

VisorPhone™ Module User Guide



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Getting Started

Congratulations on the purchase of your new VisorPhone™ module. Your VisorPhone module integrates the power of a state-of-the-art digital mobile phone with the simplicity of your Handspring handheld computer. Your VisorPhone includes all of the most popular features such as speed dial and call screening. Plus, it handles multiple calls, sends and receives text messages, and fully integrates with your handheld to take advantage of your existing Address Book.

To use your VisorPhone, you must first establish an account with a mobile phone service provider.

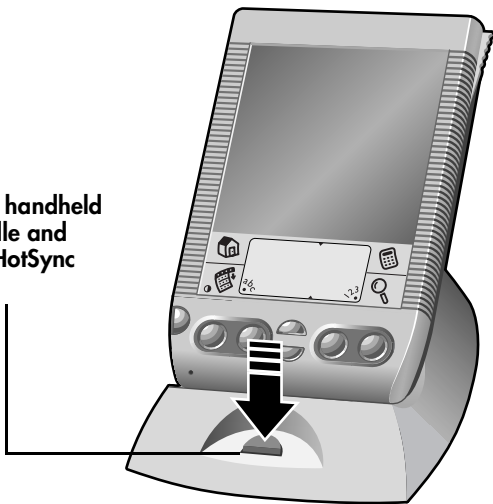
Your account information is located on your SIM (Subscriber Identity Module) card. If a SIM card did not come with your VisorPhone, your service provider will provide one when you subscribe to their service. Your SIM card must be inserted into your VisorPhone before you can use it.

Just follow the seven easy steps in this chapter to get up and running quickly.

Step 1: Set up your handheld computer

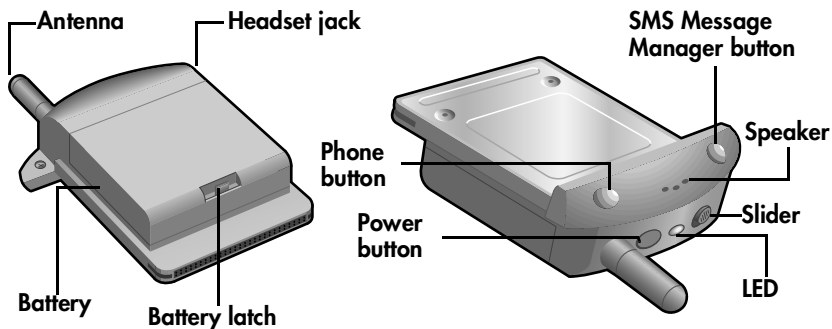
1. If you haven't already set up your handheld, follow the steps that came with your handheld to set it up.
2. (Recommended) Synchronize your handheld with your computer.


Place your handheld
in the cradle and
press the HotSync
button






Tip: If you need additional information about synchronizing, refer to the *Quick Reference* guide and *Visor Handheld User Guide* that came with your handheld.

Step 2: Get to know your phone



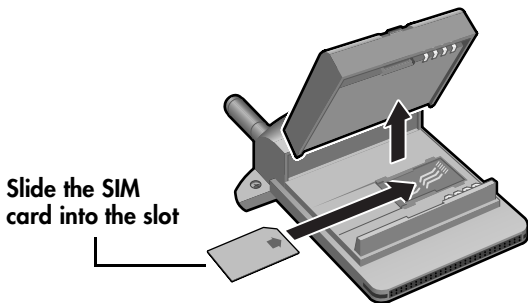
- Antenna** Receives and sends signals on your VisorPhone. The antenna does not telescope out of the phone.
- Headset jack** Enables you to connect a headset so you can view your handheld screen while talking on the phone.
- Battery** Powers your VisorPhone.
- Battery latch** Secures the battery to your VisorPhone.
- Power button**  Turns on your VisorPhone and activates the signal. Your phone stays on until you remove it from your handheld or press the power button to turn it off.

Speaker		Functions as the earpiece on your VisorPhone. Tip: To adjust the volume during a call, press the scroll buttons on the front of your handheld.
Phone button		Turns on your handheld and starts the Phone application. If another application is running, press this button to switch to the Phone application. If the phone is ringing, press this button to answer calls.
SMS Message Manager button		Turns on your handheld and starts the SMS Message Manager application so you can view, send, and receive text messages.
Slider		Controls the ringer setting. See “Selecting the ringer settings” on page 65 for details on changing the settings.
LED		Provides status information for your VisorPhone. The color of the light and the blink state indicate the status as follows: No light = Phone off Red/solid = Charger on; battery charging Green/solid = Charger on; battery fully charged Red/slow blink = Phone on; no network service Green/slow blink = Phone on; in service Red/fast blink = Battery low Green/fast blink = Data call active

Step 3: Insert your SIM card

Note: If your SIM card is already inserted in your phone, skip to Step 4.

1. If the battery is attached, press the latch and remove the battery.
2. Insert the SIM card into the slot.



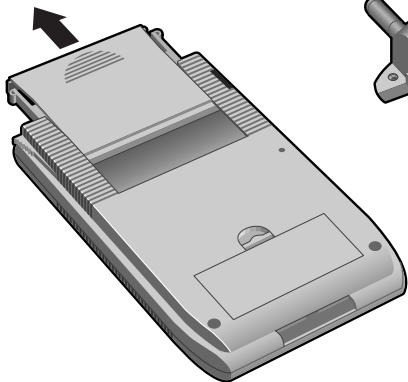
3. Place the battery onto your phone and secure the latch.

Tip: Since calls are billed to your telephone number, you can move your SIM card to any mobile phone that uses a SIM card, and the calls will be billed to your account.

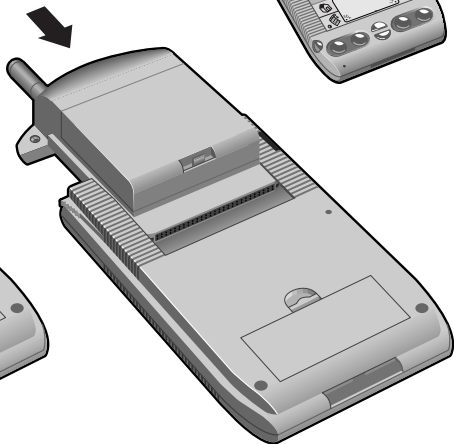
Step 4: Connect the phone to your handheld

1. Remove the slot protector from your handheld.
2. Insert your VisorPhone module into the Springboard™ expansion slot until it clicks into position.

Slide the slot protector away from your handheld



Slide the module into the Springboard expansion slot

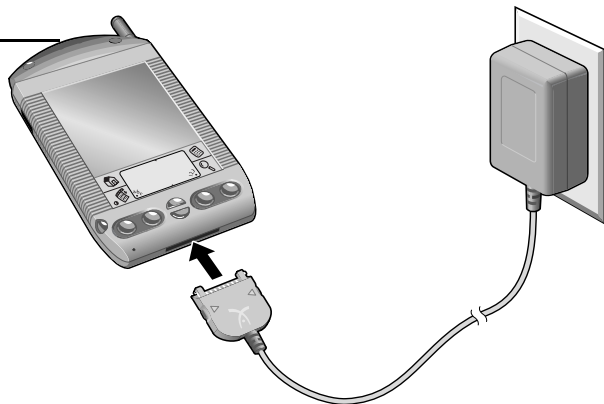


Tip: To remove your VisorPhone from your handheld, simply slide it out from the Springboard expansion slot.


Step 5: Charge the battery

1. Plug the travel charger into a wall outlet.
2. Insert the travel charger cable into the connector on your handheld.

LED turns solid red when charging and solid green when charged



Tip: Your VisorPhone must be in your handheld while charging. It takes about 1.5 hours to fully charge the battery. It's time to charge the battery when you observe one of the following:

- the battery gauge  in the top-right corner of the Phone application appears empty
- the LED turns red and blinks quickly
- the LED does not turn on when you turn on your phone

Step 6: Turn on your phone

After the battery is charged, you can begin using your phone.

1. Press the Power button on your VisorPhone for two seconds until you hear a beep.
2. If the Unlock Phone dialog appears, enter the default password assigned by your service provider and then tap OK. See your service provider's documentation for the default password.

Note: If you are using a SIM card from an established account, enter your existing password.




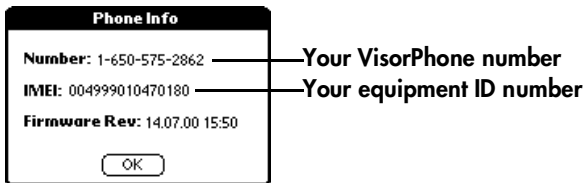
Tip: See “Preventing unauthorized use” on page 66 to learn about setting your own password.

Step 7: Activate your account

If you received a new SIM card with your phone, you may need to call your service provider to activate your account. Your service provider's phone number is located on the materials that came with your VisorPhone module.

Once you receive your phone number, it may take a few hours to become fully active. Some service providers send a special message with your phone number. Follow these steps to check the phone number:

1. Tap the Menu icon .
2. Under Options, tap Phone Info.



3. Tap OK.

Congratulations

You're ready to use your VisorPhone module. Keep these things in mind as you use your new phone:

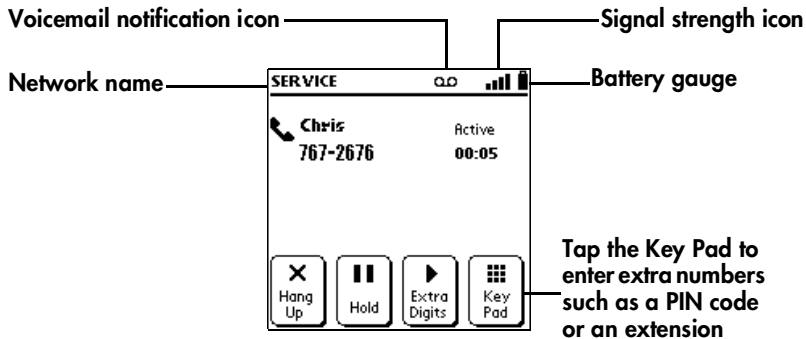
- If you travel outside a coverage area, your phone remains on but you can't make or receive calls. If this occurs, the LED blinks red slowly and the phone periodically tries to register to the network. When you return to a coverage area, the LED blinks green.
- If you travel outside a coverage area, you can't receive SMS text messages. However, the messages are stored by the network and you will receive them when you return to a coverage area.
- Your account includes a voicemail feature so people can always leave you a message even when your phone is off.
- Always use care when operating a mobile phone. If you plan to use your VisorPhone module while driving a car, we recommend using a headset for hands-free operation. See "Connecting a headset" on page 70 to learn how to connect a headset to your VisorPhone.

Making Calls

There are several ways to make calls with your VisorPhone. This chapter describes how to dial a number by:

- Selecting it from your speed dial list
- Entering it on the Dialpad
- Selecting it from your Call History list
- Selecting it from your Address Book
- Dialing from another application
- Returning a missed call
- Dialing an emergency number


After you dial and establish a connection, the Active Call screen appears:




Calling a speed dial number

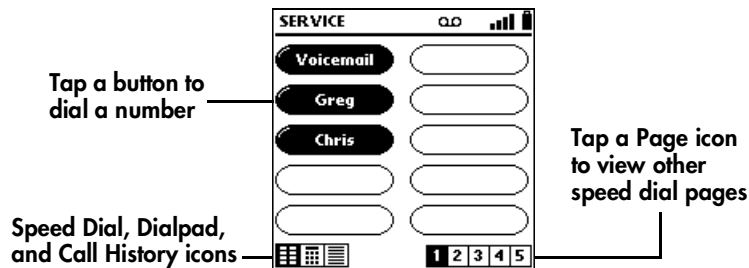
Speed dialing enables you to quickly place a call without entering the number. This is particularly useful for numbers you call often, such as your home or office.

Note: This section assumes you've already created a speed dial list. To learn how to add numbers to your speed dial list see “Defining speed dial buttons” on page 36.

1. Press the Phone button  on your VisorPhone.

Tip: If the screen below doesn't appear, tap the Speed Dial icon .


2. Select the number you want to call.




Tip: After you make the connection the Active Call screen appears. If prompted to enter a menu selection, tap Key Pad. If you defined any Extra Digits, such as an extension, tap Extra Digits.

3. Tap Hang Up to end the call.

Dialing a number with the Dialpad

1. Press the Phone button  on your VisorPhone.

Tip: You can also tap the Phone icon  in the Applications Launcher to start the Phone application.

2. Tap the Dialpad icon .
3. Dial the number. If you are dialing an international number, tap the + key before entering the number to automatically insert the international access code upon dialing.

Tip: To display the last ten numbers dialed, press the scroll buttons on the front of your handheld.





Tip: To edit the phone number, tap the Dial box and then use the keypad, Graffiti® writing, or the onscreen keyboard.

4. Tap Hang Up to end the call.

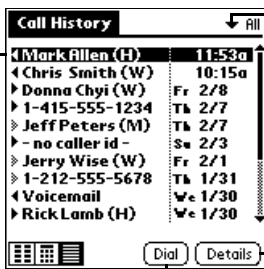
Redialing the last number

- Hold down the Phone button for two seconds to redial the last number you called.

Redialing previous numbers

1. Press the Phone button  on your VisorPhone.
2. Tap the Call History icon  to view a list of previous incoming and outgoing calls.
3. Select the number you want to call.

Tap the entry you want to dial



Tap here to select the call category: All, Incoming, Outgoing, or Missed


Tap Details to view call information

Tap Dial to call selected number

4. Tap Dial.

Tip: To add a number to your Address Book or Speed Dial list, tap Details, tap Copy Phone #, then in Address Book or the Speed Dial list, select Paste from the Edit menu to insert the number.

Calling a number in your Address Book

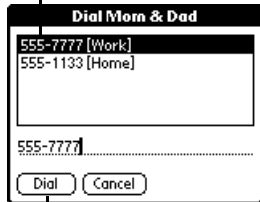
1. Press the Address Book button  on the front of your handheld.
2. Select the number you want to call.

Tap a name to view or edit contact information



Tap a number to select a number to dial

Tap a number to select it




Tap Dial to call the number

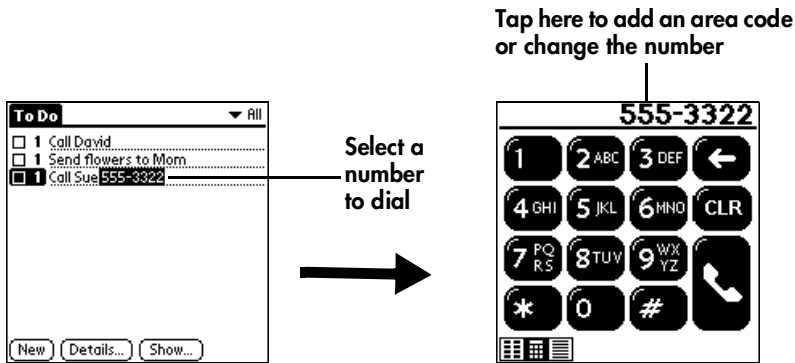
Tip: The Dial button changes to an Email button or an SMS button based on the type of number you select in the Dial dialog. You can assign each of these buttons to launch a different application. See “Assigning dialing applications” on page 63 for details.

3. Tap Hang Up to end the call.

Dialing a number from other applications

You can also dial numbers from other applications such as Memo Pad or To Do List.

1. Highlight the number you want to dial.
2. Press the Phone button  on your VisorPhone.



Tip: The number automatically appears in the Dial box on the Dialpad screen so you can edit the number if needed.

Returning a missed call

When your VisorPhone is on and you remain in a coverage area, any calls you miss appear in the Call History list and you receive a missed call alert message. When your phone is off or you travel outside a coverage area, your calls are forwarded to voicemail and they do not appear in the Call History list.


- If you miss multiple calls, a message appears indicating the number of calls you missed. Follow the steps in “Reviewing missed calls” on page 30 to return the calls.
- If you miss a single call, the following screen appears:



Tip: If the caller's phone number is not available, the Call Back button does not appear on the Missed Call screen.

Calling an emergency number

Your VisorPhone provides easy access to the 911 or 112 emergency numbers. You don't need to unlock your phone or even have the SIM card installed to call an emergency number.

- Press the Phone button  on your VisorPhone.



Tap Make Emergency Call

Tip: You can also dial a 911 or 112 emergency number from the Dialpad screen.

Receiving Calls


Whenever your phone is on and you are within a coverage area, you can receive incoming calls. In addition to answering calls, you can also choose several incoming call options. This chapter describes how to:

- Answer the phone (or reject a call)
- Respond to a call waiting prompt
- Forward your calls

Answering the phone

An incoming call turns on your handheld if it is off.



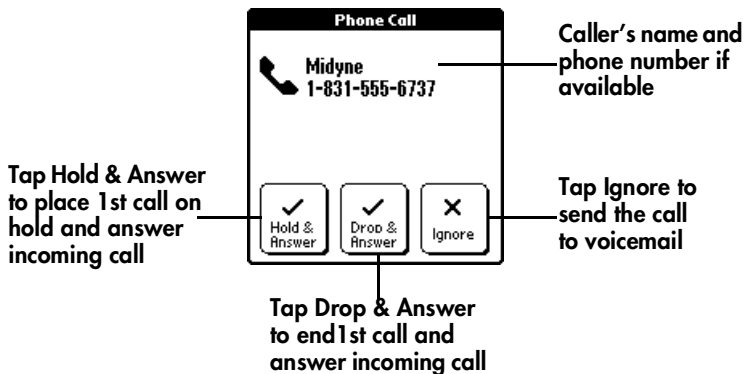
Tip: You can also answer a call by pressing the Phone button  while your VisorPhone is ringing.


Responding to call waiting

When you are on the phone and receive a second call, the Phone application updates the Active call screen and emits a Call Waiting “beep” tone.

Tip: Make sure the Disable Call Waiting option on the Call Preferences screen is off. When this option is off the Disable Call Waiting check box is empty. For more information on enabling and disabling call waiting, see “Disabling call waiting” on page 67.

- When the Call Waiting dialog appears, tap the appropriate button.




Tip: You can also press the Phone button  to place the first call on hold and answer the incoming call.

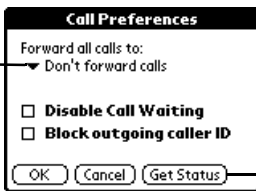
Forwarding calls

If you need to turn off your phone or know you are traveling outside a coverage area, you can forward your calls to another number. Keep in mind that your service provider will still charge you for your forwarded calls.

Note: Because call forwarding information is stored by the network, it's a good idea to check the current network settings both before and after you change the call forwarding option.

1. Tap the Menu icon .
2. Under Options, tap Call Preferences.
3. Select the call forwarding option you want to use.

Tap here to forward all calls to the selected number



Tap here to display current network settings

Tip: You can define up to five forwarding numbers including the voicemail number assigned by your service provider. Select Edit Number from the list to add, change, or delete a number.

4. Tap OK.

Handling Multiple Calls

You can use the Hold button in the Phone application to handle a variety of situations that involve multiple calls. During an active call, you can receive or place another call, switch between two active calls, and create a 3-way conference call. For example, when you're talking to a friend, you can put them on hold, call a restaurant to make dinner reservations, and return to your friend to confirm the time and place. These features also enable you to receive an important incoming call while you're already on the phone, and to facilitate conference calls when you're on the go.

This chapter describes how to:

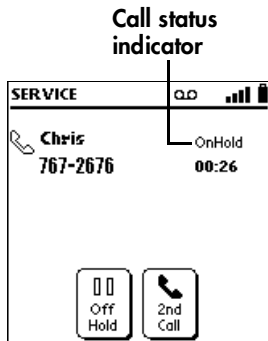
- Place a call on hold
- Dial another number while a call is on hold
- Switch between two calls
- Use 3-way calling

Placing a call on hold

1. Place or answer a call.



Tap Hold to put the call on hold

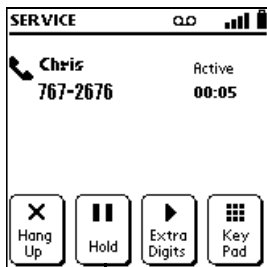


Tap Off Hold to return to the call

2. Tap Hang Up to end the call.

Dialing another number while a call is on hold

1. Place or answer a call.
2. Put the call on hold.




Tap Hold to put the call on hold



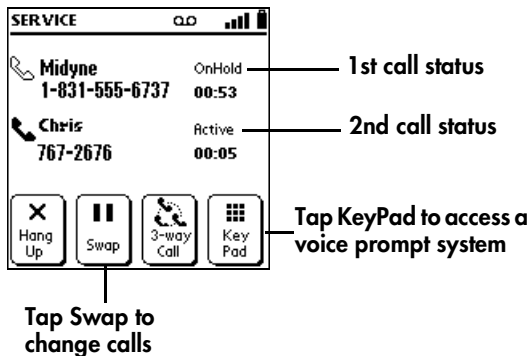
Tap 2nd Call to access dial functions

3. Tap 2nd Call.
4. Dial the number.

Tip: You can tap the Applications Launcher icon  to open another application that has the number you want to dial.

Switching between two calls

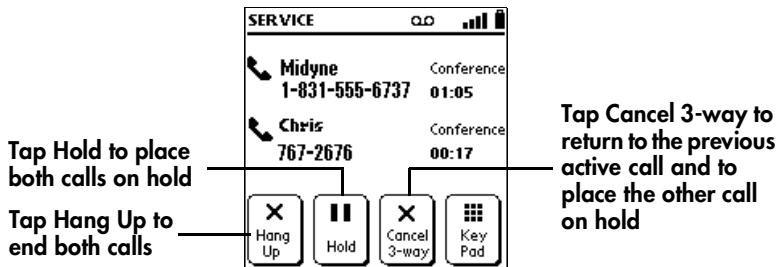
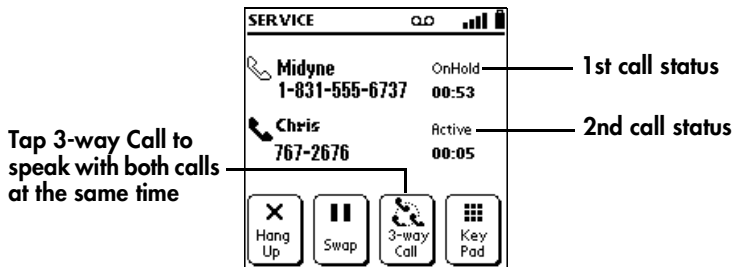
1. Answer or place two calls. See “Dialing another number while a call is on hold” on page 25.
2. Tap Swap, or tap the call status line to switch between calls.



- Tip:** If you called an automated phone system that prompts you to enter a menu selection or phone extension, tap KeyPad to respond to the voice prompts.
3. Tap Hang Up to end the active call.

Using 3-way calling

1. Answer or place two calls.
2. Join the two calls.



Checking Messages

Your VisorPhone is capable of receiving voicemail and text messages and generating missed call messages.

If you miss a call when your VisorPhone is on and you remain in a coverage area, your missed calls appear in the Call History list and you receive a missed call alert message. When your phone is off or you travel outside a coverage area, your missed calls are forwarded to voicemail and they do not appear in the Call History list. Similarly, when your phone is off or you travel outside a coverage area, your service provider stores your text messages until you turn on your phone or return to a coverage area.


Note: You may need to contact your service provider to add the text messaging feature to your rate plan. This feature is sometimes referred to as SMS, or Short Message Service.

This chapter describes how to:

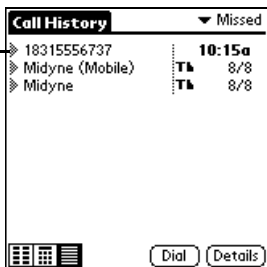
- Review missed calls
- Check voicemail
- Check text messages
- Display call history
- Purge call history

Reviewing missed calls

When you don't answer an incoming call, it appears under Missed calls in your Call History list.

1. Tap the Call History icon .
2. Tap Missed in the pick list in the upper-right corner.

Tap caller's name
or phone number



Tap Dial to return the call

Checking voicemail

When your phone is off, you travel outside a service area, or you miss or choose to ignore a call, the caller may leave a voicemail message. When you connect to the network, the phone application notifies you that you received voicemail messages.

1. Dial your voicemail service using one of these methods:
 - Tap the Voicemail button in the Speed Dial view.
 - Tap Listen in the Voicemail alert dialog.
2. Tap Key Pad.

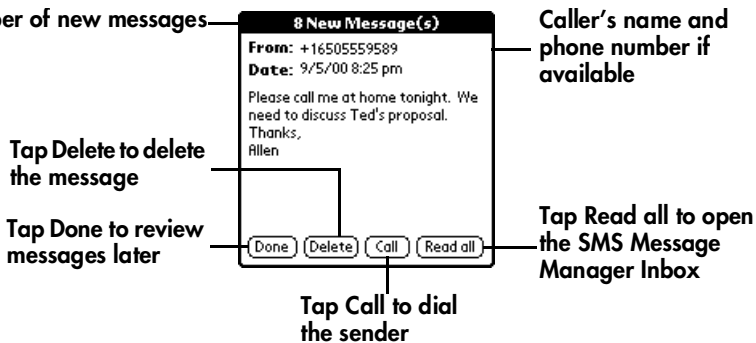
Tap buttons to dial
access codes and
review messages



3. Tap Done.

Checking text messages

When your phone is off or you travel outside a service area, other people can still send you text messages. Your service provider stores the messages for you until you turn on your phone or return to a service area. When you connect to the network, the phone application displays the first message in a screen similar to the following:

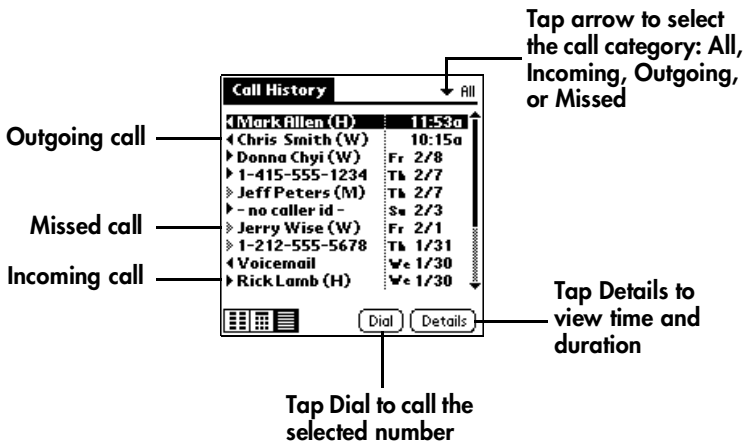


Tip: If you have only one message, the button in the lower-right corner changes to a Reply button. Tap this button to open the SMS Message Manager and send an SMS reply.

Displaying call history

The Call History view provides quick access to the previous 1,000 incoming and outgoing calls.

- Tap the Call History icon .




- Tip:** To temporarily store a number in your handheld's memory, tap Details, tap Copy Phone #, and then tap Done. You can now Paste this number into any application on your handheld.

Purging call history

Your VisorPhone continues accumulating call history information for up to 1,000 calls until you purge the call history list. To conserve storage space, we recommend that you purge this list periodically.

Note: Using the Purge function permanently removes the calls from your handheld. You cannot undo this process to restore the information.

1. From the Call History view, tap the Menu icon .
2. Under Record, tap Purge.

Tip: To delete a specific item, select the item from the Call History view and tap Delete Item instead of Purge.

3. Select the purge option you want to use.



4. Tap OK.

Managing Your Speed Dial List


You can store up to 50 phone numbers in the speed dial list. There are five pages of numbers that hold ten numbers per page.

Tip: Keep your speed dial list organized by storing different types of numbers on different pages. For example, create separate pages for family, business, friends, and emergency numbers.

This chapter describes how to:

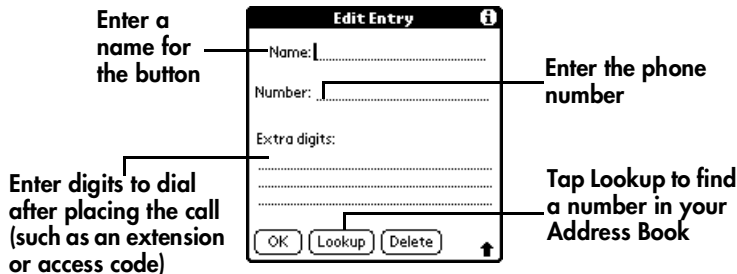
- Assign phone numbers to speed dial buttons
- Add Address Book entries to your speed dial list
- Change speed dial entries
- Delete speed dial entries
- Arrange the speed dial list

Defining speed dial buttons

1. Tap the Speed Dial icon .
2. Tap a blank speed dial button.

Note: The first slot on the first Speed Dial page is reserved for your service provider's voicemail service number.


3. In the Edit Entry dialog, enter the Name, Number, and any Extra digits.

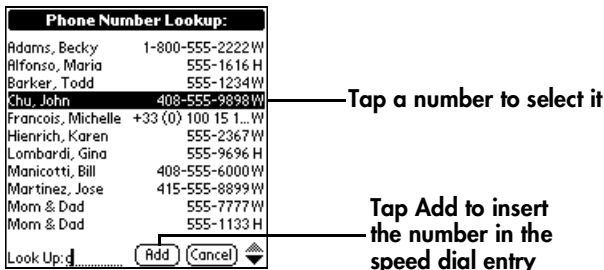


Tip: To insert a pause between Extra digits when dialing, enter a comma (,). Each comma represents a one second pause.

4. Tap OK.



Adding an Address Book entry to your speed dial list

1. Tap the Speed Dial icon .
2. Tap a blank speed dial button.
3. Tap Lookup.
4. In the Phone Number Lookup dialog, use the scroll arrows or begin writing the person's last name to find the number you want.



5. Tap Add.
Tip: You can edit the number or name by tapping it in the Edit Entry dialog.
6. From the Edit Entry dialog, tap OK.



Changing a speed dial entry

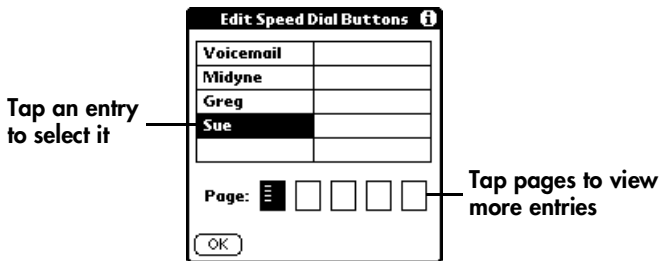
1. Tap the Speed Dial icon .
2. Tap the Menu icon .
3. Under Edit, tap Edit Speed Dial.
4. Select the entry you want to change.



5. In the Edit Entry dialog, enter the new information.
6. Tap OK to save the new information.
7. Tap OK again.



Deleting speed dial entries

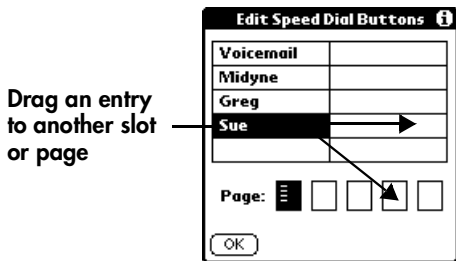
1. Tap the Speed Dial icon .
2. Tap the Menu icon .
3. Under Edit, tap Edit Speed Dial.
4. Select the entry you want to delete.



5. In the Edit Entry dialog, tap Delete.
6. Tap OK to confirm deletion.
7. Tap OK.

Arranging the speed dial list

1. Tap the Speed Dial icon .
2. Tap the Menu icon .
3. Under Edit, tap Edit Speed Dial.



Tip: If the new slot is full, the other entries shift down one slot. The right column fills after the left column becomes full. If you drag an entry to a page icon, the entry moves to the first available slot on that page.


4. Tap OK.

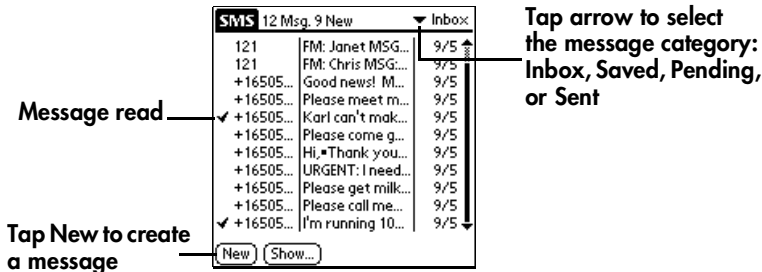
Working With SMS Text Messages

In addition to dialing and receiving calls, you can use your VisorPhone to send and receive short text messages. These text messages, also called SMS (Short Message Service) messages, are similar to email messages that you send and receive from your computer, but are limited to a few sentences in length. The person receiving your message must also have a mobile phone and a service provider that supports text messages. Some service providers also allow you to use your mobile phone to send text messages to an email address and to receive text messages from a computer. Talk to your service provider for details about their SMS and SMS Email features. This chapter describes how to:

- View messages
- Reply to messages
- Create messages
- Create message greetings and signatures
- Set message options
- Save messages
- Forward messages
- Copy message text to the clipboard
- Modify outgoing messages
- Sort messages
- Delete messages
- Enable SMS Email

Viewing messages

1. Open the SMS Message Manager Inbox using one of these methods:
 - Press the SMS Message Manager button  on your VisorPhone.
 - From a Message alert dialog, tap Read All.



- Tip:** When viewing Saved messages, the arrows indicate whether a message was incoming or outgoing.
2. Tap the message you want to view.
 3. Press the scroll buttons on your handheld to scroll through a message. At the start or end of a message, it displays the next message.
 4. Tap Done.

Replying to messages

1. Tap the incoming message to which you want to reply.



— Tap Reply to respond to the message

2. Tap Reply.
3. Enter the message text.

Tip: When you reply to an SMS message, the SMS Message Manager fills in the To field for you. When you reply to an email message, you must enter the email address on the first line of the message. See “Creating an SMS Email message” on page 46 for more information.

4. Tap Send.

Creating messages

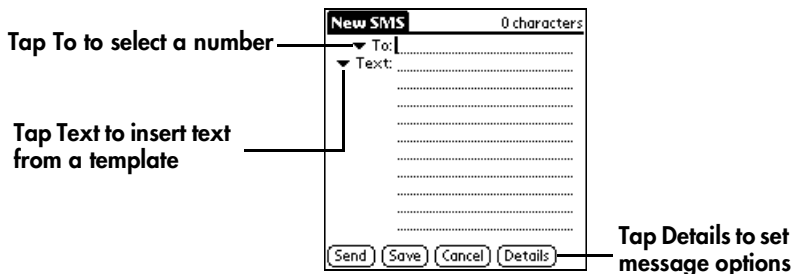
SMS Message Manager enables you to create short text messages and send them to a mobile phone number or an email address. If a message exceeds 160 characters, SMS Message Manager divides the text into multiple messages. As you create a message, the status bar indicates how many messages will be sent and the number of characters in each message.

To save time while creating messages, you can insert predefined text from a template. Some templates ask you to enter information such as a meeting time or place. Using a template is similar to filling in the blanks on a form letter instead of writing a letter from scratch. Fortunately, in SMS Message Manager you can easily combine the template text with your own text to personalize your message.

You can create a message at any time, but if you send a message when you are outside a coverage area, your VisorPhone places the message in the Pending category and sends it automatically when you return to a coverage area. While a message is in the Pending category, you cannot edit it, but you can delete it before it is sent.

Creating an SMS text message

1. From any SMS Message Manager list view, tap New.
2. Address the message to a mobile phone number.



3. Enter text using Graffiti, the onscreen keyboard, or the pick lists.
4. Tap Send. (The message goes into the Pending category until your phone transmits the message.)

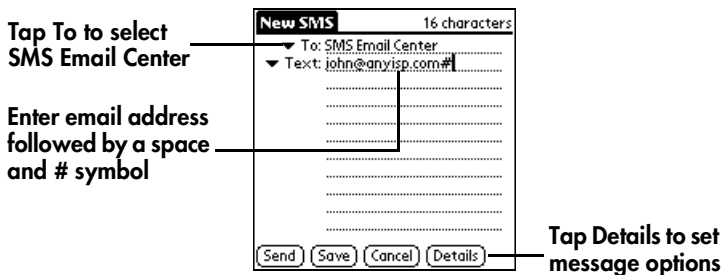
Tip: To store a draft message and send it later, tap Save instead.

After your message transmits, your VisorPhone places a copy in the Sent category. If an error occurs while sending the message, an exclamation point (!) appears next to message in the Sent category.

Creating an SMS Email message

To send a message to an email address, you must first enter your service provider's SMS Email Center number. See “Enabling SMS Email” on page 53.

1. From any SMS Message Manager list view, tap New.
2. Tap the To pick list and select SMS Email Center.



3. On the first Text line, enter the recipient's email address followed by a space and a # symbol.


Tip: You can also select an email address in Address Book and then tap SMS, or select an email address from the Lookup list.

4. Enter the remaining text.
5. Tap Send. (The message goes in the Pending category until it transmits.)

Tip: To store a draft message and send it later, tap Save instead.

Creating message greetings and signatures

When you create a message you can use the greetings pick lists to insert a greeting and signature in your message. You can also add items to these lists or modify the existing items.

1. From any SMS Message Manager list view, tap the Menu icon .
2. Under Options, tap Greeting.

Tap here to hide the greetings pick lists

Tap add Entry to create a new greeting

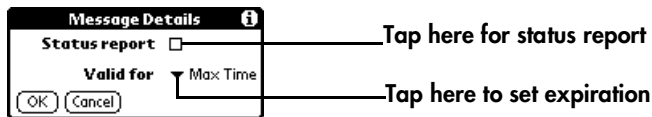


3. Tap Done.

Setting message options


You can specify whether you want to see a status report for this message, and the time period you want the message to remain in affect. If the recipient's phone is off or outside a coverage area, their service provider stores the message until it can be delivered or until it expires, whichever comes first.

1. While creating a new message, tap Details.



2. Tap OK.

Saving incoming messages

1. Open the message you want to save.
2. Tap the Menu icon .
3. Under Message, tap Save.

Tip: Saving an incoming message moves the message from your Inbox to the Saved category.

Modifying messages


You can modify any outgoing messages in your Saved or Sent categories.

Tip: You can create your own message template by modifying and resending a Sent message.


1. Open the message you want to change.
2. Tap the message text, or tap Edit.
3. Edit the message.
4. Tap Send.

Tip: When modifying a message, you can keep the revised message without sending it by tapping Save instead of Send.


Copying message text

1. Open the message you want to copy.
2. Select the text you want to copy.
3. Tap the Menu icon .
4. Under Message, tap Put Into Clipboard.

Tip: To create a memo with the text, tap Create New Note instead.

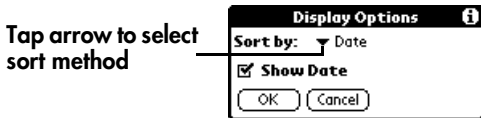
5. Open the message or application where you want to insert the text.
6. Tap the Menu icon .
7. Under Edit, tap Paste.

Forwarding incoming messages

1. From the Inbox or Saved category, open the message you want to forward.
2. Tap the Menu icon .
3. Under Message, tap Forward.
Tip: You can edit the forwarded message before sending it.
4. Enter the recipient's mobile phone number.
Note: The recipient's phone must be SMS enabled.
5. Tap Send.


Sorting messages

1. In the SMS Message Manager Inbox, select the category you want to sort.
2. Tap Show.
3. Select the sort method you want to use.

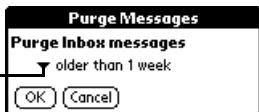


4. Tap OK.
- Tip:** If you sort the list by name, messages from senders that are not in your Address Book appear at the bottom of the list in numerical order by phone number.

Deleting messages

1. In the SMS Message Manager Inbox, select the category containing the messages you want to delete.
2. Tap the Menu icon .
3. Under Message, tap Purge.
4. Select the deletion method you want to use.


Tap arrow to select
deletion method

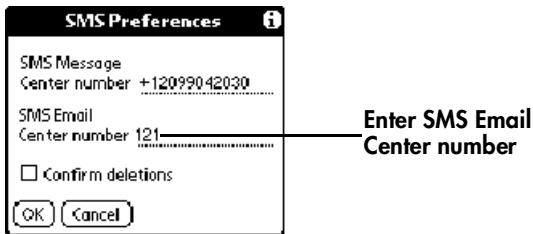


5. Tap OK.
 6. Tap Yes to confirm deletion.
- Tip:** To delete a single message, open it and tap the Delete button.

Enabling SMS Email

To use SMS Email you must enter your service provider's SMS Email Center number. The SMS Email Center is where you send any SMS messages that are addressed to an email address instead of a mobile phone number. The SMS Email Center then forwards the message to the recipient's email address. Contact your service provider to obtain their SMS Email Center number.

1. From any SMS Message Manager list view, tap the Menu icon .
2. Under Options, tap Preferences.



Tip: The SMS Message Center number is automatically supplied by your service provider is read from your SIM card.

3. Tap OK.

Using VisorPhone as a Wireless Modem

In addition to using your VisorPhone as a phone, you can also use it as a modem that operates at 14.4Kbps or 9.6Kbp, depending on the speed of your service provider network. You can use your VisorPhone's modem capabilities with third-party communication software that you download from the Internet, such as web browsers or email applications, and to perform wireless HotSync operations when your cradle is not available.



Note: To use your VisorPhone as a modem, you must subscribe to the data services feature from your service provider. Contact your service provider for information on the data services feature.

This chapter describes how to:

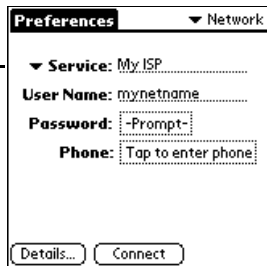
- Establish a TCP/IP connection for use with third-party software
- Prepare for a direct wireless HotSync operation
- Prepare for a network wireless HotSync operation
- Perform a wireless HotSync operation

Establishing a TCP/IP connection with VisorPhone

Before using a third-party communication application, verify with the developer that it is compatible with VisorPhone.

1. Tap the Applications Launcher icon  on the front of your handheld.
2. Tap the Prefs icon .
3. Tap Network in the pick list in the upper-right corner.
4. Enter the configuration information for your ISP.


Select your ISP
from the Service
pick list



▼ Service: My ISP
User Name: mynetname
Password: -Prompt-
Phone: Tap to enter phone

Details... Connect

Enter your User Name,
Password, and your
ISP's phone number



Note: If your ISP is not on the Service pick list, tap the Menu icon , tap New on the Service menu, and enter the service name.

5. Tap Connect and wait for a connection to establish.
6. Start the third-party application you want to use.

To learn more about using your handheld with your ISP, see “Network Preferences and TCP/IP Software” in the *Visor Handheld User Guide*.

Preparing for a direct wireless HotSync operation

A direct wireless HotSync operation is when you dial a modem attached to your desktop computer to perform a remote HotSync operation.

1. Tap the Applications Launcher icon  on the front of your handheld.
2. Tap the HotSync icon .
3. Tap Enter Phone #.
4. Enter your computer modem number.



**Enter the number
used to call your
computer modem**



The image shows a 'Phone Setup' dialog box with a title bar containing an information icon. The dialog has several fields and options:

- Phone #:** A text field with a dotted line indicating where to enter the number.
- Dial prefix:** A text field with a dotted line and a question mark.
- Disable call waiting:** A text field with a dotted line and the number '1170'.
- Use calling card:** A text field with a dotted line.




At the bottom of the dialog are two buttons: 'OK' and 'Cancel'.

5. Tap the Menu icon .
6. Under Options, tap Modem Sync Prefs.
7. Tap Direct to modem, and then tap OK.
8. On a Windows computer, click the HotSync icon  and check Modem on the HotSync Manager menu. On a Macintosh, open HotSync Manager and select Modem Setup on the Serial Port Settings tab.

Preparing for a network wireless HotSync operation

A network wireless HotSync operation is when you dial a modem attached to a network, such as a server on a corporate LAN, to perform a remote HotSync operation.

Note: This feature is not available for the Macintosh.

1. Tap the Applications Launcher icon  on the front of your handheld.
2. Tap the HotSync icon .
3. Tap the Menu icon .
4. Under Options, tap Modem Sync Prefs.
5. Tap Network, and then tap OK.
6. Tap Select Service and configure the Network Preferences panel.




Note: For information on the Network HotSync feature, see “Conducting a HotSync operation via a network” in Chapter 8 of the *Visor Handheld User Guide*, and for information on configuring the Network Preferences panel, see “Network Preferences and TCP/IP Software” in Chapter 9 of the *Visor Handheld User Guide*.

7. On your desktop computer, click the HotSync icon  and check Network on the HotSync Manager menu.

Performing a wireless HotSync operation

Since your VisorPhone operates as a modem at 14.4Kbps or 9.6Kbp, a wireless HotSync operation takes significantly longer than performing a HotSync operation with your cradle. Therefore, we recommend performing a wireless HotSync operation only when your cradle is not available.

Tip: To increase the speed of a wireless HotSync operation, select Conduit Setup under Options and reduce the number of applications with which you synchronize.

1. Tap the Applications Launcher icon  on the front of your handheld.
2. Tap the HotSync icon .
3. Tap the Modem Sync icon .
4. Wait for your VisorPhone to connect with the modem on the other end and for the HotSync operation to finish.

Tip: If necessary, you can cancel the procedure at any time by tapping the Cancel button

Customizing Your Phone



The Phone application Preference screens enable you to customize many of the VisorPhone features to meet your individual needs. For example, you can choose which view appears when you start the Phone application, and set security options to prevent unauthorized use.

This chapter describes how to:

- Set dialing prefixes
- Reassign the buttons in your Address Book
- Change the phone display
- Select the ringer setting
- Lock the keypad
- Disable call waiting
- Block your phone number for outgoing calls
- Select a different service provider network
- Connect a headset to your VisorPhone

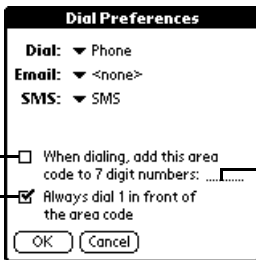
Setting dialing prefixes

Some service providers require 11-digit dialing. If you already have 7-digit or 10-digit numbers in your Address Book, you can set your VisorPhone to automatically use 11-digit dialing by using a default area code. Using this feature does not change the numbers in your Address Book.

1. Press the Address Book button  on the front of your handheld.
2. Tap the Menu icon .
3. Under Options, tap Dial Preferences.

Tap check box to insert an area code in front of 7-digit numbers before dialing

Tap check box to insert a 1 in front of 10-digit numbers before dialing



When dialing, add this area code to 7 digit numbers:

Always dial 1 in front of the area code

OK Cancel



Enter default area code here

4. Tap OK.

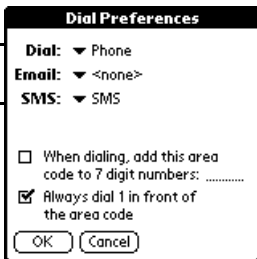
Note: You may be prompted to enter a default area code the first time you dial a number from your Address Book.

Assigning dialing applications

When you select a phone number or email address in Address Book, you can tap the Dial, SMS, or Email buttons to direct the selected information to a specific application. The default applications for these buttons are the Phone application and the SMS Message Manager, but you can also assign these buttons to any application that is compatible with the dialing-enabled version of Address Book.



1. Press the Address Book button  on the front of your handheld.
2. Tap the Menu icon .
3. Under Options, tap Dial Preferences.

Tap pick lists to assign an application to that button

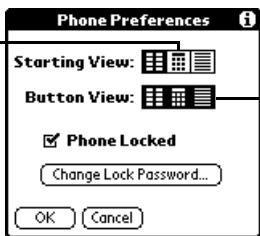


4. Tap OK.

Changing the phone display

1. Press the Phone button  on your VisorPhone.
2. Tap the Menu icon .
3. Under Options, tap Phone Preferences.
4. Select the display options you want to use.

Tap the view you want to see when you open the Phone application





Tap an icon to skip that view when pressing the Phone button repeatedly

5. Tap OK.

Selecting the ringer settings

1. Tap the Menu icon .
2. Under Options, tap Ringer Preferences.

Tip: The slider on your phone has two positions  and . The two Ringer Preferences columns control the behavior of the corresponding slider position.

3. Select the ringer settings you want to use.

Tap Ring pick lists to
select ring style

Tap Volume pick lists to
select volume level

Tap Vibrate pick lists to turn
vibrate mode on or off





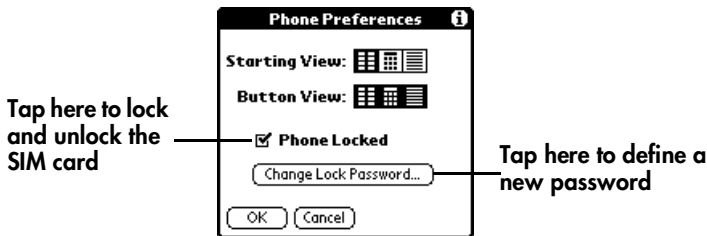
Tip: You can use both a ring tone and vibrate alert or use them separately. For example, you can set one position to ring softly and vibrate, and the other position to vibrate only. To preview a new sound, select Play ring when changed.

4. Tap OK.

Preventing unauthorized use

You can protect your phone number from unauthorized use by locking your SIM card.

1. Turn on your phone.
2. Press the Phone button  on your VisorPhone.
3. Tap the Menu icon .
4. Under Options, tap Phone Preferences.
5. Select the Phone Locked check box to lock your SIM card.



6. Enter your password and tap OK.


Note: If you haven't set a password yet, check your service provider's documentation for the default password. This is usually 1234.

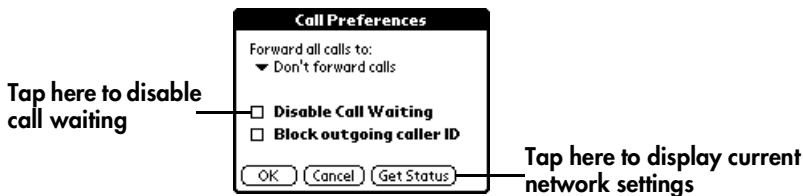
7. Tap OK.

Disabling call waiting

If you receive a call while you are talking on the phone, the Phone application notifies you about the second call. If you don't want to be interrupted by other calls, you can disable call waiting.

Note: Because call waiting information is stored by the network, it's a good idea to check the current network settings both before and after you change the call waiting option.

1. Tap the Menu icon .
2. Under Options, tap Call Preferences.
3. Disable the call waiting option.





4. Tap OK.

Tip: To reactivate Call Waiting, remove the check from the Disable Call Waiting check box.

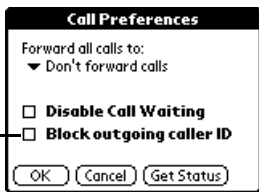
Blocking your phone number for outgoing calls

When you place a call from your VisorPhone, the Phone application reveals your phone number to the person you're calling. If your service provider supports caller ID blocking, you can prevent revealing your phone number to people you call.

Note: Because caller ID blocking information is stored by the network, it's a good idea to check the current network settings both before and after you change the Block outgoing caller ID option.

1. Press the Phone button  on your VisorPhone.
2. Tap the Menu icon .
3. Under Options, tap Call Preferences.
4. Enable the Block outgoing caller ID option.

Tap here to place
anonymous calls





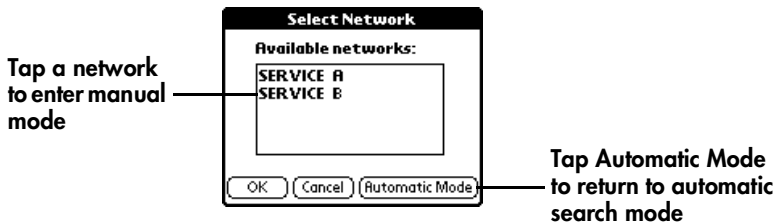
5. Tap OK.

Selecting a service provider network

If you roam to an area where multiple service providers offer coverage, your VisorPhone automatically selects the provider with the strongest signal. However, if you prefer, you can manually select a service provider network.

Note: When you manually select a network, your VisorPhone finds only that network until you either choose another network, or return to Automatic Mode.

1. Press the Phone button  on your VisorPhone.
2. Tap the Menu icon .
3. Under Options, tap Select Network.
4. Select a network.

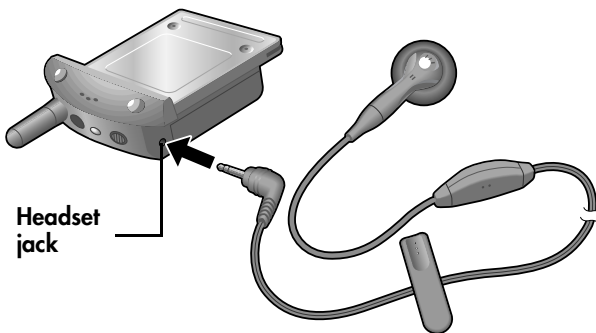


5. Tap OK.

Note: Selecting a new network may take 30 seconds or more.

Connecting a headset

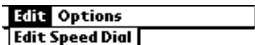
Use the built-in speaker and microphone or connect an optional headset for hands-free operation. For best results, use only headsets from Handspring.



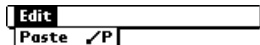
Using the Menus

This section provides an overview of the menu options available in the Phone and SMS Message Manager applications. Some of the menu options vary based on which screen is active.

Phone application Edit menus



Speed Dial view

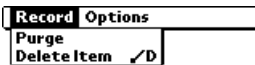


Dialpad view

Edit Speed Dial: Opens a dialog where you can define, change, and delete speed dial buttons. For details, see “Changing a speed dial entry” on page 38.

Paste: Inserts a phone number from the clipboard into the dial box.

Phone application Record menu

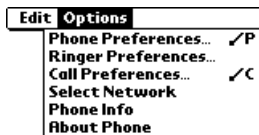


Call History view

Purge: Opens a dialog where you can remove selected records from the Call History list. For details, see “Purging call history” on page 34.

Delete Item: Removes the selected record from the Call History list.

Phone application Options menu



Phone Preferences: Opens a dialog where you can change your phone display and lock the phone. For details, see “Changing the phone display” on page 64 and see “Preventing unauthorized use” on page 66.

Ringer Preferences: Opens a dialog where you can choose the ringer settings. For details, see “Selecting the ringer settings” on page 65.

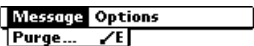
Call Preferences: Opens a dialog where you can choose call waiting, call blocking, and call forwarding settings. For details, see “Disabling call waiting” on page 67, “Blocking your phone number for outgoing calls” on page 68, and “Forwarding calls” on page 22.

Select Network: Opens a dialog where you can search for and use networks other than your default network. For details, see “Selecting a service provider network” on page 69.

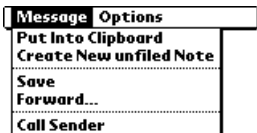
Phone Info: Opens a dialog where you can view information about your phone such as the phone number and the IMEI number that uniquely identifies your phone to the network.

About Phone: Opens a dialog where you can view version and copyright information for the Phone application.

SMS Message Manager application Message menus



Inbox view



Message view

Delete: Opens a dialog where you can choose which messages you want to remove from the Inbox. For details, see “Deleting messages” on page 52.

Put Into Clipboard: Copies the selected text to the clipboard so you can paste it into another message or application. For details, see “Copying message text” on page 49.

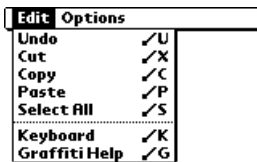
Create New Note: Copies the selected text to a new Memo Pad memo. For details, see “Copying message text” on page 49.

Save: Stores the selected message in the Saved category.

Forward: Creates a copy of the selected message so you can send it to someone else. For details, see “Forwarding incoming messages” on page 50.

Call Sender: Dials the person who sent the message.

SMS Message Manager application Edit menu



Undo: Clears the last action.

Cut: Removes the selected text and places it on the clipboard.

Copy: Copies the selected text and places it on the clipboard.

Paste: Inserts text stored on the clipboard at the current cursor position.

Select All: Selects all text in the current record.

Keyboard: Opens the onscreen keyboard.

Graffiti Help: Opens screens that show you how to form Graffiti characters.

SMS Message Manager application Option menu



Font: Opens a dialog where you can choose the font you want to use.

Greeting: Opens a dialog where you can enter predefined opening and closing phrases to use in your messages.

Preferences: Opens a dialog where you can view the SMS Service Center number (if this field is blank, contact your service provider for this information), choose deletion confirmation, and enter your service provider's SMS Email Center number. For details, see “Enabling SMS Email” on page 53.

About SMS: Opens a dialog where you can view version and copyright information for the SMS Message Manager application.

Troubleshooting and Maintenance

If you encounter a problem with your VisorPhone module, check this section to see if your problem is listed. If your problem isn't listed here, or the suggestions don't resolve your problem, visit www.handspring.com for the latest troubleshooting and customer support information.

My VisorPhone won't turn on

- Make sure your VisorPhone is inserted firmly in the Springboard expansion slot.
- Make sure your VisorPhone battery isn't drained.
- When you turn on your VisorPhone, hold down the power button for at least two seconds, until you hear a beep.
- Turn on your handheld to make sure that the handheld batteries aren't drained. Low batteries will prevent your VisorPhone from turning on.

I get a message that my SIM card is missing when I turn on my VisorPhone

- Make sure your SIM card is properly inserted. The metal contacts must face down (away from the battery), and the side with the corner cut must slide into the SIM slot first. For details, see “Step 3: Insert your SIM card” on page 5.
- Your SIM card may be damaged. Contact your service provider for a new card.

My VisorPhone requires an unlocking code, but I didn't set one

- Your service provider may have set the locking code before you received your VisorPhone. Enter the default unlocking code: 1234 and then tap OK. If this doesn't work, contact your service provider.

Note: It is actually locked your SIM card that is locked, not your VisorPhone.

- If you see the *Unblock* Phone instead of the *Unlock* Phone screen, you entered the unlocking code incorrectly more than three times, and your VisorPhone is now blocked. Contact your service provider to obtain the unblocking code.

I called my service provider to enable my phone service, but it still doesn't work

Some service providers require 24 hours or more to activate your phone service. If it has been longer than your service provider's activation period, report the problem to your service provider.

My phone number isn't on the Phone Info screen

Your service provider may need to install your phone number onto your SIM card. Contact your service provider to see if they can send a message to your VisorPhone that writes your phone number onto your SIM card.

My VisorPhone won't register to the network

- You are probably outside a network coverage area. Try using another GSM phone to verify whether coverage is available in your current location.
- If coverage is available in your location, try your SIM card in another GSM phone. If it still doesn't work, your SIM card may be malfunctioning. Contact your service provider for another SIM card.
- Turn off your VisorPhone, and then turn it on again. If a dialog appears asking if you want to search for a network, tap Yes.

I tried dialing a phone number, but my VisorPhone just beeps at me

- Make sure you dialed the correct number.
- Wait a few minutes and try again. If the network is very busy, calls cannot connect.
- Verify that you are in a network coverage area and then move a few yards away and try the call again. If you are in a weak coverage area (1 bar of signal strength or less), you may not be able to complete calls even though you are registered to the network.

I can't dial international numbers

For security purposes, most service providers require you to enable international calling on your account. Call your service provider to enable international calling.

Call waiting doesn't work

Enable call waiting in the Call Preferences dialog box. For details, see "Disabling call waiting" on page 67.

Call forwarding doesn't work

For security purposes, most service providers require you to enable this feature on your account even though there is usually no extra charge. Call your service provider to enable call forwarding.

Caller ID blocking for my outgoing calls doesn't work

Some service providers require you to enable this feature on your account. Call your service provider to enable blocking your Caller ID.

Some people's names don't appear in Call History

- Call History shows names only if the person's name and the phone number they called from are in your Address Book.
- Find out if a caller has blocked their Caller ID.

I can't send SMS Messages

- Check the SMS Preferences dialog box to see if the SMS Message Center number is on this screen. If the number is missing, contact your service provider for the SMS Message Center number and enter it in the SMS Preferences dialog box.
- Make sure SMS services are enabled on your account.
- Verify that you are in a GSM coverage area.
- Make sure the destination number is correct. Some service providers require 11-digit phone numbers for SMS messages.

I get an error message when I send an SMS message to an email address

You need to enter the SMS Email Center number in the SMS Preferences dialog box. This number is different from the SMS Message Center number you use to send messages to other mobile phone numbers. For more information, see “Enabling SMS Email” on page 53.

Some phone numbers don't appear in the SMS Lookup

Make sure the number you want is identified as a mobile number in your Address Book. Only mobile phone numbers appear when you use the SMS Message Manager Lookup button.

The applications I assigned to the Dial, Email, and SMS or Phone buttons in the Dialing Address Book don't launch

- Check the Dial Preferences dialog box in the Address Book to confirm the application is assigned to the Dial, Email, or SMS button. For details, see “Assigning dialing applications” on page 63.
- Contact the software developer for the application you want to use when you tap the button, and verify that the software is compatible with the new Dialing Address Book and the version of Palm OS your VisorPhone uses. To take advantage of these buttons, an application must contain special code that registers its capabilities to the Address Book.

I can't make data calls

- Verify that data calls are enabled on your account.
- Verify that you are in a coverage area.

**I can't
synchronize
when my
VisorPhone is
connected to my
handheld**

Make sure that there are no active calls on your VisorPhone before you begin a HotSync operation. You cannot synchronize while you have an active call, and you cannot make or receive calls during a HotSync operation.

Caring for your VisorPhone module

- Keep your VisorPhone and its accessories out of the reach of small children.
- Keep you VisorPhone dry.
- Use your VisorPhone at normal temperatures (between -4 degrees and 130 degrees Fahrenheit). Temperatures outside of this range may cause damage to your VisorPhone.
- Keep your VisorPhone away from dusty or dirty areas.
- Do not disassemble your VisorPhone.
- Do not use harsh detergents to clean your VisorPhone.
- Use only genuine Handspring accessories. Third party accessories are not guaranteed to function properly with your VisorPhone.
- Do not let the Springboard contacts on your VisorPhone come in direct contact with conductive or electronic objects.
- Do not short any contacts on your VisorPhone module or the Springboard connectors.

Caring for the battery

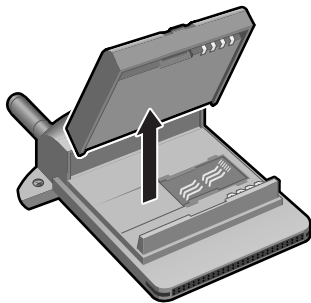
Your VisorPhone uses a 680mAh Lithium Ion battery. A fully-charged battery provides approximately 3 hours of talk time and more than 70 hours of standby time. Follow these guidelines to get the most from your battery:

- Do not disassemble the battery pack.
- If you are not using your VisorPhone for an extended period of time, disconnect the battery pack from the phone and store it in a cool, dry place; charge the battery at least once every six months when not in use.
- Use your VisorPhone at normal temperatures (between -4 degrees and 130 degrees Fahrenheit). Using your VisorPhone outside of the normal temperature range can severely decrease the battery performance.
- Never throw the battery pack into fire or expose it to extreme heat.
- If the battery pack ever becomes hot or smells odd, stop using it.
- If the battery pack becomes damaged and leaks liquid, stop using it and avoid skin contact with the leaking liquid.
- Use only a genuine Handspring battery pack. Third party battery packs are not guaranteed to function properly with your VisorPhone.
- Always replace the battery pack with the same type of pack. Using another type of battery pack may cause an explosion.
- Do not short any battery contacts or let the contacts come in direct contact with conductive or electronic objects.
- Be sure to properly dispose of the battery. For more information, see “How do I dispose of the battery?” on page 84.

How do I dispose of the battery?

When your battery fails to hold a charge, you need to replace it.

Caution: It is illegal in many areas to dispose of Lithium Ion batteries in household or business trash. Call your local recycling center for instructions on battery recycling, or contact Handspring for safe disposal options. Do not handle a damaged or leaking battery.



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Safety And General Information

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your integrated multi-service portable radio.

For the Safe and Efficient Operation of Your Radio, Observe These Guidelines:

Your radio product contains a transmitter and a receiver. When it is ON, it receives and transmits radio frequency (RF) energy. The radio operates in the frequency range of 800 MHz to 1990 MHz and employs digital modulation techniques. When you use your radio, the system handling your call controls the power level at which your radio transmits. The output power level typically may vary over a range from .001 Watts to 2 Watts.

Exposure To Radio Frequency Energy

Your VisorPhone Radio Product is designed to comply with the following national and international standards and guidelines regarding exposure of human beings to radio frequency electromagnetic energy:

- United States Federal Communications Commission, Code of Federal Regulations; 47 CFR part 2 sub-part J
- American National Standards Institute (ANSI) IEEE. C95. 1-1992
- National Council on Radiation Protection and Measurements (NCRP). Report 86
- International Commission on Non-Ionizing Radiation Protection (ICNIRP) 1998
- National Radiological Protection Board of the United Kingdom, GS 11, 1988
- Verband Deutscher Elektrotechniker (VDE) DIN-0848
- Department of Health and Welfare Canada. Safety Code 6

To assure optimal radio performance and make sure human exposure to radio frequency electromagnetic energy is within the guidelines set forth in the above standards, always adhere to the following procedure:

When placing or receiving a phone call hold the radio as you would a telephone. Speak directly into the microphone and position the antenna up over your shoulder.

For body-worn operation, the antenna should be kept at least one inch from the body when transmitting. A carry holder with a belt clip is available from handspring.com for body-worn use.

When using any data feature of the radio, with or without an accessory cable, position the antenna of the radio product at least one inch (2.5 cm) away from the body.

DO NOT hold the antenna when the radio is "IN USE." Holding the antenna affects call quality and may cause the radio to operate at a higher power level than needed.

Interference to Medical and Personal Electronic Devices

Most electronic equipment is shielded from RF energy. However, certain equipment may not be shielded against the RF signals from your wireless phone.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six inches (6") be maintained between a handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by the recommendations of Wireless Technology Research.

Persons with pacemakers should:

- ALWAYS keep the phone more than six inches from their pacemaker when the phone is turned ON.
- not carry the phone in a breast pocket.
- use the ear opposite the pacemaker to minimize the potential for interference.
- turn the phone OFF immediately if you have any reason to suspect that interference is taking place.

Hearing Aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your hearing aid manufacturer to discuss alternatives.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Turn your phone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Interference to Other Electronic Devices

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

Turn your radio OFF before boarding any aircraft to prevent possible interference to aircraft systems. Regulations of the United States Federal Aviation Administration prohibit use when the aircraft is in the air and require you have permission from a crew member to use your radio while the aircraft is on the ground.

Safety and General Use While Driving

Check the laws and regulations on the use of telephones in the area where you drive. Always obey them.

When using the phone while driving, please:

- Give full attention to driving and to the road
- Use hands-free operation, if available
- Pull off the road and park before making or answering a call if driving conditions so require.



Canadian RFI Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

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- **Rindel & Partner GmbH**
OPTON International Group
www.rindle.de
- **OPTON International Group**
www.option.com

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