen Another name for your handheld's screen and the internal circuitry that enables it to respond appropriately to taps.

* Tip

If your screen is not responding to taps, use the 5-way navigator to open Touchscreen Preferences.

» Key Term


Calibration The process of aligning your handheld's touch-sensitive screen so that when you tap an element on the screen, your handheld detects exactly what you want it to do.

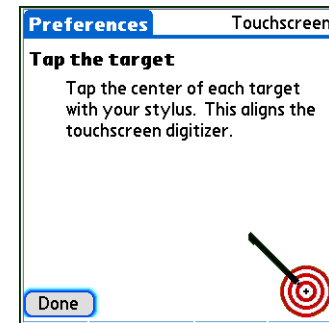
Correcting problems with tapping

Is your screen not responding to taps? Are you getting unexpected results when you tap? For example, when you tap the number keyboard icon, does the Find dialog box open instead? If this happens, it's time to align the screen.

1

Open Touchscreen Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Touchscreen.



2

Tap the targets on the screen as precisely as possible, and then select Done.

NOTE You need to tap at least three targets—maybe more if you don't tap carefully.

↓ Done

Selecting sound settings


Are sounds too soft or too loud? Set the volume levels for the system, game, and alarm tones, or turn sounds off altogether with the Silent profile.

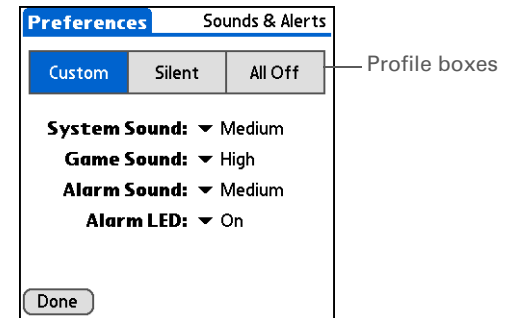
* **Tip**
You can choose different types of sounds for Calendar, Tasks, and World Clock. Go to the application, **open the Options menu**, and then select Preferences.

+ **Did You Know?**
When you connect headphones to your handheld, the external speaker is automatically silenced, the Sounds & Alerts settings are maintained, and all volume levels are automatically adjusted for use with headphones.

1

Open Sounds & Alerts Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Sounds & Alerts.



2

Select Custom, Silent, or All Off.

3

If you selected Silent or All Off in step 2, select Done.

If you selected Custom in step 2, select the System Sound, Game Sound, Alarm Sound, and Alarm LED pick lists and select the volume level for each sound; then select Done.

↓ Done

Entering your owner information

* **Tip**
In addition to entering owner information, you can **assign a name to your handheld for Bluetooth® communication.**


+ **Did You Know?**
If you **use Security Preferences** to turn off and lock your handheld with a password, your owner info appears when you select the Owner button the next time you turn on your handheld.

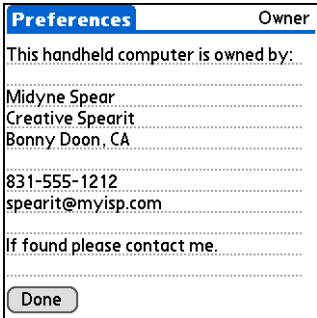
* **Tip**
If you assigned a password in Security Preferences, you must select Unlock and enter your password to change your owner info.

It's a good idea to enter information that could help someone contact you if you ever lose your handheld (if there's enough battery power to turn it on). By default, the Owner Preferences screen contains the information you entered when you installed the CD and set up your handheld, but you can update or add to this information. Owner information does not include your username or passwords.

1


Open Owner Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Owner.



2

Modify or enter the text, and then select Done.

 Done

Conserving battery power

You can save battery power by preventing your handheld from turning on accidentally and by adjusting the Power Preferences settings.


Preventing your handheld from turning on by accident

Does your handheld turn itself on accidentally in your briefcase, pocket, or purse? You can lock the buttons on the front of your handheld to prevent this from happening and to prevent the battery from draining.

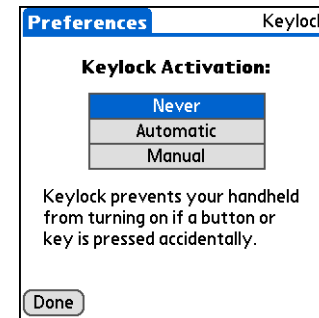
* **Tip**
When Keylock is on, your handheld does not respond when you press the application buttons. To use your handheld again, press the power button, and then select Deactivate Keylock.

1

Open Keylock Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Keylock.

➤ **Continued**



2

Select one of these settings, and then select Done.

Never Keylock always remains off.

Automatic Keylock turns on automatically when you turn off your handheld or when your handheld goes to sleep.

Manual Keylock turns on when you press and hold the power button until the system sound confirms that Keylock is on.


↓ Done

Selecting power-saving settings

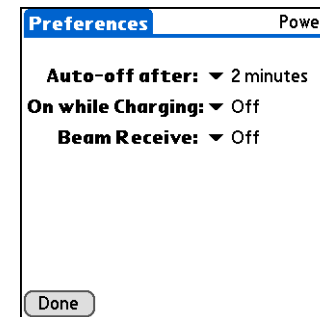
The Power Preferences screen enables you to set power consumption options.

1

Open Power Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Power.

↘ Continued



2

Select the pick lists to change any of the following settings, and then select Done.

Auto-off after Select how quickly your handheld automatically turns off after a period of inactivity: 30 seconds, 1 minute, 2 minutes, or 3 minutes.

On while charging Select whether your handheld stays on continuously when it is connected to the AC charger. When this option is off, you can still turn on your handheld to view your info while your handheld charges, but it turns off automatically after a period of inactivity.

Beam Receive Select whether you can receive beamed information on your handheld. Turn this setting on to receive beamed info, or turn it off to prevent receiving beamed info.

 Done

Connecting your handheld to other devices

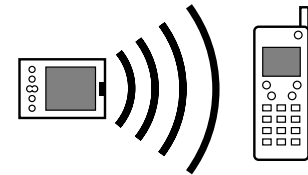
Connection Preferences let you connect your handheld to other devices. You can use preset connection settings, modify the preset settings, or create your own connection settings from scratch. The list of preset connections varies depending on the applications you've added to your handheld.

* **Tip**
You can **use your handheld's built-in Bluetooth wireless technology** to connect to other devices without using Connection Preferences.

» **Key Term**
ISP Acronym for Internet service provider. This is the service you use to connect to the Internet, such as AOL, CompuServe, or Earthlink.

+ **Did You Know?**
You cannot rename or delete the preset connection settings.

For example, you can create a connection between the IR port of your handheld and a modem so that you can dial in to your ISP or corporate network. The modem can be attached to or within a mobile phone or other device containing an IR port. (Some infrared phones can act as modems. To set up a phone connection, you must have a GSM or GPRS mobile phone enabled with data services and a driver for your phone. Check www.palmOne.com for available phone drivers or contact the phone manufacturer.)




Changing the preset connection settings

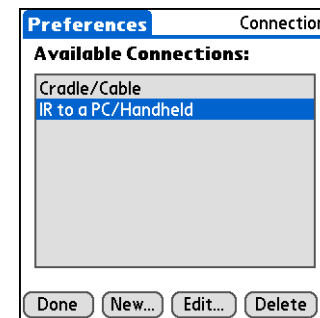
The following steps show you how to adjust the communication speed in the preset IR to a PC/Handheld connection setting. You can similarly edit other connections or settings.

1

Open Connection Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Connection.

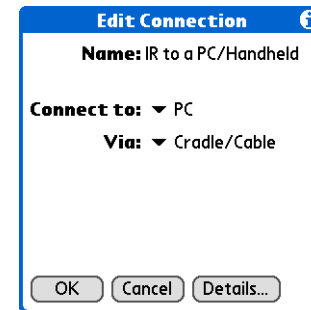
» **Continued**



2

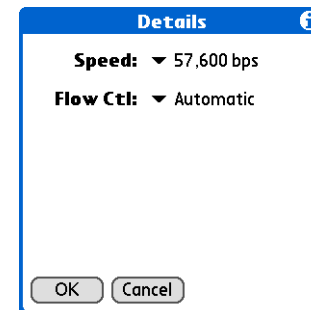
Open the Edit Connection dialog box:

- a. Select the IR to PC/handheld connection.
- b. Select Edit.

**3**

Change the speed setting:

- a. Select Details.
- b. Select the Speed pick list and select the appropriate speed.
- c. Select OK.
- d. Select OK again, and then select Done.



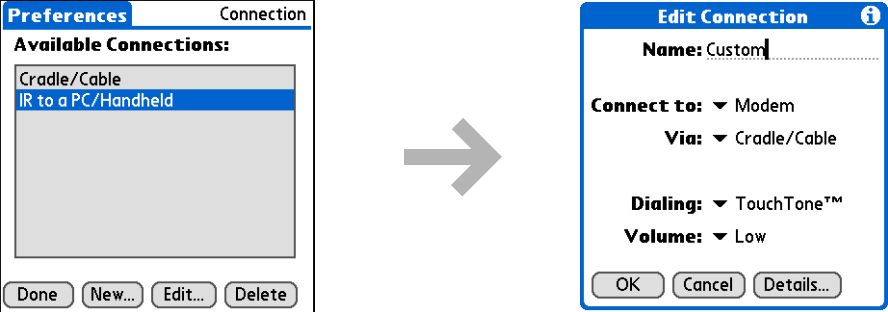
↓ Done

* **Tip**
To delete a connection that you created, select it on the Connection Preferences screen, and then select Delete.

Creating your own connection settings

If none of the preset connection settings are close to what you need, or if you're already using all the connections as they are, you can create a new connection.

1 From the Connection Preferences screen, select New.



The diagram illustrates the process of creating a new connection. On the left, the 'Preferences' screen shows a list of 'Available Connections' with 'Cradle/Cable' and 'IR to a PC/Handheld' listed. The 'New...' button is highlighted. An arrow points to the right, where the 'Edit Connection' screen is shown. This screen has a 'Name' field with 'Custom' entered, and dropdown menus for 'Connect to:' (Modem), 'Via:' (Cradle/Cable), 'Dialing:' (TouchTone™), and 'Volume:' (Low). Buttons for 'OK', 'Cancel', and 'Details...' are at the bottom.

↙ Continued

* **Tip**
You can also [customize Bluetooth connection settings](#).

2

Enter the basic settings:

Name Enter a name for your connection settings. This name will appear on the Connection Preferences screen so that you can select your connection later.

Connect to Select the type of device you want to connect to: PC, Modem, or Local Area Network.

Via Select the method you want to use to connect to the device you selected: Bluetooth—the Bluetooth® radio on your handheld; Cradle/Cable—the USB sync cable that came with your handheld; Infrared—the IR port on your handheld.

NOTE The Dialing and Volume settings won't appear unless you select Modem as the Connect to setting.

Dialing Select whether your modem uses TouchTone™ or Rotary dialing.

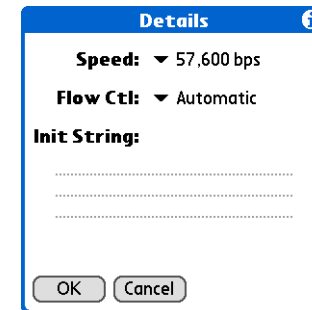
Volume Select the volume level for your modem's speaker: Off, Low, Medium, or High.

↘ **Continued**

3

Enter the details settings:

- a. Select Details.
- b. Select the Speed pick list and select the appropriate speed.
- c. Select the Flow Ctl pick list and select whether the connection uses flow control:



Details ⓘ

Speed: ▼ 57,600 bps

Flow Ctl: ▼ Automatic

Init String:

.....

.....

.....

OK Cancel

Automatic Your handheld determines when to use flow control.

On Flow control is always on.

Off Flow control is always off.

- d. For a modem connection, enter the initialization string.
- e. Select OK.

4

Select OK, and then select Done.

↓ Done


* **Tip**
If your phone doesn't appear on the list, you need to **install the phone settings for your phone** onto your handheld.

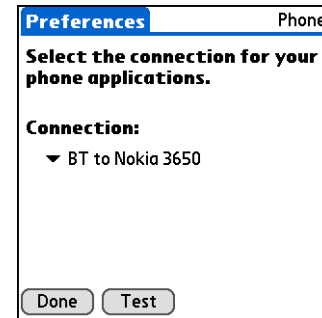
Connecting your handheld to a mobile phone

Phone Preferences let you configure your handheld to exchange messages and dial phone numbers when your handheld is connected to a GSM mobile phone (sold separately). The GSM mobile phone account must also include data services.

1

Open Phone Preferences:

- a. **Go to Applications**.
- b. Select Prefs .
- c. Select Phone.

**2**

Select the connection:

- a. Select the Connection pick list and select your mobile phone from the list.
- b. Select Test to make sure the settings work with your phone.
- c. Select Done.

↓ Done

Customizing network settings

Your handheld includes software that lets you connect your handheld to your Internet service provider (ISP) or to a dial-in (remote access) server using a mobile phone. After you configure your network settings, you can establish a connection either by using the menus from the Network Preferences screen or by using a third-party application.

Setting up a service profile

Service profiles store the network settings for your ISP or dial-in server. You can create, save, and reuse service profiles. You can create additional service profiles from scratch or by duplicating an existing profile and editing the information.


[!] Before You Begin

You need the following:

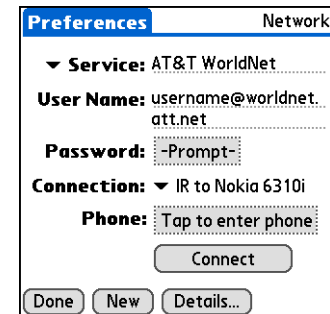
- A mobile phone with a Bluetooth radio or an IR port (sold separately)
- A wireless service provider account that includes high-speed data services or that supports dial-up connections (additional fees may apply)
- An ISP account or a corporate remote access account (additional fees may apply)
- Connection Preferences settings for your mobile phone enabled with IR or Bluetooth wireless technology

1

Open Network Preferences:

- Go to Applications.**
- Select Prefs .
- Select Network.

➤ Continued



The screenshot shows the 'Preferences' screen for a network profile. The title bar reads 'Preferences' and 'Network'. The settings are as follows:

- Service:** AT&T WorldNet
- User Name:** username@worldnet.att.net
- Password:** -Prompt-
- Connection:** IR to Nokia 6310i
- Phone:** Tap to enter phone

At the bottom of the screen, there are three buttons: 'Done', 'New', and 'Details...'.

* **Tip**
 Instead of creating a new profile, you can copy an existing profile and change the settings. Select the profile you want to copy, and then **open the Service menu** and select Duplicate.

+ **Did You Know?**
 Most dial-in servers do not accept spaces in the username.

* **Tip**
 If you're concerned about security, don't enter a password. Just leave the word "Prompt" in the Password box and your handheld will ask you to enter a password each time you log in.

2

Enter the basic settings:

Service Select the Service pick list and select your ISP or your dial-in server type from the list. If your ISP or server type isn't on the list, select New and enter a name for the service profile.

User Name Enter your username. This is the part of your email address that's before the @ sign and it's the name that you use when you log in to your ISP or your dial-in server. This field can contain multiple lines of text, but only two lines appear onscreen.

Password Enter the password you use to log in to your ISP or dial-in server, and then select OK. The word "Assigned" appears in this box and you don't need to enter a password when you log in.

Connection Select the Connection pick list and select the method you want to use to connect to your ISP or to a dial-in server. See [Connecting your handheld to other devices](#) for info on creating and configuring connection settings.

3

If you're using a phone or modem connection, enter the phone settings:

a. Select the Phone box.

↘ Continued

Phone Setup ⓘ

Phone #: |

Dial prefix: 9,

Disable call waiting: 1170,

Use calling card:

****

OK Cancel

*** Tip**

It's a good idea to add at least three commas before your calling card number to allow for the cue delay. Each comma delays transmission of your calling card number for two seconds.

Cont'd.

b. Enter any of the following settings, and then select OK:

Phone # Enter the phone number for your ISP or dial-in server.

Dial prefix Check the Dial prefix box, and then enter the number that you dial before the telephone number to access an outside line. For example, many offices require that you first dial 9 to dial a number outside the building.

Disable call waiting If your phone has Call Waiting, check the Disable call waiting box, and then enter the code to disable Call Waiting. Call Waiting can cause your session to end if you receive a call while you are connected. Contact your local phone company for the code that is appropriate for you.

Use calling card If you want to use your calling card when dialing your ISP or dial-in server, check the Use calling box to select it. Enter your calling card number on the Use calling card line.

[!] IMPORTANT Because MCI works differently, enter the MCI calling card number in the Phone # field and the phone number in the Use calling card field.

4

Select Done.

↓ Done

Connecting to your service


After you set up your Connection and Network Preferences, establishing a connection to your ISP or your company's network (dial-in server) is easy.

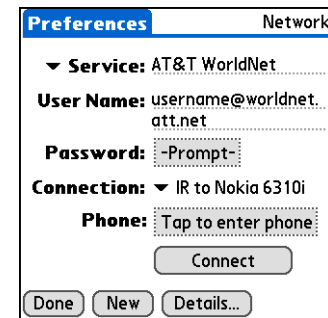
* Tip

To see expanded Service Connection Progress messages, press Down on the 5-way. To see more information, [open the Options menu](#) and select View Log.

1

Open Network Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Network.



2

Make the connection:

- a. Make sure the service profile you want to use appears in the Service field. If not, select it.
- b. Select Connect.

3

End the connection when you've finished using it:

- a. Select Disconnect.
- b. Select Done.


 Done

Adding details to a service profile

If you're using one of the predefined service profiles, you probably need to enter only your username, password, and telephone number. If you're creating a new service profile, you may need to use the Details dialog box to add more information to your service profile.

1

Open Network Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Network.

2

Open the Details dialog box:

- a. Select the Service pick list and select the service you want to add details to.
- b. Select Details.

➤ **Continued**

» Key Term

DNS Domain name system. The Internet uses this system to translate the names of host computers into IP addresses. A DNS number identifies the server that handles the translation.

Each IP address has four numbers (from 0 to 255) that are separated by periods.

» Key Term

IP Internet protocol. Everyone who logs in to the Internet needs a unique identifier (an IP address). Some networks dynamically assign a temporary IP address upon login while others assign a permanent IP address.

3

Adjust any of the following settings:

NOTE Ask your ISP or system administrator if you need information on any of these settings.

Connection type Select the pick list and choose the communication protocol for this service: PPP, SLIP, or CSLIP. Most email application, use the PPP or SLIP protocols.

Idle timeout Select the pick list and select how long your handheld waits before dropping the connection with your ISP or dial-in server when you switch out of an application that requires a connection: 1 Minute, 2 Minutes, 3 Minutes, or Never.

Query DNS Check the Query DNS box if you're not sure whether you need to enter DNS addresses. Many systems do not require that you enter DNS addresses. If you do need DNS addresses, uncheck the DNS box, tap the space to the left of each period in the Primary and Secondary DNS fields, and then enter the appropriate sections of each address.

IP Address Check the IP Address box to use a temporary IP address. Uncheck the IP Address box to enter a permanently assigned address.

4


Select OK, and then select Done.

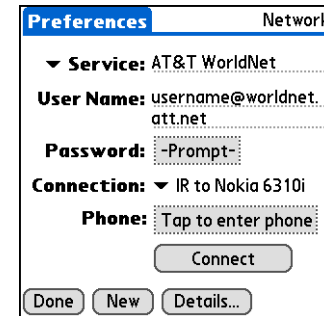
↓ Done

Deleting a service profile

1

Open Network Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Network.



Preferences Network

▼ Service: AT&T WorldNet

User Name: username@worldnet.att.net

Password: -Prompt-

Connection: ▼ IR to Nokia 6310i

Phone: Tap to enter phone

Connect

Done New Details...

2

Delete the service you want to delete:

- a. Select the Service pick list and select the service you want to delete.
- b. **Open the menus.**
- c. Select Delete in the Service menu.
- d. Select OK, and then select Done.

↓ Done

* **Tip**
Windows You can also create login scripts with a text editor on your desktop computer. Create a file with the extension PNC, and then install the file on your handheld using palmOne™ Quick Install.

+ **Did You Know?**
 Your login scripts can also use non-ASCII and literal characters.

Creating login scripts


A login script is a series of commands that automates logging in to a network server—for example, your corporate network or your ISP. A login script is associated with a specific service profile created in Network Preferences.

A login script is something that you are likely to receive from your system administrator if you log in to the corporate servers from your handheld using a phone/modem or network connection. The script is generally prepared by the system administrator and distributed to users who need it. It automates the events that must take place to establish a connection between your handheld and the corporate servers.

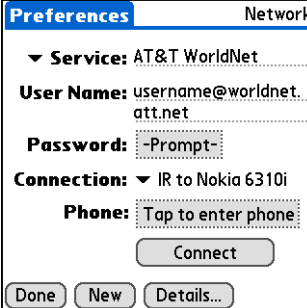
You can create login scripts by selecting commands from the Command pick list in the Login Script dialog box. Some commands, such as Send, require you to supply additional information. If the command requires additional info, a field appears to the right of the command where you can enter the info.

1

Open Network Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select Network.

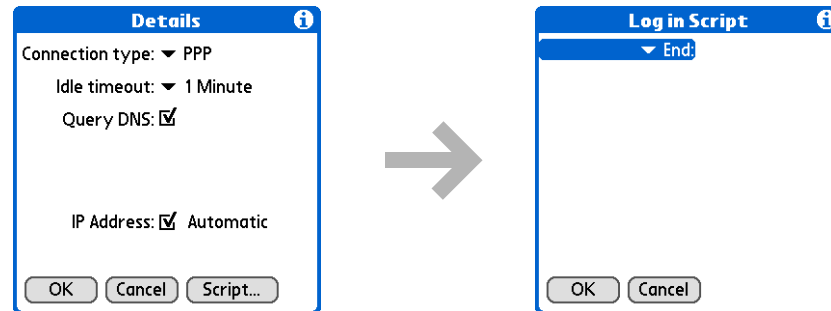
▾ Continued



2

Open the Login Script dialog box:

- a. Select the Service pick list and select the service you want to add a script to.
- b. Select Details.
- c. Select Script.

**3**

Select the End pick list and select one of the following commands from the list:

Wait For Tells your handheld to wait for specific characters from the server before executing the next command.

Wait For Prompt Detects a challenge-response prompt coming from the server, and then displays the dynamically generated challenge value. You then enter the challenge value into your token card, which in turn generates a response value for you to enter on your handheld. This is a two-part command that is separated by a vertical bar (|) on the input line.

↘ **Continued**

Cont'd.

Send Transmits specific characters to the server that you're connecting to.

Send CR Transmits a carriage return or line feed (LF) character to the server.

Send User ID Transmits the User Name field from Network Preferences.

Send Password Transmits the Password field from Network Preferences. If you didn't enter a password, this command prompts you to enter one. The Password command is usually followed by a Send CR command.

Delay Tells your handheld to wait a specific number of seconds before going to the next command in the login script.

Get IP Reads an IP address and uses it as the IP address for your handheld. This command is used with SLIP connections.

Prompt Opens a dialog box and prompts you to enter certain text (for example, a password or a security code).

End Identifies the last line in the login script.

↘ **Continued**

4

Complete the script:

- a. Repeat step 3 until the login script is complete.
- b. Select OK, and then select OK again.
- c. Select Done.

 Done

* **Tip**
For more info on creating plug-in applications, contact Developer Support at PalmSource.

Adding plug-in applications

You can create plug-in applications containing script commands that extend the functionality of the built-in script commands. A plug-in application is a standard PRC application that you install on your handheld just like any other application. After you install the plug-in application, you can use the new script commands in a login script.

For example, you might use a plug-in application in the following situations:

- You need the login script to properly respond to different connection scenarios defined by the authentication server.
- You want to perform conditional tests and branching as part of the login process.

Plug-in applications have the following characteristics:

- Written in C language
- Compiled into a device executable
- Called properly from a login script
- Able to return control to a login script after it terminates
- Created using a development environment that supports Palm OS[®] software, such as Metrowerks CodeWarrior tools.

[!] Before You Begin

You must purchase and install a compatible VPN client onto your handheld. You also need the VPN settings from your corporate system administrator.

+ Did You Know?

Once you have installed and set up VPN, you can connect or disconnect VPN from within the web browser.

Setting up VPN

If you want to use your handheld 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 handheld. A VPN enables you to log in to your corporate server through the company's firewall (security layer). Without a VPN, you cannot pass through the firewall to gain access to the server. You need to set up a VPN to access a corporate server in either of the following situations:


- Your company's wireless local area network (LAN) is located outside the firewall.
- Your company's wireless LAN is located inside the firewall, but you are trying to access the network from outside the firewall (for example, from a public location or at home).

Check with your company's system administrator to see if a VPN is required to access the corporate network. If you need a VPN, you must purchase and install a third-party VPN client to use this feature.

Setting up a VPN account on your handheld

1

Open VPN Preferences:

- a. **Go to Applications.**
- b. Select Prefs .
- c. Select VPN.

▾ **Continued**

2

Set up a VPN account on your handheld:


- a. Select the Add Account box.
- b. Follow the instructions to enter the settings provided by your corporate system administrator.
- c. Select Done.

↓ Done

Establishing a VPN connection

1

Open VPN Preferences:

- a. **Go to Applications**.
- b. Select Prefs .
- c. Select VPN.

2

Establish a VPN connection:


- a. Select a VPN account from the VPN Account pick list.
- b. Select Connect VPN.
- c. If prompted, enter your VPN username and password.

↓ Done

Ending a VPN connection

1

Open VPN Preferences:

- a. **Go to Applications**.
- b. Select Prefs .
- c. Select VPN.

2

Select Disconnect VPN.

↓ Done

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with customization or with anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

Basics

Locating the input area and other controls on your handheld

Moving Around

- Opening applications
- Using menus

Entering Information

- Using Graffiti 2 writing to enter information
- Using ShortCuts to quickly enter text phrases

Bluetooth

Customizing Bluetooth communication settings

Privacy

Keeping information private by locking your handheld with a password

Categories

Creating categories so you can organize your applications and information

World Clock

Viewing the date and time in other cities

Expanding Your Handheld

In this chapter

[What type of expansion cards can I use?](#)

[How can expansion cards help me?](#)

[Removing an expansion card](#)

[Inserting an expansion card](#)

[Opening an application on an expansion card](#)

[Opening files on an expansion card](#)

[Viewing card information](#)

[Renaming a card](#)

[Copying applications to an expansion card](#)

[Removing all information from a card](#)

[Related topics](#)

A Chinese proverb says, “Life just gives you time and space; it's up to you to fill it.” But doesn't it always seem that no matter how much space you have, you still need more?

Expansion cards (sold separately) provide a compact and limitless answer to the storage dilemma. When one card becomes full, simply use another card.



Benefits of expansion cards

- Back up info
- Add more games and other software
- Add accessories
- Store, carry, and exchange info

» Key Term

SDIO An acronym for Secure Digital input/output.

*** Tip**

Looking for a handy way to carry your expansion cards? You can purchase a variety of carrying cases. Visit www.palmOne.com/mytungstent5 and click the Accessories link.

What type of expansion cards can I use?

Your handheld is compatible with SDIO, SD, and MultiMediaCard expansion cards. SDIO expansion cards let you add accessories to your handheld. SD and MultiMediaCard expansion cards let you store information and applications.

How can expansion cards help me?

Listen to music. Store and share songs using expansion cards. Transfer songs between your expansion card and the Music folder on your **internal drive**. Use the included **RealPlayer software** to listen to music on your handheld.

View and store more photos. If your digital camera (sold separately) uses compatible expansion cards, you can quickly view your photos by simply inserting the card into the expansion slot on your handheld. Using **palmOne™ Media** with your expansion cards gives you more options to store and share your photos. And if your camera doesn't use compatible expansion cards, don't worry; you can still view your photos.

Add games and other software. Purchase popular games, dictionaries, travel guides, and more. To check out the variety of expansion cards available for your handheld, visit www.palmOne.com/mytungstent5 and click the Accessories link.

Add accessories. Attach SDIO accessories, such as a presentation module, to your handheld.

Store all your info. Never worry about running out of space on your handheld. Purchase as many expansion cards as you need to store your music, photos, videos, and other information. Expansion cards come in a variety of capacities, and they're very small, easy to store, and affordably priced.

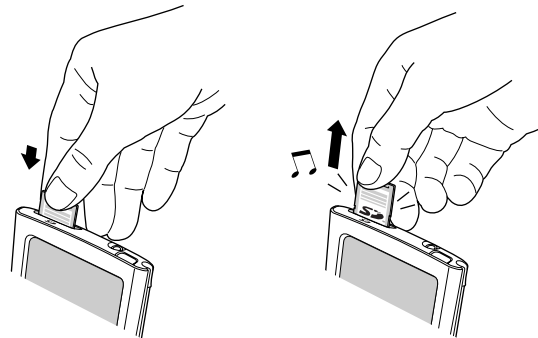
Removing an expansion card

NOTE Your handheld comes with a dummy card inserted into the expansion card slot. You must remove this card before you can put a real card into the slot.

* **Tip**
To prevent damaging the card and the info on it, always wait for your handheld to finish writing to the expansion card before you remove the card from the slot.

1

Push lightly against the card with your thumb until you hear the confirmation tone.

**2**

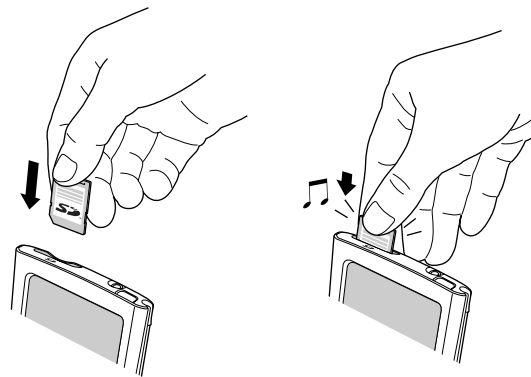
Slide the card out of the expansion slot.

↓ Done

Inserting an expansion card

1

Insert the card into the expansion slot with the label side facing the front of the handheld.

**2**

Push the card in with your thumb until you feel the card “click” in place and hear the confirmation tone.

NOTE No confirmation tone? Check the [Sounds & Alerts Preferences](#) to make sure the System Sound setting is turned on.

↓ Done


Opening an application on an expansion card

+ **Did You Know?**
You can **install applications and other files** to an expansion card during synchronization.

* **Tip**
When the highlight on Applications View is not active, you can press and hold the Select button to open the category pick list.

When you insert an expansion card into the expansion slot, your handheld adds the expansion card to the category list in the upper-right corner of Applications View. You can easily switch between applications installed on your handheld and on the expansion card.

NOTE Some applications may not run correctly when you install them on an expansion card. Try installing these applications on your handheld instead. If you still have problems, contact the developer.

1	<u>Insert the expansion card.</u>
2	<p>Go to Applications and select the expansion card from the category pick list.</p> 
3	<p>Select an application icon to open that application.</p> <p>↓ Done</p>

Opening files on an expansion card


You can open files on an expansion card when you insert the card into the expansion slot.

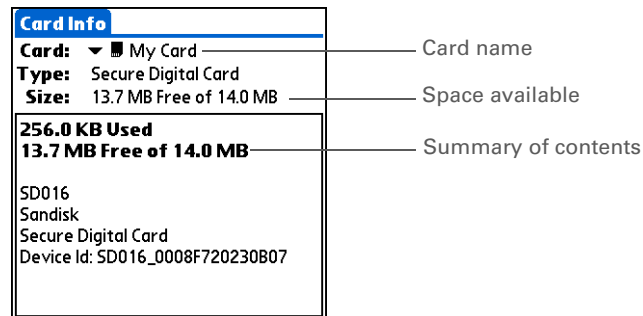
* **Tip**
Use [palmOne File Transfer](#) (Windows only) to install applications and transfer folders and files from your Windows computer to an expansion card.

1	<u>Open the application</u> associated with the files you want to open.
2	<u>Insert the expansion card.</u>
3	Select the entry you want to view. ↓ Done

Viewing card information

It's easy to forget which files you put on a particular expansion card. Use the Card Info application to view the card name and type, available storage space, and a summary of its contents.

Go to Applications and select Card Info .



* **Tip**
Reading and writing info on an expansion card uses more battery power than doing the same task on your handheld. If you have enough space on your handheld, consider copying the info to your handheld.


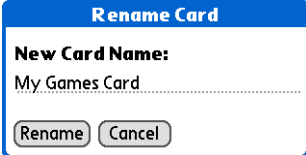

* **Tip**
If your handheld's battery is very low, access to the expansion card may be disabled. If this occurs, recharge your handheld as soon as possible.

+ **Did You Know?**
You can view and access files or folders on an expansion card using the **Files application** on your handheld, and manage your files on a card using **File Transfer or Drive Mode**.

Renaming a card

The expansion card name appears in the category pick list and in other lists that let you choose where to store your info. When you buy a new card, give it a name that helps you remember what's on the card. You can rename the card later if you decide to store different info on the card.

* **Tip**
You can also use the [Files application](#) to rename your card.

- 1** **Go to Applications** and select Card Info .
- 2** Open the Rename Card dialog box:
 - Open the menus.**
 - Select Rename Card on the Card menu.
- 3** Enter the new name for the card, and then select Rename.
 Done

Copying applications to an expansion card

* Tip

If you use a card reader to view your card on a computer, the file names may differ from the names you see on your handheld.

+ Did You Know?

Some applications, such as **Media**, let you copy or move info between your handheld and an expansion card. See the information on each application for details.

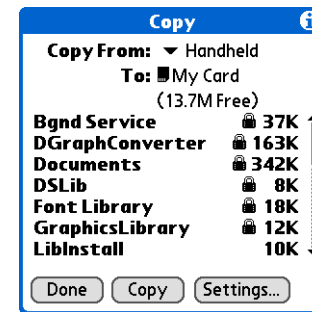
1

Insert the expansion card, and then **go to Applications**.

2

Open the Copy dialog box:

- a. **Open the menus**.
- b. Select Copy on the App menu.



3

Select the application to copy:

NOTE A lock appears next to applications that are copy-protected. You cannot copy or beam these applications.

- a. Select the Copy From pick list and select Handheld.
- b. Select the application you want to copy.
- c. Select Copy.
- d. Select Done.

↓ Done

Removing all information from a card


Formatting a card removes all of its info and prepares it to accept new applications and files.

[!] IMPORTANT We do not recommend formatting backup cards. Formatting removes the backup application and turns the card into a blank memory card.

1

Insert an expansion card.

2

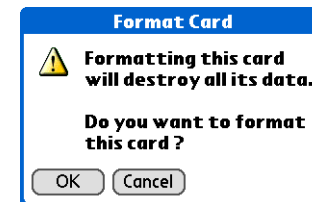
Go to Applications and select Card Info .

3

Format the card:

- a. **Open the menus.**
- b. Select Format Card on the Card menu.
- c. When asked if you want to format the card, select OK.

↓ Done



My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with expansion cards or with anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

Sharing

- Exchanging applications and information with other Palm Powered devices by exchanging cards or beaming items between handhelds
- Sending applications and information to other Bluetooth® devices by using Bluetooth wireless technology on your handheld

Managing Info

Adding applications from your computer to an expansion card, and installing other files such as photos, videos, or music

Maintaining Your Handheld

Your handheld is designed to be rugged and reliable and to provide you with years of trouble-free service. Taking care of your handheld helps keep it working properly and ensures that it's available when you need it.

Handheld do's and don'ts

To protect your handheld from damage and ensure reliable performance, follow these guidelines.

Handheld do's

- Use the carrying case that came with your handheld. It provides protection if your handheld is accidentally dropped.
- Use only the stylus to tap the screen—no pens, pencils, paper clips, or other sharp objects.
- Use only the supplied AC charger to charge your handheld.
- **Keep the battery charged.**
- Keep the screen free of dust (or anything else that could make it dirty).
- For general cleaning, use a soft, damp cloth. If the screen becomes dirty, use a soft cloth moistened with a diluted window-cleaning solution.

- Use only 3.5 mm stereo headphones in your handheld's headphone jack.
- Be sure to **get rid of any static electricity buildup** before you connect your handheld to any cable or accessory.

Handheld don'ts

- Do not drop, bang, or otherwise cause a strong impact to your handheld.
- Do not carry your handheld in your back pocket; you might sit on it by mistake.
- Do not let your handheld get wet; don't even leave it in a damp location.
- Do not expose your handheld to very hot or cold temperatures, including placing it near a heater, leaving it in a car, or setting it by a window in direct sunlight.

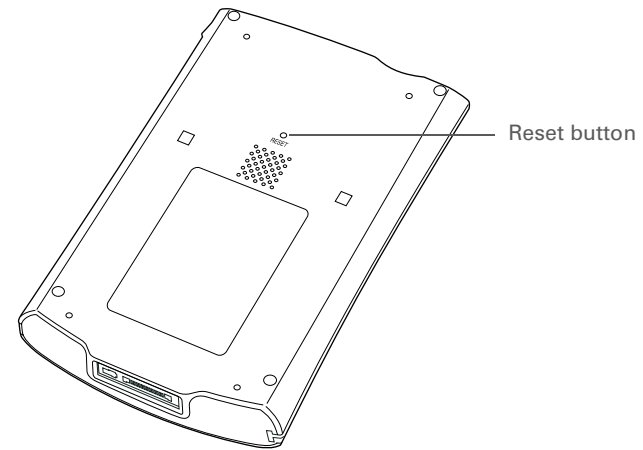
Resetting your handheld

On rare occasions your handheld may not respond when you press a button or tap the screen. In this case, you need to reset your handheld.

Doing a soft reset

A soft reset tells your handheld to stop what it's doing and start over again. None of your information will be lost. After a soft reset, a screen appears that lets you reset the date and time, if needed.

To do a soft reset, unscrew the top of the stylus to access the reset tool (or find a similar object *without* a sharp tip) and gently press the reset button inside the hole on the back panel of your handheld.



If your handheld does not respond after a soft reset, you need to do a hard reset.

Doing a hard reset

Only do a hard reset if a soft reset doesn't solve your problem, or if you want to clear all of your information from your handheld.

[!] IMPORTANT A hard reset deletes all records and entries stored on your handheld, including the username that identifies the handheld. This is another reason why it's important to synchronize often, so you have an up-to-date backup available. Before you do a hard reset, be sure to synchronize. Applications, files, and folders moved to your handheld's internal drive with File Transfer are not automatically backed up during synchronization. Use File Transfer to copy or move the updated files and folders to your computer, or to back up the contents of your handheld's entire internal drive to your computer.

1

Press and hold the power button.

2

While holding the power button, use the tip of the stylus (or a similar object *without* a sharp tip) to gently press and release the reset button inside the hole on the back of your handheld.

3

Wait for the Palm Powered™ logo to appear, and then release the power button.

4

When you see the message that warns you about erasing all of the info on your handheld, do one of the following:

- Press Up on the 5-way navigator to finish the reset and show the touchscreen.
- Press any other button to do a soft reset.

↓ Done


Restoring your information after a hard reset

If you synchronized before doing a hard reset, you can now put that information back on your handheld. However, you may need to re-enter some of your **personal settings**, as well as your **color-coded categories** in Calendar.

WINDOWS ONLY

1

Open the Custom menu in the HotSync® application:

- a. Click the HotSync Manager  icon in the taskbar in the lower-right corner of the screen.
- b. Click Custom.

2

Select the correct username from the list at the top of the box.

▼ Continued

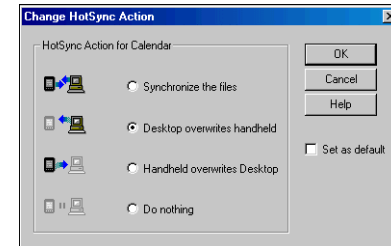
3

Set the transfer options:

- a. Select an application in the Conduit list, and then click Change.
- b. Select Desktop overwrites handheld.

NOTE This change applies only to the next synchronization.

- c. Click OK.

**4**

Repeat step 3 for the other applications in the list that you want to restore, and then click Done.

5

Synchronize your handheld with your computer.

↓ Done

My Handheld

Make your handheld uniquely yours. For great tips, software, accessories, and more, visit www.palmOne.com/mytungstent5.

Support

If you're having problems with resets or with anything else on your handheld, go to www.palmOne.com/support/tungstent5.

Related topics

Click a link below to learn about these related topics:

Managing Info

Creating a backup of your information

Customizing

Customizing your handheld again after doing a hard reset

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.

Setup

Nothing happens when I insert the CD.

WINDOWS ONLY

1. Click Start on your computer, and then select Run.
2. Click Browse and navigate to your CD-ROM drive.
3. Select Autorun, click Open, and then click OK.

I cannot install Palm® Desktop software.

WINDOWS ONLY

- Disable any virus-scanning software on your computer.
- Close any open applications.
- Make sure your computer has at least 170MB of disk space available.
- Delete all temporary files.

- Run ScanDisk (or another disk verification tool) on your computer.
- Install the latest Windows software updates to your computer.
- If you are upgrading from an older Palm Powered device, remove any previous version(s) of Palm® Desktop software by clicking Start, navigating to Settings, and clicking Control Panel. Click Add or Remove Programs.
- Uninstall and then reinstall the current version of Palm Desktop software.


MAC ONLY

- Disable any virus-scanning software on your computer.
- Quit any open applications.
- Make sure your computer has at least 190MB of disk space available.
- Install the latest Mac software updates to your computer.
- If you are upgrading from an older Palm Powered device, remove any previous version(s) of Palm Desktop software.
- Uninstall and then reinstall the current version of Palm Desktop software.

Handheld

[!] IMPORTANT Do not open your handheld; there are no serviceable parts inside. Opening your handheld voids the warranty and is not recommended under any circumstances.

I want to see how much battery life I have left.

A battery icon  appears at the top of Favorites and Applications views. Check the icon periodically to see if your handheld needs to be recharged. If the battery becomes low, a message appears on the screen prompting you to recharge the battery.

I'm not sure when I need to recharge my handheld.

We recommend that you recharge your handheld for at least half an hour every day. Ideally, connect your handheld to a power source every night and recharge it while you sleep.

My battery is drained.

The memory on your handheld is designed to store your information even if the battery becomes drained completely. When you recharge your handheld, all of your existing information, both in program memory and on the internal drive, should appear.

My battery drains too quickly.

You can conserve battery life by doing any of the following:

- Reduce the **brightness** of the display.
- Reduce the **Auto-off after** interval.
- Use Keylock Preferences to **prevent your handheld from being turned on accidentally**.
- Minimize use of the expansion card slot.
- **Turn the Bluetooth® feature off** when you're not using it, or turn the **discoverable setting to off**.

When I connect my handheld to the AC charger, it does not charge.

- Confirm that your handheld is firmly connected to the AC charger.
- Confirm that your AC charger is plugged into an AC outlet that has power.

A lightning bolt over the battery icon indicates that your handheld is charging. If your battery is completely drained, you'll need to charge it for a few minutes before you can turn it on and see the battery icon.

My handheld is not responding.

On rare occasions your handheld may not respond when you press a button or tap the screen. If this happens, first check that **Keylock** is not turned on.

If Keylock is off and your handheld is still not responding, you need to reset your handheld. A **soft reset** tells your handheld to stop and start over again. This does not affect any of the information or applications on your handheld.

NOTE If you had a network connection that was cut off, your handheld may not respond for up to 30 seconds. Wait 30 seconds before performing a soft reset.

If your handheld does not respond after a soft reset, you need to **perform a hard reset**.

If your handheld still does not respond after a reset, check your third-party applications for **incompatible applications**.

I don't see anything on my handheld's screen.

- Press an application button to ensure that your handheld is turned on.
- If your handheld was exposed to cold, make sure it is at room temperature.
- Charge your handheld.
- **Perform a soft reset**. If your handheld still doesn't turn on, **perform a hard reset**.

* **Tip**
After a soft reset, the Preferences screen appears with the Date & Time option highlighted so you can reset the date and time if necessary.

* **Tip**
When you purge or delete items, you are given the option to save an archive copy on your computer the next time you **synchronize**.

I get a warning message telling me my handheld memory is full.

The storage volume refers to your handheld's **program memory**. If you get a message that your program memory is full, try the following:

- If you have installed additional applications on your handheld, **remove them** to recover memory.
- **Purge items** from Calendar and Tasks. This deletes Tasks items and past Calendar events from the memory of your handheld.
- **Delete unused memos, photos, and other items**, or save them to an **expansion card**.
- Move infrequently used applications to the Applications folder on the **internal drive**. Note that some applications must be installed in program memory in order to run correctly.

My handheld keeps turning itself off.

Your handheld is designed to turn itself off after a period of inactivity. This period can be set at 30 seconds or at one, two, or three minutes. Check the Auto-off after setting on the **Power Preferences** screen.

My handheld is not making any sounds.

Check the **System, Alarm, and Game Sound** settings.

The current date and time are incorrect.

The current date and time are tied to the Location setting. If you **change the date and time** without **changing the Location setting**, the current date and time may appear incorrect.

My application is responding slowly.

WINDOWS ONLY

If you are transferring files using File Transfer and you are working with a large application on your handheld such as a game, the application may perform slowly. Wait until the file transfer is finished to use the application.

Moving around

I can't find the icon I want in Applications View.

- Select the category pick list in the upper-right corner of Applications View and select All. You may need to scroll down a bit, but you should now see an icon for each of the applications on your handheld.
- The application you want may be installed on your handheld's internal drive. To view these applications, select the category pick list in the upper-right corner of Applications View and select Internal Drive.
- Some of the applications that come with your handheld are not preinstalled. You need to **install these extra applications from the CD.**
- If you have an **expansion card** inserted in the expansion slot on your handheld, the application you want may be installed on the card instead of on your handheld. To view the applications installed on the card, select the pick list in the upper-right corner of Applications View and select the expansion card's name from the list.

Entering information

My handheld doesn't respond to taps correctly.

If your handheld is not responding to taps correctly, you need to **align the screen.**

When I tap Menu on the status bar, nothing happens.

- Tap the upper-left corner of the screen to try and open the menus.
- **Align the screen** and try tapping Menu again.
- If nothing happens, you may be in an application or screen that does not use menus. Switch to a different application and try tapping Menu. If it works in the second application, then the first does not use menus.
- If tapping Menu does not work in the second application, try aligning the screen again.

I can't get my handheld to recognize my handwriting.

For your handheld to recognize handwriting input with the stylus, you need to use **Graffiti® 2 writing**. Use the Graffiti 2 help to learn how to write characters.

NOTE Your handheld recognizes strokes entered with the stylus other than Graffiti 2 strokes in the Note Pad application only.

- Make the Graffiti 2 character strokes in the Graffiti 2 input area, not on the display part of the screen. If you want to write on the display part of the screen, **turn full-screen writing on**.
- Write Graffiti 2 strokes for lowercase letters in the left side, strokes for capital letters in the middle, and strokes for numbers in the right side of the Graffiti 2 writing area.
- Make sure that Graffiti 2 is not in shift mode.
- Make sure that Graffiti 2 is not in Punctuation Shift mode.

The info I entered does not appear in an application.

- Check the Categories pick list in the upper-right corner of Applications View. Select All to display all the records for the application.
- Did you set private records to be hidden? Check **Security Preferences** to see that Private Records is set to Show private records.
- Open the Options menu and select Preferences. Make sure Show Completed Tasks is selected.

I don't know how to save the info I entered in an application.

Each time you complete an entry such as a contact, memo, or note, your handheld automatically saves the information you entered. You don't have to do anything special to save your info. To protect your info and create a backup of your info, **synchronize the information in your handheld's program memory with your computer** and **back up the contents of your handheld's internal drive to your computer** often.

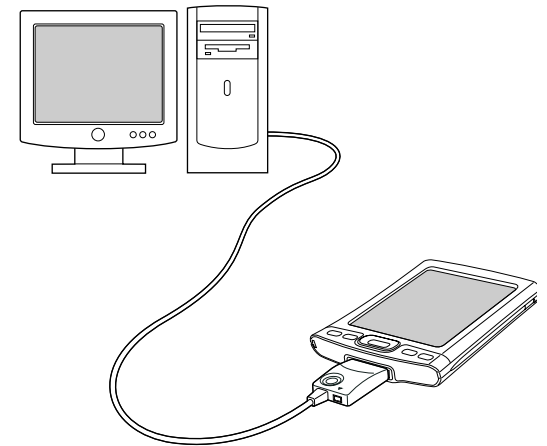
Synchronizing

I can't synchronize my handheld with my computer.


* **Tip**
Need more help with synchronizing your handheld? Open Palm Desktop software, go to the Help menu, and select HotSync Online Troubleshooting Guide.

NOTE You must install the software installation CD before you can synchronize.

- Make sure the USB sync cable is connected securely.
- Make sure the date on your computer matches the date on your handheld.
- Read the **HotSync log** for the user account for which you are synchronizing.



WINDOWS ONLY

Click the HotSync Manager  icon in the Windows taskbar in the lower-right corner of your screen. Make sure Local USB has a checkmark next to it. If not, click it.




NOTE If you don't see the HotSync Manager icon, click Start in the Windows taskbar, and then select Programs. Go to the palmOne program group and select HotSync Manager.

MAC ONLY

- Make sure HotSync Manager is enabled: Open the Palm folder and double-click the HotSync Manager icon. On the HotSync Controls tab, be sure Enabled is selected. If it is not, click it.
- Disconnect the USB sync cable from your computer, and then reconnect the cable and restart your computer.

When I synchronize, nothing happens on Palm Desktop software, and my handheld times out.

- **Perform a soft reset.**
- Make sure that **HotSync Manager is running** on your computer.
- Make a copy of the folder containing your information. This folder is named with either your full username or a shortened version of the name. Uninstall and then reinstall Palm Desktop software.
- Turn on your handheld, and **go to Applications**. Select HotSync , and then select Local.

I want to change from synchronizing with Palm Desktop software and synchronizing with Outlook.

WINDOWS ONLY

During CD installation, you chose a desktop software application to synchronize with your handheld. You may have chosen Palm Desktop software at that time. But if Microsoft Outlook already contains all of your contacts, appointments, tasks, and notes, you can change your synchronization method so that your handheld synchronizes with Outlook instead. You can also change from Outlook to Palm Desktop software.

NOTE If you choose to synchronize with Outlook, info from Contacts, Calendar, Tasks, and Memos is synchronized with Outlook. You can also set up the VersaMail® application to synchronize with Outlook. Other info, such as photos and notes, is synchronized with Palm Desktop software.

1. Insert the CD into your computer.
2. Select Change your synchronization method.
3. Follow the onscreen instructions for the desktop software you want to use.


[!] Before You Begin

You must have completed CD installation and chosen Palm Desktop software as your desktop application for synchronization in order to switch to Outlook. Note that you can choose Outlook as your synchronization software for Contacts, Calendar, Tasks, and Memos during CD installation.

I can't synchronize my handheld with Microsoft Outlook.

WINDOWS ONLY



NOTE If you choose to synchronize your handheld with Outlook, information from Contacts, Calendar, Tasks, and Memos is synchronized with Outlook. Other information, such as photos, videos, voice memos, and notes, is synchronized with Palm Desktop software.


- Click the HotSync Manager icon  and select Custom. Check the following:
 - Make sure that you have the correct username selected from the drop-down list.
 - Make sure that the applications you want are set to synchronize the files. If not, select each application, click Change, and then choose Synchronize the files.
 - Make sure that the correct application name is selected. For example, the older version of Calendar was called Date Book. If you have upgraded from an older handheld, make sure that Calendar is set to Synchronize the files, and Date Book is set to Do Nothing.
 - If you synchronize your handheld with more than one computer, click Settings and select Enable synchronization to multiple PCs for each application you want to synchronize. This helps avoid duplicating the same information on a single computer.

NOTE Check the Set as default box to use this setting each time you synchronize. Otherwise, it applies during the next synchronization only.

- Be sure that the application you want is installed. Reinstall the HotSync Manager and make sure that the application is selected.
- Reinstall Palm Desktop software and select the option to synchronize with Microsoft Outlook.

I can't synchronize wirelessly using my handheld's Bluetooth® technology.

- Make sure that the HotSync Manager is running on your desktop computer. The HotSync Manager icon  must appear in the taskbar in the lower-right corner of your screen.
- Click the HotSync Manager icon  and verify that there is a checkmark next to Local.

- Your handheld may not be able to recognize the virtual serial port on your Windows computer. Try validating the virtual serial port you're using, or create a different virtual port and change the HotSync Manager settings to use the new virtual port. To change the virtual serial port, click the HotSync Manager icon . Select Setup, and then select the Local tab. Select a port from the Serial port pick list.

When you synchronize wirelessly, your handheld attempts to connect to a Bluetooth virtual serial port on your computer. First it looks for a Bluetooth serial HotSync port. If it cannot find that port, it then looks for a generic Bluetooth serial port. However, some generic Bluetooth serial ports do not support synchronization. Refer to the documentation that came with your computer operating system for instructions on creating/changing the virtual port for serial communication.


If the virtual serial port you want to use is used by other applications, exit those applications before setting up your computer for wireless synchronization.

Some of my applications do not synchronize.


If you have synchronized successfully but you can't find the information from your handheld on your computer, check to see that you have the correct username selected for viewing information.

NOTE If you upgraded from a previous handheld, go to www.palmOne.com/intl/support, select your country, select the Tungsten™ T5 handheld from the main page, and click the Upgrade link.

WINDOWS ONLY

Click the HotSync Manager icon  in the lower-right corner of your screen, and then select Custom. Check that the application is set to synchronize the files. If it is not, select the application, click Change, and then choose Synchronize the files. Check the Set as default box to use this setting each time you synchronize. Otherwise, it applies during the next synchronization only.

MAC ONLY

Double-click the HotSync Manager icon  in the Palm folder. From the HotSync menu, select Conduit Settings. Select your username from the User pop-up menu, and be sure that the application is set to synchronize.

I can't open the HotSync Manager.

On a Windows computer, **uninstall Palm Desktop software** from your computer, and then reinstall the software from the software installation CD.

On a Mac computer, just reinstall Palm Desktop software.

When I synchronize, I receive the 8009 error message: An application has failed to respond to a HotSync notification.

WINDOWS ONLY

The 8009 error indicates that the Windows registry is corrupt. You need to rebuild the HotSync Manager registry entries. For information on rebuilding the registry entries, go to www.palmOne.com/intl/support and search the palmOne Knowledge Library for "error 8009."

My files didn't install during synchronization.

- If files do not install after you synchronize, the file type was not recognized. On your handheld, open the application associated with those files. Then synchronize again. If the files remain in the palmOne™ Quick Install list on your computer (Windows only), they are not associated with an application on your handheld and cannot be installed by synchronizing. You can install the files using **File Transfer** (Windows) or **Drive Mode** (Mac).
- If you are trying to install files to an expansion card, make sure that a card is inserted into your handheld's expansion slot before you synchronize.

I can't add more files to the palmOne Quick Install list.

Make sure the dialog box that confirms where the files will be installed is closed. You cannot add more files to the list when the confirmation dialog box is open.

When I add a zipped file (ZIP) to Quick Install, some of the files don't appear in the Quick Install list.

Unzip the file with a file compression utility, such as WinZip, and then add the unzipped files to Quick Install.

I receive an authentication error when I try to synchronize wirelessly through a LAN access point.

Make sure you entered the correct username and password for the selected network service profile in the **Network Preferences** screen.

When I try to synchronize wirelessly through a LAN access point, it connects, but nothing happens.

- Make sure that Network is selected in the HotSync Manager menu on your computer.
- Contact your system administrator to make sure your network computer is properly set up.

I want to synchronize my computer with more than one handheld.


If the computer running Palm Desktop software synchronizes with more than one handheld, each handheld should have a unique name. Synchronizing more than one handheld with the same username causes unpredictable results and, potentially, loss of your personal information. Assign a username to your handheld the first time you synchronize.

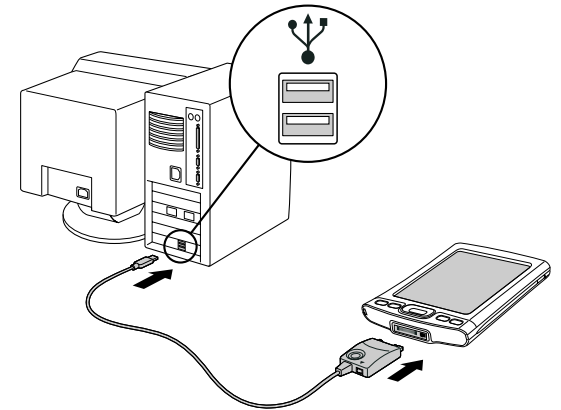
If you are synchronizing with Outlook, make sure the right profile is selected for the applications you want to synchronize in HotSync Manager. From the Palm Desktop home screen, click the HotSync Manager, and then select Custom.

File Transfer/Drive Mode

I can't move or copy files using palmOne™ File Transfer.

WINDOWS ONLY

- Make sure your handheld is connected securely to the USB sync cable, and that the cable is connected to a USB port on the back of your computer.
- Make sure no other applications—such as HotSync Manager or RealPlayer—are using the USB sync cable. To check, press the Home button . If Favorites opens, then no other applications are using the sync cable. If Favorites does not open, then another application may be using the cable.
- Try to synchronize. If synchronizing doesn't work, palmOne™ File Transfer doesn't work, either.
- If File Transfer was working but stops, disconnect and reconnect your handheld. If this does not solve the problem, **perform a soft reset**.



I can't see a file I moved from my computer to my handheld.

Your handheld stores information in two locations: **program memory** and the **internal flash drive**. When you view files on your handheld using File Transfer on your computer or Files on your handheld, only files on the internal drive are displayed.

If you used palmOne Quick Install to move a file to your handheld, depending on the file type, the file may be located in your handheld's program memory. If this is the case, you can't view the file using File Transfer or Files, but you can access it by using the appropriate application. If you want to be able to see the file in the File Transfer window or the Files screen, copy it to your handheld's internal drive using File Transfer.

I made updates to a file on my handheld, but when I synchronize, the changes don't show up in the file on my computer.

If you use File Transfer to send a file to your handheld, any updates you make to the file on your handheld are not included when you synchronize. Use File Transfer to copy the updated file back to your computer.

File transfer is taking place slowly.

If you are working with large files or using large applications such as games on your handheld, file transfer may go more slowly. Quit all handheld applications to speed file transfer.

When I try to delete a file using File Transfer, a message appears saying the file is busy.

If you are working with a file on your handheld—for example, editing a document or listening to a music file—you cannot delete the file using File Transfer. Close the file on your handheld and then delete it.

I can't write a memo or enter a contact when my handheld is in Drive Mode.

When your handheld is in Drive Mode, it works just like any external drive such as a CD drive. You cannot enter or work with information directly on your handheld while it is in Drive Mode. To work with information directly on your handheld, turn Drive Mode off.

When your handheld is in Drive Mode and is connected to a computer, you can open files from your handheld's internal drive on the computer using Windows Explorer or My Computer (on a Windows computer) or Finder (on a Mac computer), and work with them there.

Your handheld still displays alerts, such as for appointments or new email messages, when in Drive Mode.

My handheld and/or the expansion card is not showing up as a drive in Windows Explorer or My Computer when I have the handheld in Drive Mode.

WINDOWS ONLY

When you turn on Drive Mode, connect your handheld to your computer, and then open My Computer or Windows Explorer, the window you open shows two new drives. These drives are assigned the next available drive letters, for example, E:, F:, and so on. If no letters are available because you have multiple external devices connected to your computer (such as a card reader or a camera), or because you are using mapped network drives, the window does not display your handheld or the expansion card as a drive. To display them, remove some of the external devices connected to your computer, or remove some of the mapped network drives.

Calendar

I selected the Today button, but it does not show the correct date.

Make sure the Set Date box on the [Date & Time Preferences](#) screen displays the current date.

I created an event, but it doesn't appear in Week View.

- If scroll arrows appear on the right of your screen, scroll down to see if the event appears farther down the screen.
- If you have two or more events with the same start time, the events appear as multiple bars starting at the same time in Week View. To see the overlapping events, select the individual bars, or select Day View. For more information, see [Finding events that overlap](#).
- If you marked the event as private, check [Security Preferences](#) to see that Private Records is set to Show private records.

Time zones don't appear on my Palm Desktop software.

Palm Desktop software does not recognize time zones. Only Outlook recognizes times zones.

I set the global time zone preference, but only some of my events are responding to my time zone change.

Only new events created after the preference is set are affected. The events you created earlier without time zones do not have the time zone set. You can edit the earlier events to include a time zone.

I created my event with a time zone, but only that event is responding to my time zone change.

When you create an event with a time zone setting, only that event is affected. To have all events automatically include a time zone setting, set the New events include time zones preference.

Memos

I'm having problems listing memos the way I want to see them.

If you cannot manually arrange the order of memos on the list screen, open the Options menu and select Preferences. Make sure that Sort by is set to Manual.

If you choose to view your memos alphabetically on Palm Desktop software and then synchronize, the memos on your handheld still appear in the order defined in the Preferences setting. In other words, the sort settings you use with Palm Desktop software are not transferred to your handheld.

Note Pad

I'm having problems listing notes the way I want to see them.

If you cannot manually arrange the order of notes on the list screen, select Preferences from the Options menu and make sure that Sort by is set to Manual.

If you choose to view your notes alphabetically on Palm Desktop software and then synchronize, the notes on your handheld still appear in the order defined in the Preferences setting. In other words, the sort settings you use with Palm Desktop software are not transferred to your handheld.

Media

I can't find the Media icon in Applications.

Select the pick list in the upper-right corner of Applications View and select Multimedia. You should now see an icon for the Media application.

In Favorites View, the entry associated with the Media application is called Photos & Videos. You can **edit the Favorites list** to change this to Media, as well as to create or change any other favorite file, folder, web link, or application.

RealPlayer

I would like better-quality sound during playback.

You can save music files in either MP3 or RMJ format. RMJ is a proprietary format used by the RealPlayer desktop. In either case, saving at a lower bit rate creates a smaller file size, but also gives a lower playback quality. Increase the bit rate to improve playback sound quality, but remember that this increases file size.

My music file stutters during playback.

WINDOWS ONLY

If you are transferring files using File Transfer and you are listening to music files on your handheld, the music playback may stutter. Wait until the file transfer is finished to listen to the music file.

When I save songs from a CD, I do not see the song title or artist name.

When capturing songs from a CD, you must have an active Internet connection to obtain song title and artist information. This information is supplied from the GraceNote server on the web.

Tasks

The info I entered does not appear in an application.

- Open the Options menu and select Preferences. If Show Completed Tasks is selected, deselect it to display the missing tasks.
- If you marked the task as private, check **Security Preferences** to see that Private Records is set to Show private records.

Connecting wirelessly


My passkey is rejected when I attempt to form a trusted pair with my mobile phone.

Some mobile phones require that you enter the passkey within a specific time frame. Make sure you have a passkey in mind and that you enter it immediately when prompted.

If your passkey is rejected, your phone may have a preassigned passkey; see the documentation included with your phone for information. The documentation might refer to a Bluetooth connection as a Bluetooth pair, Bluetooth link, or bonded pair.

My handheld cannot connect to my mobile phone.

Use the following steps to test the connection:

1. Tap Bluetooth  on the status bar to open the Bluetooth settings screen. You can select the indicator even if it is dimmed.
2. Make sure On is selected.
3. Select the Service pick list and **select the service** that you want to use to connect to your phone.
4. Select Connect.

If the connection is successful, open the application that requires the connection and complete the desired task.

If the connection is not successful, try the following steps:

- Make sure that your phone is equipped with Bluetooth technology, that Bluetooth is enabled, and that the power is on.
- You may need to **set up a connection with your phone**. See the documentation included with your phone for assistance with completing the connection setup process.

My phone connection drops before I finish using it.

You need to increase the Idle timeout setting on the **Network Preferences Details** screen.

I get an error message when I try to dial a phone number using my handheld.

- Make sure that the **proper phone driver is installed** on your handheld.
- You may need to **set up a connection with your phone**. See the documentation included with your phone for assistance with completing the connection setup process.
- Check the **Phone Preferences** screen and make sure the correct phone connection is selected.

The VersaMail® application

I am having problems accessing my account.

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

- Verify both your password and your username for your email account.
- If you are connecting using a mobile phone through the built-in Bluetooth technology on your handheld, a cable, or the IR port on your handheld, verify that you have either a data-enabled GSM or a high-speed GPRS account with your wireless service provider.
- Some wireless service providers require you to be on their network to use your email account. If this is the case, be sure to use your provider's network as the connection type for the account.
- Some wireless service providers have other requirements specific to their service. For example, Yahoo! requires you to pay for a POP account in order to download email messages from your Yahoo! account to your handheld. Check with your service provider to see if any provider-specific requirements exist.

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

I am having problems sending and receiving email.

- Short periods of time when email is unavailable are common due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly.
- Make sure your ISP or email provider allows you to send and receive email on a wireless handheld. Several providers, like Hotmail, do not offer this option at all.

My auto get mail is not working.

- If auto get is occurring and you turn your handheld off or the connection to your email service provider is disconnected, the auto get fails.
- If you are attempting an auto get over a network, you must be in range of a network access point for the auto get to work.
- The auto get feature may not work with your specific **VPN connection**. It doesn't work for **SSL connections**, or if you have set up the **security preferences** on your handheld to encrypt databases on the handheld.
- Your handheld must be able to make periodic connections to the Internet through your Bluetooth mobile phone or a Bluetooth access point. If your handheld is not within range of a Bluetooth device that allows it to connect to the Internet, auto get mail does not take place.

I can receive email fine, but am having problems sending email.

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

- Make sure your ISP or email provider allows you to access email on a wireless handheld. Several providers do not offer this option at all; other providers require an upgrade to access email on a wireless handheld.

- **Turn on ESMTP.** Many services require authenticated access to use their SMTP servers, or ESMTP.
- **Enter the name of a different outgoing mail server** for sending mail. Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server.

I can't download any messages.

If the program memory on your handheld fills up, you cannot download any more messages to your handheld. Delete some messages to free up program memory, and try downloading again.

I am unable to synchronize messages.

Make sure you have chosen the same settings for the account on both your handheld and your computer. For example, if the account is set up on your handheld to use the POP protocol, check the HotSync Manager on your computer to make sure that POP is selected as the protocol for that account.

My vCard or vCal email attachment isn't forwarding correctly.

WINDOWS ONLY

Palm Desktop software provides several features that work with email client software on a Windows computer. For these features to work correctly, the email client software must be properly set up. Follow these steps to check the settings:

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

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

Privacy

I've made records private, but I can't remember my password to display them.

First, use the password hint to try to remember the password. If this doesn't help or if you do not have a password hint, you can use **Security Preferences** to delete the password, but your handheld deletes all entries marked as private. However, if you synchronize before you delete the password, the synchronization process backs up all entries, whether or not they are marked private. Then you can follow these steps to restore your private entries:

1. In Security Preferences, tap in the password box and enter a guess at the password.
2. In the dialog box that appears, select Lost Password.
3. Select Delete Password to remove the password and delete all private records.
4. Synchronize your handheld with your computer again.

I forgot the password, and my handheld is locked.

First, use the password hint to try to remember the password. If this doesn't help or if you do not have a password hint, you must **perform a hard reset** to continue using your handheld. Performing a hard reset deletes all of the information on your handheld. To protect your info and create a backup of your info, **synchronize the information in your handheld's program memory with your computer** and **back up the contents of your handheld's internal drive to your computer** often.

Sharing

I can't beam information to another handheld or other device.

NOTE Depending on the receiving handheld model, not all information may be sent correctly.

- If you are beaming to another Palm Powered device, confirm that your handheld and the other handheld are 4 to 39 inches (approximately ten centimeters to one meter) apart and that the path between the two handhelds is clear of obstacles. Beaming distances to other devices with an IR port may be different.
- Move your handheld closer to the receiving device.
- Make sure the receiving device has **beam receive enabled**.
- **Perform a soft reset** on both your handheld and the receiving device.
- Avoid beaming in bright sunlight or fluorescent light. These produce infrared noise that can make beaming go slower or, in some cases, prevent it from working at all.

When someone beams information to my handheld, it doesn't receive the info.

- If you are receiving info from another Palm Powered device, confirm that your handheld and the other handheld are 4 to 39 inches (approximately ten centimeters to one meter) apart and that the path between the two handhelds is clear of obstacles. Beaming distances to other devices with an IR port may be different.
- Move your handheld closer to the sending device.
- Make sure your handheld has **beam receive enabled**.
- **Perform a soft reset** on both your handheld and the receiving device.


When someone beams information to my handheld, I get a message telling me it is out of memory.

- Your handheld requires at least twice the amount of memory available as the info you are receiving. For example, if you are receiving a 30KB application, you must have at least 60KB free.
- **Purge old Calendar events** and **delete unused or unnecessary applications**.

I cannot send information to another Bluetooth device.

- Make sure that Bluetooth communication is enabled on both your handheld and the other device.
- Make sure that the receiving device has a compatible Bluetooth application installed.
- The receiving device must be within range of your handheld, approximately 25 to 30 feet (8 to 10 meters).

Other Bluetooth devices cannot find my handheld.

- Tap Bluetooth  on the status bar to open the Bluetooth settings screen and make sure that Bluetooth is turned on.
- Select Prefs and make sure the **Discoverable setting** is set to Yes.

Problems with incompatible applications

palmOne, Inc. works with developers of third-party add-on applications to ensure the compatibility of these applications with your handheld. Some third-party applications, however, may not have been upgraded to be compatible with your handheld.

Possible symptoms of incompatible applications include:

- Fatal errors needing resets

- Nonresponsive handheld requiring a reset
- Slow performance
- Abnormal screen display or uneven sound quality
- Problems using Bluetooth technology or other features
- Problems opening an application
- Problems synchronizing

You can determine whether an incompatible application is causing problems by **deleting the application** and then operating your handheld.

After you have deleted the application, try to replicate the operation that created the error. If removing the application solves your problem, contact the application developer for a solution. Also, go to www.palmOne.com/us/support/contact/incompatible_apps.html to provide feedback to palmOne on the application.

Finding a third-party application that is causing a problem

If you have multiple third-party applications installed on your handheld or have upgraded from an earlier model of a Palm Powered device, perform the following procedure to remove all third-party applications from your handheld. Once you have removed all of the third-party applications, you can install one application at a time to determine which application is causing the problem.

The following procedures erase all information from your handheld. Before removing the applications, **synchronize the information in your handheld's program memory with your computer** and **back up the contents of your handheld's internal drive to your computer**.

1. On a Windows computer, open the palmOne folder on your computer, and then open the user folder for your handheld. User folder names are often abbreviated as last name, first initial. On a Mac computer, locate the folder Home/Documents/Palm/Users/<handheld name>/Backups.

2. Select and drag the Backup folder to the desktop. Make sure you see the Backup folder on the desktop.
3. On a Windows computer, close the palmOne folder.
4. **Perform a hard reset.** Synchronize your handheld with your computer to restore info to your handheld's program memory, and use File Transfer (Windows) or Drive Mode (Mac) to restore info to your handheld's internal drive.
5. Operate your handheld and try to replicate problem operations.
6. Do one of the following:
 - If your handheld still has problems, review this Common Questions section for solutions to the problem. Fix the problem before reinstalling the third-party applications.
 - If your handheld no longer has problems, install the third-party applications one application at a time using the following procedure:
 - a. Open the Backup folder you moved to the desktop in step 2.
 - b. Double-click a PRC file. On a Windows computer, the palmOne Quick Install window opens with the PRC file listed. On a Mac computer, the HotSync Manager window opens with the PRC file listed.

NOTE Alternatively, on a Mac computer, you can drag the PRC file to the Send To Handheld droplet instead of double-clicking it.
 - c. Click Done.
 - d. Synchronize your handheld with your computer.
 - e. Operate your handheld and try to replicate problem operations.

f. Do one of the following:

- If installing the application re-creates your problem, remove the application and contact the application developer for a solution. Continue to reinstall your applications one application at a time to make sure another application is not creating a problem.
- If installing the application does not cause a problem, go to step a and reinstall another application.

g. Go to www.palmOne.com/us/support/contact/incompatible_apps.html to provide feedback to palmOne on the application.

NOTE Some applications use more than one PRC file. You should continue to check each PRC file even if you identify one associated with an application that is causing a problem on your handheld, since that application may use other PRC files.

Getting Help

This guide is meant to tell you everything you need to know to set up, customize, and use your handheld. However, you may occasionally run into an issue that is not addressed in this guide. Here are some resources to help you if that happens.

Self-help resources

If you run into a problem with your handheld, be sure to check these resources first:

- Answers to **common questions** about your handheld and its features
- The Palm® Desktop online Help
- The *Palm Desktop Software for the Macintosh User's Guide* located in the Documentation folder on your installation CD
- The palmOne™ Knowledge Library, accessible at **www.palmOne.com/support/tungstent5**
- The most recent palmOne Tungsten™ T5 handheld HelpNotes on your regional website

Technical support

If, after reviewing the self-help resources, you cannot solve your problem, go to www.palmOne.com/support/tungstent5 or send an email to your regional Technical Support office.

Before requesting technical support, please experiment a bit to reproduce and isolate the problem. When you do contact Technical Support, please provide the following information:

- The name and version of the desktop operating system you are using
- The actual error message or state you are experiencing
- The steps you take to reproduce the problem
- The version of handheld software you are using and available memory

To find version and memory information, follow these steps:

- 1. Go to Applications.**
- 2. Open the menus.**
3. Select Info from the App menu.
4. Select Version for version info, and Size for memory info.

Product Regulatory Information

FCC Statement

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

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

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

The use of shielded I/O cables is required when connecting this equipment to any and all optional peripheral or host devices. Failure to do so may violate FCC rules.

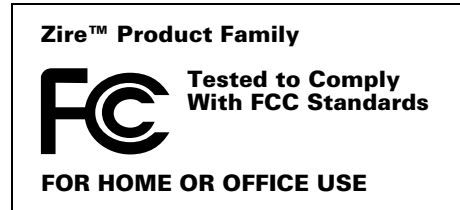
[!] IMPORTANT Changes or modifications not covered in this manual must be approved in writing by the manufacturer's Regulatory Engineering Department. Changes or modifications made without written approval may void the user's authority to operate this equipment.

Caution – Exposure to Radio Frequency Radiation.

To comply with FCC RF exposure compliance requirements, this device must not be co-located or operating in conjunction with any other antenna or transmitter.

Responsible Party:

palmOne, Inc.
400 N. McCarthy Blvd.
Milpitas, California 95035
United States of America
(408) 503-7500



Canada - Industry Canada (IC)

This device complies with RSS 210 of Industry Canada.

Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of this device.

L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes : (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

The term "IC" before the equipment certification number only signifies that the Industry Canada technical specifications were met.

Caution – Exposure to Radio Frequency Radiation.

The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's website, www.hc-sc.gc.ca/rpb.



CE Compliance Statement

This product was tested by palmOne, Inc. and found to comply with all the requirements of the EMC Directive 89/336/EEC, RTTE directive 99/5/EC, and Low Voltage Directive, as amended.

Declaration of Conformity

palmOne, Inc., Declares the Product:Handheld PDA with Bluetooth® capability

Model Name/Number: Tungsten T5
Manufacturer's Name: palmOne
Manufacturer's Address: 400 N. McCarthy Blvd.
Milpitas, 95035-5112

Conforms with the following specifications:

- EN 55024: 1998 (Emissions & Immunity)
- EN55022:1998, CISPR 22 1997, Class B Radiated and Conducted Emissions
- IEC 61000-4-2, A1 1998-01, ESD Immunity, 4kV Contact, and 8kV Air Discharge
- IEC 61000-4-3: 1995 RF Immunity, 80-1000MHz, 3V/m, 1kHz, 80% A.M.
- ENV 50204:1996, RF Immunity, 895-905MHz, 3V/m, 200Hz, 50% AM
- IEC 61000-4-4: 1995 EFT Immunity, 1kV on AC port, 5/50nSec, 5kHs Rep. Freq.
- IEC 61000-4-5: 1995 Surge Immunity, 1.2/50uSec, 2kV(peak), Common Mode, 1kV(peak) Differential Mode
- EN61000-4-6:1996, Conducted Immunity, 150kHz-80MHz, 3V RMS, 1kHz, 80% AM
- IEC 61000-4-11: 1994, 100% Voltage Dip 0.5 period, 30% Dip 25 periods and >100% Dip 250 periods

Authorized palmOne Representative: David Woo
Senior Compliance Engineer

Date: November 3, 2004

Battery Warning

Do not mutilate, puncture, or dispose of batteries in fire. The batteries can burst or explode, releasing hazardous chemicals. Discard used batteries according to the manufacturer's instructions and in accordance with your local regulations.

Warning – Explosion Hazard

- Substitution of components may impair suitability for Class I, Division 2;
- When in hazardous location, turn off power before replacing or wiring modules, and,
- Do not disconnect equipment unless power has been switched off or the area is known to be non-hazardous.

Varning

Eksplotionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera använt batteri enligt fabrikantens instruktion.

Advarsel!

Lithiumbatteri—Eksplotionsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Levér det brugte batteri tilbage tilleverandøren.

Varoitus

Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan valmistajan suosittelemaan tyyppiin. Hävitä käytetty paristo valmistajan ohjeiden mukaisesti.

Advarsel

Ekspløsjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner.

Waarschuwing!

Bij dit produkt zijn batterijen geleverd. Wanneer deze leeg zijn, moet u ze niet weggooien maar inleveren als KCA.

Uwaga

Nie kroić lub przekłuwać baterii, ani nie wrzucać ich do ognia. Mogą się rozerwać lub wybuchnąć wydzielając trujące środki chemiczne. Zużytych baterii należy pozbywać się w sposób opisany przez producenta i zgodnie z miejscowymi przepisami.

אזהרה

יש סכנת התפוצצות אם מחליפים את הסוללה בצורה לא נכונה.
יש להחליף את הסוללה בסוללה זזה או דומה, בהתאם להמלצת היצרן.
יש להשליך סוללות משומשות בהתאם להוראות היצרן

Static Electricity, ESD, and your palmOne™ handheld

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 palmOne™ handheld, from ESD harm. While palmOne 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 handheld, 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 palmOne is that you take this precaution before connecting your handheld to your computer, placing the handheld 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.

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