Your personal information organizer

Say good-bye to paper calendars and throw away those scribbled to-do lists. Your Treo™ Pro Smartphone by Palm is all you need to organize your personal information and keep it with you wherever you go.

You never lose your information, even if your battery is completely drained. All your personal information is backed up each time you synchronize, and your information is kept private when you use the security features available on your smartphone. Also, you can easily share info with others electronically.

Benefits

• Track current, future, and past appointments

• Make to-do lists that get done

• Set reminders for appointments, birthdays, important tasks, and more

In this chapter

Contacts

Adding a contact

1 Go to your Today screen and press **Contacts** (left softkey).

2 Press **New** (left softkey).

> **TIP** If you have set up a Windows Live account (see Using Windows Live™), you can save the contact as a Windows Live contact. A Windows Live contact synchronizes with your Windows Live contacts list but not with Microsoft Outlook on your computer.

3 Use the **5-way** navigator to move between fields as you enter information.

> **TIP** Take some time to scroll down through all the fields in a new contact. There are fields for multiple addresses, phone numbers, email addresses, and much more.

> **TIP** Be sure to enter mobile numbers and email addresses in the correct fields so that Messaging can find this info when you address a message and Calendar can find your contacts when you want to invite them to meetings.

Here are some helpful tips for entering info:

- To enter complete name or address (work, home, or other) information, tap the arrow on the right side of the line and enter the information in the box that appears. When finished, tap outside the box to accept the information and close the box.

- To add a caller ID picture that is displayed when that person calls, select **Picture**, and then select **Camera** and take a picture, or select an existing picture from Thumbnail View.

- To assign a ringtone to the entry, select **Ring tone** and select a tone.

- To assign the entry to one or more categories, select **Categories** and then check the categories under which you want this entry to appear. To add a new category, press **New** (left softkey), enter the category name, and press **OK** ⊚.

4   (Optional) To add a note to an entry, select the **Notes** tab.

5   After you have entered all the information, press **OK** ⊚.

DID YOU KNOW? If you want to create a new contact that shares information with an existing contact—for example, they both work at the same company—you can make a copy of the first contact and then edit only the fields you need to change for the new contact. In the contacts list, highlight the first contact, press **Menu** (right softkey), and then select **Copy Contact**.

Viewing or changing contact information

1   Go to your Today screen and press **Contacts** (left softkey).

2   In the Contacts list (viewed by name), begin entering any combination of letters from the contact's first and/or last name. If you use both first- and last-name letters, separate them by a space.

You can type letters from the last name first. For example, entering SM finds both Smilla Anderson and John Smith. Entering SM AN finds both Smilla Anderson and Ann Smith.

3   Select the entry you want to open.

TIP You can also find a contact by tapping the first letter of the first or last name in the alphabetical index at the top of the Contacts list screen.

DID YOU KNOW? When you select a contact entry, you are presented with several options for contacting the person, depending on what information you have entered for the contact. For example, you may see options for calling a number associated with the contact, sending an email to the contact's email address, or calling the last number you dialed to call the contact. Select a phone number to dial, or select a messaging option to create a new message addressed to the contact.

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4   Press **Menu** (right softkey) and select **Edit**.

5 Make changes to the entry as necessary.

6 Press **OK** ⊙.

DID YOU KNOW? You can find a contact by company name. Open Contacts, press **Menu** (right softkey), and select **View By** > **Company**. Select a company name to see the contacts who work there.

TIP To view a particular group of contacts, press **Menu** (right softkey), select **Filter**, and then select the category you want to view.

TIP You can quickly send a text message to a contact from within the Contacts application. Select the contact name, press **Menu** (right softkey), and select **Send Text Message**.

Deleting a contact

1 Go to your Today screen and press **Contacts** (left softkey).

2 In the Contacts list, highlight the contact you want to delete.

3 Press **Menu** (right softkey) and select **Delete Contact**.

4 Select **Yes** to confirm the deletion.

Customizing Contacts

1 Go to your Today screen and press **Contacts** (left softkey).

2 Go to the Contacts list.

3 Press **Menu** (right softkey) and select **Options**.

4 Set any of the following options:

Show alphabetical index: Displays the alphabet at the top of the Contacts list. You can use this index to find a contact.

Show contact names only: Enables you to fit more names on the Contacts list by hiding everything but the contact's name.

Area code: Specifies the default area code for new contact entries.

5 Press **OK** ⊙.

Finding a contact in an online address book

In addition to having contacts on your device, you can also access contact information from your organization's online address book or Global Address List (GAL).

BEFORE YOU BEGIN Do the following:

- Make sure you are accessing Exchange Server 2007, or Exchange Server 2003 upgraded to Service Pack 2.
- Add access to the online address book to your smartphone. See Adding an online address book.
- After adding the online address book, you must synchronize with the Exchange server in order for the Company Directory option to appear.

1 Go to your Today screen and press **Contacts** (left softkey).

2 Press **Menu** (right softkey), select **Company Directory**, enter the name of the contact, and select **Search**.

Sending a contact

Your smartphone provides multiple options for sending a contact's information to someone else.

1 Go to your Today screen and press **Contacts** (left softkey).

2 In the Contacts list, highlight the contact you want to send.

3 Press **Menu** (right softkey) and select one of the following options:

Beam a contact to a nearby device: Select **Send Contact** > **Beam**, and then select the receiving device.

Send a multimedia message containing the contact information: Select **Send as vCard**. Address the multimedia message and press **Send** (left softkey).

> **TIP** You can also send a message to the highlighted contact. Press **Menu** (right softkey) and select **Send video message by mobile** or **Send picture message by mobile**. These options appear only if the contact you select has a mobile telephone number associated with it.

Calendar

Displaying your calendar

1 Press **Calendar** ▦.

2 Press **Menu** (right softkey) and select **View**.

3 Select one of the following views:

Agenda: Shows your daily schedule in list format. Upcoming appointments are bold; past appointments are dimmed. Agenda View displays a horizontal time strip at the top to show at a glance when you have an appointment.

Day: Shows your daily schedule in day-planner format.

Week: Shows your schedule for an entire week.

DID YOU KNOW? If your schedule contains a conflict—two appointments that overlap—you can see the conflict in both Day View and Week View.

Month: Shows your schedule for a whole month.

▰ A morning appointment

◤ An afternoon appointment

▰ Both morning and afternoon appointments

☐ An all-day event

Year: Shows a calendar for a six-month period.

TIP To switch views, press the **left** softkey. Don't confuse the view name displayed above the left softkey with the current view. The left softkey displays the name of the next view you see when you press the key.

4 Use the **5-way** to move to another day, week, month, or year (depending on the current view).

Creating an appointment

1 Press **Calendar** [▦].

2 Press **Menu** (right softkey) and select **New Appointment**.

3 Enter a subject (description) and a location.

4 Select **Starts** and select the starting date and time.

5 Select **Ends** and select the ending date and time.

6 Press **OK** [ok].

> **TIP** To "pencil in" an appointment, open the appointment, select **Status**, and then select **Tentative**.

> **TIP** You can display your appointments on your Today screen (see Selecting which items appear on your Today screen).

Adding an alarm reminder to an event

1 Create an event and then select it.

2 Press **Menu** (right softkey) and select **Edit**.

3 Select **Reminder**, and then select **Remind me**.

4 Enter the number of minutes, hours, days, or weeks before the event you would like to receive the alarm.

1 Number of time units
2 Type of time units

5 Press **OK** [ok].

Creating an untimed event

An untimed event, such as a birthday, anniversary, or vacation, does not occur at a particular time of day. These events appear as banners at the top of your calendar; they don't occupy blocks of time. For example, "Submit Final Draft" in the following illustration is an untimed event.

> **DID YOU KNOW?** An untimed event can last longer than a day.

1 Press **Calendar** 🖩.

2 Press **Menu** (right softkey) and select **New Appointment**.

3 Enter a subject (description).

4 Select the starting and ending dates.

5 Select **All Day**, and then select **Yes**.

6 Press **OK** 🔘.

Scheduling a repeating appointment

1 Create an appointment or untimed event and then select it.

2 Press **Menu** (right softkey) and select **Edit**.

3 Select **Occurs**, and then select a repeat pattern. To create a repeat pattern, select **Edit pattern** and follow the onscreen instructions.

> **TIP** To enter a birthday or an anniversary, create an untimed event that repeats every year.

4 Press **OK** 🔘.

Sending a meeting request

You can email meeting invitations to contacts who use Outlook or Outlook Mobile.

BEFORE YOU BEGIN Create contact entries with email addresses for the people you want to invite to a meeting (see Adding a contact). You cannot access contact entries without email addresses from your calendar.

1 Create an event and then select it.

2 Press **Menu** (right softkey) and select **Edit**.

3 Select **Attendees**.

4 Select **Add Required Attendee**, and then select the name of the contact you want to invite. To invite other attendees, select **Add Required Attendee**, and then select the names.

5 (Optional) To invite optional attendees, select **Add Optional Attendee**, and then select the names.

DID YOU KNOW? If you are using Exchange Server 2007, or Exchange Server 2003 SP2, you can use your corporate Global Address List to find contact information for an attendee. Select **Attendees**, select **Add Required Attendee** or **Add Optional Attendee**, press **Menu** (right softkey), and then select **Company Directory**. Enter the name of the attendee and select **Find**.

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6 Press **OK** ⊙.

The next time you synchronize, the meeting request is sent to the attendees. When attendees accept your request, the meeting is automatically added to their schedules. When you receive their response, your calendar is updated as well.

Replying to a meeting request

You receive and reply to meeting requests in the Messaging application (see Working with meeting invitations). If you accept or tentatively accept an invitation, it shows up as an appointment in your Calendar.

Marking an event as sensitive

If other people have access to your Outlook calendar on your computer and you don't want them to see an appointment, you can mark that appointment as private to hide it from other Outlook users.

1 Create an event and then select it.

2 Press **Menu** (right softkey) and select **Edit**.

3 Select **Sensitivity**, and then select one of the following:

Personal: Displays the event on your smartphone and on your computer. Meeting attendees or recipients see "Please treat this as Personal" near the top of an open appointment.

Private: Displays the event on your smartphone and on your computer. Meeting attendees or recipients see "Please treat this as Private" near the top of an open appointment. If you sync with an Exchange server, other users who can access your folders can't see your private events; they see private events as unavailable time slots.

Confidential: Displays the event on your smartphone and on your computer. Meeting attendees or recipients see "Please treat this as Confidential" near the top of an open appointment.

TIP If you don't see an option on the screen, press **Down** on the 5-way to scroll to other options. For example, when editing an event, you don't see the Sensitivity option until you scroll toward the bottom of the entry.

4 Press **OK** $\boxed{\text{ok}}$.

Organizing your schedule

Use categories to view various types of events.

1 Create an event and then select it.

2 Press **Menu** (right softkey) and select **Edit**.

3 Select **Categories** and check the categories that apply to this event. To add a new category, press **New** (left softkey), enter the category name, and press **OK** $\boxed{\text{ok}}$.

4 Press **OK** $\boxed{\text{ok}}$ two more times.

5 After you assign events to categories, press **Menu** (right softkey) and select **Filter**.

6 Select the type of events you want to view.

TIP Wonder why you're not seeing all the events in your day? Check to make sure that the filter is set to All Appointments.

Deleting an event

1 Highlight the event you want to delete.

2 Press **Menu** (right softkey) and select **Delete Appointment**.

3 Select **Yes** to confirm the deletion.

CHAPTER

Customizing Calendar

1 Press **Menu** (right softkey) and select **Tools** > **Options**.

2 On the General tab, set any of the following options:

Start in: Specifies which view is displayed when you open Calendar.

1st day of week: Specifies Sunday or Monday as the first day of the week for all Calendar views.

Week view: Specifies whether five, six, or seven days appear in Week View.

Show half hour slots: Specifies whether time slots appear in hour or half-hour increments in Day View and Week View.

Show week numbers: Specifies whether week numbers (1 through 52) appear in Week View.

3 Select the **Appointments** tab and set any of the following options:

Set reminders for new items: Specifies whether a reminder is automatically added to new events and how long before the event the reminder appears. You can override this setting for individual events.

Show icons: Specifies which icons appear next to events.

🔔 The event has a reminder.

🔄 The event repeats in a specified pattern.

📝 The event has a note attached.

🏠 A location has been assigned to the event.

👥 The event is a meeting.

🔑 The event is marked private.

TIP Not all icons appear in all Calendar views.

Send meeting requests via: Specifies the email account used to send meeting requests.

4 Press **OK** ⟨ok⟩.

Sending an appointment

1 Press **Calendar** 📅.

2 Highlight the appointment you want to send.

3 Select one of the following:

Beam an appointment to a nearby device: Press **Menu** (right softkey) and select **Beam Appointment**. Select the receiving device.

Send a multimedia message containing the appointment: Press **Menu** (right softkey) and select **Send as vCalendar**. Address the multimedia message and press **Send** (left softkey).

Tasks

You can use Tasks to remind you of tasks you need to complete and to keep a record of completed tasks.

Adding a task

1 Press **Start** 🏁 and select **Programs**.

2 Select **Tasks** ✅.

3 Press **Menu** (right softkey) and select **New Task**.

4 Enter a description of the task in the Subject field.

5 Set any of the following:

Priority: Specifies the priority level for this task. Later you can arrange your tasks based on the importance of each task.

Status: Indicates whether the task is now completed.

Starts: Specifies when the task begins.

Due: Specifies the due date for the task.

Occurs: Indicates if the task repeats at regular intervals and how often it repeats.

Reminder: Sets an alarm for this task and indicates when you want to be reminded.

Categories: Assigns the task to one or more categories. To add a new category, press **New** (left softkey), enter the category name, and press **OK**.

Sensitivity: Marks this task as Normal, Personal, Private, or Confidential (see Marking an event as sensitive for descriptions of these terms).

6 (Optional) Select the **Notes** tab and enter additional text for the task.

7 Press **OK**.

TIP You can also add a task by selecting the Tasks entry bar at the top of the task list screen, entering the task description, and pressing **Center** on the 5-way. Select the icons to the left of the bar to set the task as high or low priority.

TIP You can display your tasks on your Today screen (see Selecting which items appear on your Today screen).

Checking off a task

1 Highlight the task you want to check off.

2 Press **Complete** (left softkey).

> **TIP** You can also mark a task complete by tapping the check box next to the task on the Tasks list.
>
> **DID YOU KNOW?** Overdue tasks appear in red.

Organizing your tasks

1 In the Tasks list, press **Menu** (right softkey) and select **Filter**.

2 Select which tasks you want to view: **All Tasks**, **Recently Viewed**, **No Categories**, **Active Tasks**, **Completed Tasks**, or a specific category, such as Business or Personal.

3 Press **Menu** (right softkey) and select **Sort By**.

4 Select the sort method: **Status**, **Priority**, **Subject**, **Start Date**, or **Due Date**.

Deleting a task

1 Highlight the task you want to delete.

2 Press **Menu** (right softkey) and select **Delete Task**.

3 Select **Yes** to confirm the deletion.

Customizing Tasks

1 Go to the Tasks list.

2 Press **Menu** (right softkey) and select **Options**.

3 Set any of the following options:

Set reminders for new items: Automatically adds a reminder to new tasks. The default reminder is set to 8:00 on the morning the task is due. You can override this setting for individual tasks by using the Reminder field on the task entry screen.

Show start and due dates: Displays task start and due dates in the Tasks list.

Show Tasks entry bar: Displays the Tasks entry bar at the top of the Tasks list.

4 Press **OK** ⌷ok⌷.

Notes

Notes are a great way to capture thoughts, questions, and meeting notes on your smartphone. You can also create a voice note or add a recording to an existing note.

BEFORE YOU BEGIN On a Windows XP computer, to take advantage of all the sync features available in the Notes application, install ActiveSync desktop software from your smartphone (see Installing Desktop Sync Software: Windows XP and Windows Vista).

Creating a note

1 Press **Start** ⌷⌷ and select **Programs**.

2 Select **Notes** ⌷.

3 Press **New** (left softkey).

4 Do one of the following:

- Type the text by using the keyboard.
- If you turned on writing mode (see Customizing Notes), write the text with the stylus.
- Press **Menu** (right softkey), select **Draw**, and draw a sketch with the stylus, crossing at least three ruled lines.

5 Press **OK** ⌷ok⌷.

Creating a voice note

1 Press **Start** ⌷⌷ and select **Programs**.

2 Select **Notes** ⌷.

3 Do one of the following:

To create a new voice note: Press **New** (left softkey).

To add a voice recording to an existing note: Open the note to which you want to add the recording.

4 If the voice note controls are not visible at the bottom of the screen, press **Menu** (right softkey) and select **View Recording Toolbar**.

5 Tap the **Record** ● icon.

＊ Voice note controls

6 Speak into the microphone on your smartphone, or hold it close to another sound source.

7 After you finish recording, tap the **Stop** ■ icon. A **Recording** ◀ icon appears in the note or note list, depending on where you recorded the note.

8 Press **OK** ⓞ.

DID YOU KNOW? You can add several voice notes within a single note.

TIP To play a recording, select the voice note in the Notes list, or open the note containing the recording and tap the **Recording** icon. Tap the controls at the bottom of the screen to control playback and volume.

Creating a note from a template

1 Go to the **Notes** list.

2 Tap the **Show** list in the upper-left corner and select **Templates**. If you do not see the Templates folder, select **More Folders**.

3 Open the template you want to use.

4 Enter the information.

5 Press **OK** ⓞ.

6 Rename the note and move it to the appropriate folder. See Organizing your notes for details.

TIP To create a new template, open the note you want to save as a template. Press **Menu** (right softkey) and select **Tools** > **Rename/ Move**. Select **Name** and enter a name for the template. Select the **Folder** list and select **Templates**. Press **OK**.

Organizing your notes

You can rename your notes, move notes to another folder, and move notes between your smartphone and an expansion card (sold separately) inserted into your smartphone.

1 Go to the Notes list and highlight a note you want to move or rename.

2 Press **Menu** (right softkey) and select **Rename/Move**.

3 Select **Name** and enter a new name for the note.

4 Select **Folder**, and then select the folder in which you want to store the note.

5 Select **Location**, and then select **Main memory** or **Storage Card**. The Storage Card option appears only if you have an expansion card (sold separately) inserted into your smartphone.

6 Press **OK** $\boxed{\circledcirc}$.

TIP To create a new folder, go to the Notes list, tap the **Show** list in the upper-left corner, and select **Add/Delete**. Select **New**, enter a name for the folder, and press **OK**.

Deleting a note

1 Go to the Notes list and highlight the note you want to delete.

2 Press **Menu** (right softkey) and select **Delete**.

3 Select **Yes** to confirm the deletion.

Customizing Notes

1 Go to the Notes list.

2 Press **Menu** (right softkey) and select **Options**.

3 Set any of the following options:

   Default mode: Makes the default entry mode either Writing or Typing. The default is Typing; if you change it to Writing, you can write notes directly on the screen using the stylus.

Default template: Specifies the default template for new notes.

Save to: Indicates the default location where new notes are stored.

Record button action: Specifies what happens when you press and hold the Side button to record a voice note while in another application: whether the Notes application opens or whether you stay in the current application. This option applies only if you have changed the function of the Side button to open Notes (see Reassigning buttons).

> **TIP** Tap **Global Input Options** to set options for entering text in any application (see Setting input options).

4 Press **OK** .

Your Microsoft Office and other document tools

Your Treo™ Pro Smartphone by Palm enables you to take your office with you—including your Microsoft Office files. With Microsoft Office Mobile®, you can carry, create, view, and edit Microsoft Word, Excel®, and OneNote files directly on your smartphone. You can also view, carry, and manage PowerPoint® files on your smartphone. You can keep updated copies of the files on both your smartphone and your computer so that you can work on them in the most convenient location at any time.

You can also use Adobe Reader to view PDF files on your smartphone.

Benefits

- Manage Word, Excel, PowerPoint, and OneNote files on your smartphone

- Improve productivity by taking important docs, spreadsheets, and presentations with you

- Work with PDF files

In this chapter

Synchronizing your Microsoft Office files

You can create and edit Microsoft Office files on your computer or on your smartphone and then synchronize the files so that changes you make show up on both your computer and your smartphone. How synchronization happens depends on two conditions:

Operating system: Do you use Windows XP or Windows Vista®?

Sync direction: Are you transferring files from your smartphone to your computer, or from your computer to your smartphone?

For information about installing desktop sync software and about synchronizing with your computer, see Installing Desktop Sync Software: Windows XP and Windows Vista.

Synchronizing files that are on your smartphone: Windows XP or Windows Vista

BEFORE YOU BEGIN Turn on the option to synchronize files (see Changing which applications sync).

To synchronize files that you capture on or copy to your smartphone, simply follow one of the procedures for synchronizing with your computer described in Synchronizing with desktop sync software.

After you synchronize, you can view and edit the items on your computer (see Where are the changes I made to my file?).

Synchronizing files that are on your computer: Windows XP
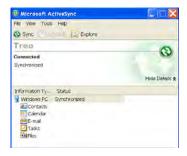
1 Connect your smartphone to your computer with the **USB cable**.

NOTE Most ActiveSync desktop software options are available only when your smartphone is connected to your computer.

2 On your computer, double-click the **ActiveSync®** 🟢 icon in the taskbar in the lower-right corner of your computer screen to open the ActiveSync desktop software window.

> **TIP** If the ActiveSync icon does not appear in the taskbar, click **Start** > **Programs** > **Microsoft ActiveSync** to open the ActiveSync window.

3 Under **Information Type**, double-click **Files** to view a list of all synchronized files.

> **TIP** If Files doesn't appear under Information Type, open the **Tools** menu and select **Options**. Make sure the **Files** box is checked.

4 Do either of the following:

- To copy a file from your computer to your smartphone, click **Add**, browse to and highlight the file, and click **Open**.
- To delete a file from the file sync folder on your computer and from your smartphone, highlight the file name and click **Remove**.

NOTE If you receive an error while synchronizing files, make sure that all the files you're trying to sync are closed on both your computer and your smartphone.

> **TIP** If a Treo My Documents sync folder has been created on your computer, you can also synchronize by dragging files into the appropriate subfolder under that folder.

Synchronizing files that are on your computer: Windows Vista

1 On your computer, copy or save the file to the Documents\Documents on *username*'s Smartphone folder.

DID YOU KNOW? The Documents on *username*'s smartphone folder is created when you select the option to sync Files.

2 Connect your smartphone to your computer with the USB cable. Synchronization takes place automatically.

Where are the changes I made to my file?

Don't look for the changed file in its original location on your computer. Only the synchronized version contains the changes, and that version is in the file sync folder. To find this folder, do one of the following:

Windows XP: On your computer desktop, double-click the file sync folder icon. This is a shortcut to the file sync folder.

Windows XP: In ActiveSync desktop software, double-click **Files**. The location of the file sync folder appears in the File

Synchronization Settings dialog box (under On this computer, synchronize the files in this folder).

Windows Vista: Open the Documents\ Documents on *username*'s Smartphone folder.

On your smartphone, you can find the synchronized file by doing either of the following:

• Press **Start** [🔳] and select **Office Mobile**. Select the application that opens the file: Word Mobile [📘], Excel Mobile [📗], PowerPoint Mobile [📙]. or OneNote Mobile [📕].

• Press **Start** [🔳], select **Programs**, and then select **File Explorer** [📁]. Tap the **Show** list in the upper-left corner and select **My Device** > **My Documents**.

Word Mobile®

With Microsoft Office Word Mobile®, you can create and edit documents and templates and save them as DOC, RTF, TXT, and DOT files. You can also edit

Microsoft Office Word documents and templates that you create on your computer. However, keep in mind that some of the information and formatting may be lost when you save the document on your smartphone.

DID YOU KNOW? If you have a PDF file (.pdf), you can view the file using Adobe Reader. Press **Start**, select **Programs**, and then select **Adobe Reader** (see Adobe® Reader® LE).

The following features are not supported in Word Mobile:

- Backgrounds.
- Bidirectional text.
- Document protection.
- Metafiles.
- Artistic page borders. Lined page borders are supported.
- Password-protected files. Remove password protection on your computer before opening the file on your smartphone.
- Shapes and text boxes.
- Smart tags.

The following features are partially supported in Word Mobile:

Picture bullets: Regular bullets are supported.

Revision marks: Documents appear as though all revisions were accepted; if the document is saved, revision marks are lost.

Table styles: Some or all of the formatting is lost if the document is saved.

Underline styles: Unsupported styles are mapped to one of the four supported styles: regular, dotted, wavy, or thick/bold/wide.

Legacy Pocket Word files: You can open PSW files, but if you edit a file, you need to save it in DOC, RTF, TXT, or DOT format.

The following features are not supported on your smartphone, but they remain in the file so that when you open the file on your computer, they appear as expected:

Fonts and font sizes: Original fonts are listed on your smartphone and are mapped to the closest font available.

Footnotes, endnotes, headers, and footers.

Lists: Indented lists are mapped to the closest indentation level supported by Word Mobile.

Page breaks: Although not displayed, all page breaks, except a break placed at the end of a document, are retained in the document.

Creating a document

1 Press **Start** 📱 and select **Office Mobile**.

2 Select **Word Mobile** 📄.

3 The first time you open Word Mobile, a new document opens. Otherwise, press **New** (left softkey).

4 Enter the text of the document.

5 Press **OK** 🔘 to save the file. When you save a new document, it is automatically named after the first several words in the file.

Opening an existing document

1 Press **Start** 📱 and select **Office Mobile**.

2 Select **Word Mobile** 📄.

3 In the document list, select the document you want to open.

TIP To zoom in or out, press **View** (left softkey), select **Zoom**, and then select the zoom level.

Creating a document from a template

1 Go to the documents list.

2 Tap the **Show** list in the upper-left corner and select **Templates**. If you don't see Templates in the Show list, select **More Folders** to access this folder.

3 Open the template you want to use.

4 Press **Menu** (right softkey) and select **File** > **Save As**.

5 Select **Name** and enter a new name for the file.

6 Select the **Folder** list, and then select the folder where you want to save the file.

7 Select the **Type** list, and then select the format in which you want to save the file.

8 Select the **Location** list, and then select whether you want to store the file on

your smartphone (**Main memory**) or on an expansion card (**Storage card**). The Storage card option appears only if you have an expansion card (sold separately) inserted into your smartphone.

9 Select **Save**.

> **TIP** To create a new template, open the document you want to save as a template. Press **Menu** (right softkey) and select **File** > **Rename/Move**. Select **Name** and enter a name for the template. Select **Folder**, and then select **Templates**. Press **OK**.

Finding or replacing text in a document

1 Open the document containing the text you want to find.

2 Press **Menu** (right softkey) and select **Edit** > **Find/Replace**.

3 Select **Find what** and enter the text you want to find.

4 (Optional) Check the **Match case** box to find text that matches the capitalization in the text you entered step 3.

5 (Optional) Check the **Match whole words only** box to find only full words

that match the text you entered in step 3.

6 Select **Find** to locate the first instance of the text you entered in step 3, or select **Replace** and enter the replacement text.

7 Select **Next** to find the next instance of the text, or select **Replace** to replace it. To replace all instances of the text, select **Replace All**.

8 When you see a message indicating that the search is done, press **OK** ⓞ.

Moving or copying text

1 Open the document containing the text you want to move or copy.

2 Highlight the text you want to move or copy.

3 Press **Menu** (right softkey) and select **Copy** to copy the text, or select **Cut** to move the text.

4 Open the document where you want to insert the text, and position the cursor where you want the text to appear.

5 Press **Menu** (right softkey) and select **Paste**.

Saving a copy of a document

NOTE If a document was previously saved on a computer, any unsupported formatting may be lost when you save the file.

1 Open the document you want to copy.
2 Press **Menu** (right softkey) and select **File** > **Save As**.
3 Select **Name** and enter a new name for the file.
4 Select the **Folder** list, and then select the folder where you want to save the file.
5 Select the **Type** list, and then select the format in which you want to save the file.
6 Select the **Location** list, and then select whether you want to store the file on your smartphone (**Main memory**) or on an expansion card (**Storage card**). The Storage card option appears only if you have an expansion card (sold separately) inserted into your smartphone.
7 Select **Save**.

Formatting text

1 Open the document you want to format.
2 Highlight the text you want to format.
3 Press **Menu** (right softkey) and select **Format** > **Font**.
4 Set any of the following options for the highlighted text:

   Font: Specifies the typeface.

   Font color: Specifies the color.

   Size: Specifies the point size.

   Bold: Indicates whether the text appears normal or thick.

   Italic: Indicates whether the text appears upright or slanted.

   Underline: Indicates whether the text appears with an underscore.

   Highlight: Indicates whether the text appears with a yellow highlight.

   Strikethrough: Indicates whether the text appears with a line through it.
5 Press **OK** to return to the document.

Formatting paragraphs and lists

1 Open the document you want to format.

2 Position the cursor in the paragraph you want to format.

3 Press **Menu** (right softkey) and select **Format** > **Paragraph**.

4 Set any of the following options:

Alignment: Aligns the text paragraph with the left, right, or center of the page.

List: Creates a bulleted or numbered list.

Indentation: Changes the paragraph margins.

- **Left:** Sets the left margin for the entire paragraph.
- **Right:** Sets the right margin for the entire paragraph.
- **Special:** Lets you indent the first line or set a hanging indent.
- **By:** Sets the size of the special indentation.

5 Press **OK** 🔘 to return to the document.

TIP You can also use the Formatting toolbar to create a list and to align text. To indent text in lists, you must use the Formatting toolbar.

Checking spelling in a document

1 Open the document you want to check.

2 Press **Menu** (right softkey) and select **Tools** > **Spelling**. To check the spelling of specific text, highlight it before you select Spelling.

3 If an unknown or misspelled word is encountered, do one of the following:

- Select the correct word in the list if the word is spelled incorrectly.
- Select **Ignore** if the word is spelled correctly. Select **Ignore All** to skip all instances of the word.
- Select **Add** to add a new word to the spelling dictionary.

Organizing your documents

You can rename your documents, move your documents to another folder, and move your documents between your smartphone and an expansion card (sold separately) inserted into your smartphone.

1 Go to the documents list.

2 Highlight a file.

3 Press **Menu** (right softkey) and select **Rename/Move**.

4 Select **Name** and enter a new name for the document.

5 Select the **Folder** list, and then select the folder to which you want to move the document.

6 Select the **Location** list, and then select whether you want to store the file on your smartphone (**Main memory**) or on an expansion card (**Storage card**). The Storage card option appears only if you have an expansion card (sold separately) inserted into your smartphone.

7 Press **OK** [ok].

TIP To create a new folder, go to the documents list, tap the **Show** list in the upper-left corner, and select **Add/Delete**. Select **New**, enter a name for the folder, and press **OK**.

TIP When you go to a folder, you can easily search your documents by sorting by type.

Deleting a document

1 Go to the documents list.

2 Highlight the document you want to delete.

3 Press **Menu** (right softkey) and select **Delete**.

4 Select **Yes** to confirm the deletion.

Customizing Word Mobile

1 Go to the document list.

2 Press **Menu** (right softkey) and select **Options**.

3 Set any of the following options:

Default template: Sets the default template for new documents.

Save to: Sets the default location where new documents are stored.

Display in list view: Sets the types of files that appear in the documents list.

4 Press **OK** [ok].

11

CHAPTER

PowerPoint Mobile®

With Microsoft Office PowerPoint Mobile®, you can open and view slide show presentations created on your computer. Many presentation elements such as slide transitions, animations, and URL links are also supported. Microsoft Office PowerPoint features not supported on your smartphone include the following:

- Notes written for slides
- Rearrangement or editing of slides
- Files created in PPT format earlier than Microsoft PowerPoint 97
- HTML files in HTM and MHT formats

Playing a presentation

1 Press **Start** [icon] and select **Office Mobile**.

2 Select **PowerPoint Mobile** [icon].

3 In the presentation list, select the presentation you want to play.

4 Do any of the following:

- Press **Right** ▶ to advance to the next slide, or **Left** ◀ to view the previous slide.

NOTE If a presentation is set up as a timed slide show, the slides advance automatically. Presentations pause during zooming.

- Press **Center** ◯, select **Go to Slide**, and then select the slide you want to view.
- Press **Center** ◯ and select **Next** or **Previous** to play animations.
- To zoom in, press **Center** ◯ and select **Zoom In**. Tap and drag the slide to scroll it.

5 To end the slide show, press **Center** ◯ and select **End Show**.

Setting presentation playback options

1 Highlight the presentation for which you want to change the settings.

2 Press **Menu** (right softkey) and select **Set up show**.

3 On the Orientation tab, select the orientation you want. To select the orientation that best fits your smartphone screen, select **Default**.

4 Select the **Playback** tab, and check the **Override playback options for all files** box.

5 Set any of the following options:

Show without animation: Turns off builds and other animations.

Show without slide transition: Turns off transition effects between slides.

Use timings, if present: Enables the timings recorded with each slide in a presentation. If a presentation is set up as a timed slide show, the slides advance automatically. Presentations pause during zooming.

Loop continuously: Advances to the first slide after playing the last slide in a presentation.

6 Press **OK** ⬛.

TIP To turn the presentation into a continuously looping slide show, check both the **Use timings, if present** and the **Loop continuously** boxes.

Excel Mobile®

With Microsoft Office Excel Mobile®, you can create and edit workbooks and templates on your smartphone. You can also edit workbooks and templates that you create on your computer. However, you may lose some of the information and formatting when you save the workbook on your smartphone.

Note the following formatting considerations:

Alignment: Vertical text appears horizontal.

Borders: Appear as a single line.

Cell patterns: Patterns applied to cells are removed.

Fonts and font sizes: The original font is listed on your smartphone and mapped to the closest font available. Original fonts reappear on your computer.

Number formats: Microsoft Office Excel 97 conditional formatting is displayed in Number format.

Formulas and functions: Unsupported functions are removed, and only the returned value of the function appears. Formulas containing the following are also converted to values:

- An array or array argument, for example, =SUM({1;2;3;4}).
- External link references or an intersection range reference.
- References past row 16384 are replaced with #REF!.

Protection settings: Most protection features are disabled but not removed. However, password protection is removed. You must remove the password protection in Microsoft Office Excel on your computer before opening the file on your smartphone.

Zoom settings: Worksheet-specific zoom settings are not retained. The zoom setting applies to the entire workbook.

Worksheet names: Names that refer to other workbooks, arrays, array formulas, or intersection ranges are removed from the name list, causing those formulas to be resolved as "#NAME?" All hidden names are not hidden.

AutoFilter Settings: AutoFilters that cause rows to be hidden are supported. Use the Unhide command to display hidden rows. Other AutoFilters are removed, but you can use the AutoFilter command in Excel Mobile to perform similar functions.

Chart Formatting: All charts are saved as they appear in Excel Mobile. Unsupported chart types are changed to one of these supported types: Column, Bar, Line, Pie, Scatter, and Area. Background colors, gridlines, data labels, trend lines, shadows, 3D effects, secondary axes, and logarithmic scales are turned off.

The following features aren't supported in Excel Mobile and are removed or modified when you open a workbook on your smartphone:

- Hidden, dialog, and macro sheets
- VBA modules
- Text boxes
- Drawing objects and pictures
- Lists
- Conditional formats and controls
- Pivot table data (converted to values)

Creating a workbook

1 Press **Start** and select **Office Mobile**.

2 Select **Excel Mobile** . If this is your first time to open Excel Mobile, a new workbook appears, and you can go to step 4.

3 Press **New** (left softkey).

4 Highlight a cell where you want to enter text or other info.

5 Enter the info into the cell and press **Return** .

6 Repeat steps 4 and 5 to enter the remaining info.

7 Press **OK** to save the file. When you save a new workbook, it is automatically named and placed in the workbook list.

Creating a workbook from a template

1 Go to the workbook list.

2 Tap the **Show** list in the upper-left corner and select **Templates**. If you don't see Templates in the Show list, select **More Folders** to access this folder.

3 Open the template you want to use.

4 Press **Menu** (right softkey) and select **File** > **Save As**.

5 Select **Name** and enter a new name for the workbook.

6 Select the **Folder** list, and then select the folder where you want to save the workbook.

7 Select the **Type** list, and then select the format in which you want to save the workbook.

8 Select **Save**.

TIP To create a new template, highlight the workbook you want to save as a template. Press **Menu** (right softkey), select **Rename/Move**, select **Name**, and then enter a name for the template. Select the **Folder** list, and then select **Templates**. Press **OK**.

Viewing a workbook

1 Press **Start** and select **Office Mobile**.

2 Select **Excel Mobile** .

3 In the workbook list, select the workbook you want to view.

4 Press **View** (left softkey) and select any of the following:

Full Screen: Shows as much data as possible on the screen. To return to the normal view, tap **Restore** in the upper-right corner.

Zoom: Sets the magnification level so that you can easily read the worksheet.

Sheet: Lets you switch to a different worksheet.

> **DID YOU KNOW?** You can also switch worksheets by tapping the sheet list at the bottom of the screen.

Split: Divides the window into two scrollable areas. To move the split bar, tap and drag it. To remove the split bar, press **View** (left softkey) and select **Remove Split**.

Freeze Panes: Locks rows and columns so that they remain visible while you scroll. Highlight the cell at the point at which you want to lock before you select this command. To unlock the rows or columns, press **View** (left softkey) and select **Unfreeze Panes**.

Toolbar: Indicates whether the toolbar appears onscreen.

Status Bar: Indicates whether the status bar appears onscreen.

Show: Indicates whether headings and scroll bars appear onscreen.

> **TIP** To jump to a cell or region, press **Menu** and select **Edit** > **Go To**. Select **Cell reference or name** and enter the target cell info, or select **Current region**. Select **OK**.

Calculating a sum

1 Press **View** (left softkey) and select **Toolbar**.

2 Highlight the cell where you want to insert the sum.

3 Tap Σ.

4 Tap and drag the stylus across the cells you want to add.

5 Press **Return** ↵.

> **TIP** For simple calculations, use the Calculator (see Calculator).

Entering a formula

1 Highlight the cell where you want to enter the formula.

2 Enter an equals sign (=) followed by any values, cell references, name references, operators, and functions.

Examples:

- =(B4/25)+100
- =Revenue-Expenses

3 Press **Return** ↵.

TIP Use the Alt key to insert an equals sign.

TIP To insert a symbol, place the cursor where you want the symbol. Press **Menu** (right softkey) and select **Insert** > **Symbol**. Highlight the symbol you want to insert, and select **Insert**.

Referring to a cell or range in a formula

1 Open the workbook where you want to refer to a cell or range in a formula.

2 Begin entering a formula in a cell.

3 Navigate to the cell you want to refer to in the formula. To refer to a range, tap and drag the stylus over the cells you want to include in the range.

4 Finish entering the formula and press **OK** ⊙.

TIP To refer to a cell from another worksheet in your formula, enter the worksheet name followed by an exclamation point (!) and the cell, range, or name reference.
Example: =Sheet1!Earnings

TIP To create a 3-D reference in your formula, specify two or more sheets in a workbook. Use a colon between the first and last worksheet names.
Example: =SUM(Sheet2:Sheet6!$A$2:$C$5)

Inserting a function

1 Open the workbook where you want to insert the function.

2 Press **Menu** (right softkey) and select **Insert** > **Function**.

3 Select the **Category** list, and then select the type of function you want to insert.

4 Select the **Function** list, and then select the specific function you want to insert.

5 Select **OK**.

Entering a sequence automatically

1 Tap and drag with the stylus to highlight both the cells containing the info you want to automate and the adjacent destination cells.

2 Press **Menu** (right softkey) and select **Edit** > **Fill**.

3 Select the **Direction** list, and then select the direction you want to populate.

4 Select the **Fill type** list, and then select **Series**.

5 Select the **Series type** list, and then select the type of series you want. If you select **Date** or **Number**, enter a **Step value** increment.

> **TIP** Select **Autofill** as the series type to quickly fill cells with repetitive data such as numbers or repeated text. Autofill takes the content of the first cell in the highlighted row or column and copies it down or across the rest of the selection.

6 Select **OK**.

Adding cells, rows, and columns

1 Open the workbook you want.

2 Highlight the area where you want to insert elements.

3 Press **Menu** (right softkey) and select **Insert** > **Cells**.

4 Select how you want to insert the elements:

Shift cells right: Inserts the same number of new cells as the number of cells you highlighted horizontally in step 2. For example, if you selected an area containing two cells horizontally (A1 and B1), selecting Shift cells right inserts two horizontal cells; so the original A1 and B1 (and their contents) are now C1 and D1. The highlighted area and all cells on the right move the same

number of columns—two in this example—to the right.

Shift cells down: Inserts the same number of new cells as the number of cells you highlighted vertically in step 2. For example, if you selected an area containing two cells vertically (A1 and A2), selecting Shift cells down inserts two vertical cells; so the original A1 and A2 (and their contents) are now A3 and A4. The highlighted area and all cells below it move the same number of rows—two in this example—down.

Entire row: Inserts the same number of new rows as the number of cells you highlighted vertically in step 2. For example, if you selected an area containing two cells vertically (A1 and A2), selecting Entire row inserts two rows; so the original rows 1 and 2 (and their contents) are now rows 3 and 4. The rows containing the highlighted area and all rows beneath it move the same number of rows—two in this example—down.

Entire column: Inserts the same number of new columns as the number

of cells you highlighted horizontally in step 2. For example, if you selected an area containing two cells horizontally (A1 and B1), selecting Entire column inserts two columns; so the original columns A and B (and their contents) are now columns C and D. The columns containing the highlighted area and all columns on the right move the same number of columns—two in this example—to the right.

5 Select **OK**.

> **TIP** To add a new worksheet, press **Menu** and select **Format** > **Modify Sheets**. Select **Insert**, enter a name for the worksheet, and press **OK**. To change the order of the worksheets, highlight a worksheet you want to move, select **Move Up** or **Move Down**, and press **OK**.

Formatting cells

1 Open the workbook you want to format.

2 Highlight the cells you want to format.

3 Press **Menu** (right softkey) and select **Format** > **Cells**.

4 Select any of the following tabs:

Size: Sets the row height and column width.

Number: Sets the type of information the cells contain.

Align: Sets whether text wraps within the highlighted cells, and sets horizontal and vertical alignment position.

Font: Sets the typeface, color, size, and style attributes.

Borders: Turns borders on and off for various cell edges, and sets the border and background colors.

5 Press **OK** [⌾].

TIP To name the highlighted cell or range of cells, press **Menu** and select **Insert** > **Define Name**. Enter the name and select **Add**. Press **OK**.

Formatting rows and columns

1 Open the workbook you want to format.

2 Highlight the rows or columns you want to format.

3 Press **Menu** (right softkey) and select **Format** > **Row** or **Format** > **Column**.

4 Select any of the following:

AutoFit: Adjusts the size of the highlighted rows or columns to their contents.

Hide: Hides the highlighted rows or columns.

Unhide: Displays hidden rows or columns in the highlighted area.

DID YOU KNOW? You can adjust the column and row size by tapping and dragging the right edge of the column or the bottom edge of the row. To automatically fit rows and columns to their contents, double-tap the lower edge of the row heading or the right edge of the column heading.

Renaming a worksheet

1 Open the workbook containing the worksheet you want to rename.

2 Press **Menu** (right softkey) and select **Format** > **Modify Sheets**.

3 In the Sheets list, highlight the worksheet you want to rename.

4 Select **Rename**, enter a new name for the worksheet, and press **OK** twice.

Sorting info in a worksheet

1 Highlight the cells you want to sort.

2 Press **Menu** (right softkey) and select **Tools** > **Sort**.

3 Select the **Sort by** list, and then select the primary sort column.

4 Check the **Ascending** box to sort in ascending (A–Z or 0–9) order. Leave the box unchecked to sort in descending (Z–A or 9–0) order.

5 (Optional) Select the **Then by** lists, and then select second- and third-level sorting options.

6 Check or uncheck the **Exclude header row from** sort box to indicate whether you want to sort the header row.

7 Select **OK**.

Filtering info in a worksheet

1 Tap and drag the stylus to highlight the cells that contain the info you want to filter.

2 Press **Menu** (right softkey) and select **Tools** > **AutoFilter**. In each column containing a highlighted cell, an arrow appears on the right side of the cell nearest the top of the column.

3 Tap the arrow to open a list and select a filter. This hides all rows that do not include the selected filter.

4 (Optional) Do any of the following:

- Open the other lists, and select other filters.
- To display all rows again, open the filter lists and select **All**.
- To turn off filtering, press **Menu** (right softkey) and select **Tools** > **AutoFilter** again.

DID YOU KNOW? You can also create custom filters where you specify comparisons. Open a filter list and select **Custom**.

Creating a chart

1 Open the workbook in which you want to create a chart.

2 Highlight the cells you want to include in the chart.

3 Press **Menu** (right softkey) and select **Insert** > **Chart**.

4 Select the type of chart, and press **Next** (right softkey).

5 Confirm the area you want the chart to include, and press **Next** (right softkey).

6 Select the data layout, and press **Next** (right softkey).

7 Check the boxes to indicate whether the first row and column represent labels.

8 Select whether you want the chart to appear as a separate worksheet within the current workbook, or as part of the current worksheet.

9 Press **Finish** (right softkey).

Formatting or changing a chart

1 Open the workbook that contains the chart you want to format.

2 Open the chart.

3 Press **Menu** (right softkey) and select **Format** > **Chart**.

4 Select any of the following tabs:

Titles: Specifies the title of the chart and headings, whether a legend

appears, and the placement of the legend.

Scale: Specifies the minimum and maximum scales for charts with *x* and *y* axes.

Type: Specifies the chart style. You can use this setting to convert your chart to a different format.

Series: Lets you add, modify, format, or delete related data points without affecting the info in your worksheet.

5 Press **OK** $\boxed{\text{ok}}$.

Finding or replacing info in a workbook

1 Open the workbook containing the info you want to find.

2 Press **Menu** (right softkey) and select **Edit** > **Find/Replace**.

3 Select **Find what** and enter the info you want to find.

4 (Optional) Check the **Match case** box to find text that matches the capitalization in any text you entered.

5 (Optional) Check the **Match entire cells** box to find only cells whose contents exactly match the text you entered.

6 Select **Find** to locate the first instance of the info you entered, or select **Replace** and enter the replacement info.

7 Select **Next** to find the next instance of the info, or select **Replace** to replace it. To replace all instances of the info, select **Replace All**.

8 When you see a message that the search is done, press **OK** ⌨.

Organizing your workbooks

You can rename your workbooks. You can also move them to another folder or move them between your smartphone and an expansion card (sold separately) inserted into your smartphone.

1 Go to the workbook list.

2 Highlight a file.

3 Press **Menu** (right softkey) and select **Rename/Move**.

4 Select **Name** and enter a new name for the workbook.

5 Select the **Folder** list, and then select the folder to which you want to move the workbook.

6 Select the **Location** list, and then select whether you want to store the file on your smartphone (**Main memory**) or on an expansion card (**Storage Card**). The Storage Card option appears only if you have an expansion card (sold separately) inserted into your smartphone.

7 Press **OK** ⌨.

> **TIP** When you go to a folder, you can easily search your files by sorting by type.

Deleting cells, rows, and columns

1 Open the workbook containing the elements you want to delete.

2 Highlight the area you want to delete.

3 Press **Menu** (right softkey) and select **Edit** > **Delete Cells**.

4 Select how you want to remove the elements:

Shift cells left: Deletes the highlighted cells and moves all cells on their right to the left.

Shift cells up: Deletes the highlighted cells and moves all cells below them up.

Entire row: Deletes the entire row(s) in which the highlighted cells are located, and moves all rows below up.

Entire column: Deletes the entire column(s) in which the highlighted cells are located, and moves all columns on their right to the left.

NOTE Excel Mobile adjusts formulas to reflect the new cell locations. However, a formula that refers to a deleted cell displays the #REF! error value.

5 Select **OK**.

> **TIP** To delete a workbook, go to the workbook list and highlight the workbook you want to delete. Press **Menu** (right softkey) and select **Delete**. Select **Yes** to confirm.
>
> **TIP** To delete a worksheet, press **Menu** (right softkey) and select **Format** > **Modify Sheets**. Highlight the worksheet you want to delete and select **Delete**. Select **Yes** and press **OK**.

Customizing Excel Mobile

1 Go to the workbook list.

2 Press **Menu** (right softkey) and select **Options**.

3 Set any of the following options:

Template for new workbook: Specifies the default template for new workbooks.

Save new workbooks to: Specifies where new workbooks are stored.

Files to display in list view: Specifies which types of files appear in the workbook list.

4 Press **OK** .

OneNote Mobile

OneNote Mobile lets you create digital notes that contain text, pictures, and audio and video. You can then synchronize these notes with Microsoft Office OneNote 2007 on your computer. During synchronization, all the notes you create on your smartphone are copied to a notebook called OneNote Mobile on your computer; you can then drag your notes to other

locations on your computer. You can use OneNote Mobile to do any of the following:

- Take pictures of business cards and then insert them into OneNote.

- Take pictures of flip charts and whiteboards in conference rooms, and then insert them into OneNote.

- Create text notes and voice recordings (for example, reminders of important events, ideas for projects, price comparisons, recommendations, blog ideas, and so on) and synchronize them with your notes.

- Prepare meeting or travel information in OneNote on your computer and then transfer it to your smartphone so you can access the information on the road.

Creating a note

1 Press **Start** [🔳] and select **Office Mobile**.

2 Select **OneNote Mobile** [🗒️].

3 Press **New** (left softkey).

4 Begin typing your note text, or do any of the following:

   Format text: Press **Menu** (right softkey), select **Format**, and then select the formatting option you want: **Bold**, **Italic**, **Underline**, or **Strikethrough**. Enter the text you want formatted.

   To resume entering unformatted text, press **Menu** (right softkey), select **Format**, and then select the formatting option again.

   TIP You can apply more than one formatting style to text. Press **Menu** (right softkey) and select **Format** for each style you want to apply to the text you are going to enter.

   TIP To clear the formatting from entered text, highlight the text with the stylus, press **Menu** (right softkey), and select **Format** > **Clear All**.

   Enter a list: Press **Menu** (right softkey), select **List**, and then select **Numbered** or **Bulleted**. When you have finished entering the list items, press **Menu** (right softkey), select **List**, and then select the list option again to turn off list formatting.

TIP To remove list formatting from entered text, highlight the text with the stylus, press **Menu** (right softkey), and select **List** > **Clear**.

Create a hyperlink: Enter the website address for which you want to create the hyperlink. For example, to create a hyperlink to the Microsoft website, enter **http://www.microsoft.com**.

Insert a picture: Press **Menu** (right softkey) and select **Take Picture** to take a picture with your smartphone's camera or **Insert Picture** to insert an existing picture.

Insert an audio recording: Press **Menu** (right softkey) and select **Insert Recording**. Tap the onscreen controls to create your recording. Tap **OK** to accept the recording and add it to the note.

5 When you have finished creating your note, press **Done** (left softkey).

TIP While you are composing the note, use menu items to undo and redo your last action, and to cut, copy, and paste text. After you have completed the note and pressed Done, use menu commands to delete or rename the note.

Viewing or editing an existing note

1 Press **Start** and select **Office Mobile**.

2 Select **OneNote Mobile** .

3 In the OneNote Mobile list, select the note that you want to open.

4 Do any of the following:

Open a hyperlink: Place the cursor anywhere in the link, and then press **Center** ◯.

View picture detail: Highlight the picture, press **Center** ◯, and then press **Menu** (right softkey) and select **Zoom In**. To zoom in further, press **Menu** (right softkey) and select **Zoom In** again. Use the **5-way** to view different parts of the picture. To zoom out, press **Menu** (right softkey) and select **Zoom Out**; you can also select **Actual Size** or **Fit to Screen**.

Play a voice note: Highlight the voice note and press **Center** ◯,.

5 Press **Done** (left softkey) to close the note.

Renaming a note

1 In the OneNote Mobile list, select the note that you want to rename.

2 Press **Menu** (right softkey), and then select **Rename**.

3 Enter the new name.

4 Press **Done** (left softkey) to accept the new name.

Sorting your notes

1 Press **Start** and select **Office Mobile**.

2 Select **OneNote Mobile**.

3 Press **Menu** (right softkey) and select **Options**.

4 In the Sort notes by list, press **Up** ▲ or **Down** ▼ to select **Name** or **Date modified**.

5 Press **Done** (left softkey).

Deleting a note

1 In the OneNote Mobile list, select the note that you want to delete.

2 Press **Menu** (right softkey), and then select **Delete**.

3 Select **Yes** to confirm deletion.

Adobe® Reader® LE

Adobe® Reader® LE lets you view PDF files whether they are saved to your smartphone, attached to email messages, stored on an expansion card (sold separately) inserted into your smartphone's expansion card slot, or downloaded from the web. You can customize the document display.

Viewing a file

Adobe Reader LE supports password-protected PDF files with up to 128-bit encryption. When you open a password-protected PDF file, you must enter the password to open the file.

CHAPTER

1 Press **Start** 🔲 and select **Programs**.

2 Select **Adobe Reader** 🔺.

3 Navigate to and select the file you want to open.

4 Press **Down** ▼ to scroll to the next page (in Single Page mode) or to scroll the display down (in Continuous mode). Press **Up** ▲ to scroll to the preceding page or to scroll the display up.

5 Tap any of the following to move around within the PDF file:

▶ Move to the next page.

◀ Move to the previous page.

◀◀ Jump to the first page of the file.

▶▶ Jump to the last page of the file.

6 To open another file, press **Menu** (right softkey) and select **Open**. Select a recently opened file, or select **Browse** and navigate to the file you want.

TIP To go to a specific page, press **Tools** (left softkey) and select **Go To.**

DID YOU KNOW? If the file was created with bookmarks, Adobe Reader LE displays the bookmarks pane on the left side of the screen. Select a heading in the bookmarks pane to jump to that section.

DID YOU KNOW? To view detailed information about the file you are viewing, press **Menu** (right softkey) and select **Details**.

Changing display options

You can change the display size, the scroll option, and more.

1 Press **Tools** (left softkey), select **View**, and then select any of the following:

Rotate Right/Left: Rotates the page in the selected direction.

Single Page: Displays the pages so that when you use Up ▲ or Down ▼ to scroll the file, the display jumps a page at a time.

Continuous: Displays the pages so that when you use Up ▲ or Down ▼ to scroll the file, the display scrolls continuously up or down without jumping.

2 Press **Tools** (left softkey), select **Zoom**, and then select one of the following options:

In: Increases the file display size to enlarge font and image size.

Out: Decreases the file display size to fit more of the file on the screen.

To %: Specifies a specific zoom level for the display.

Fit screen: Sizes the display so an entire page fits on the screen from top to bottom.

Fit width: Sizes the display so that the width of the page fills the display from side to side.

Finding text in a file

1 With the file open, press **Tools** (left softkey) and select **Find > Text**.

2 Enter the text you want to find.

3 (Optional) Check the **Match case** box to find text that matches the capitalization in the text you entered.

4 (Optional) Check the **Whole word** box to find only full words that match the text you entered.

5 (Optional) Check the **Backwards** box to search the file backward.

6 Press **Find** (left softkey).

7 To find the next occurrence of the text, press **Tools** (left softkey) and select **Find > Next**.

Your application and info management tools

Your Treo™ Pro Smartphone by Palm comes equipped with a variety of tools for managing and organizing your information. Find nearby businesses and driving directions. Get the most out of your smartphone: Install some of the thousands of business, education, or leisure-time applications available. Use one of several options to share business and personal info with others. Insert expansion cards (sold separately) for a compact and virtually limitless answer to the storage dilemma. And because there's one on your smartphone, you never need to carry a separate calculator.

Benefits

- Locate info in any application, or locate any address on a map
- Install applications, games, and other software
- Keep others up-to-date with meaningful business and personal information
- Store, carry, and exchange info
- Always have a calculator with you

In this chapter

Finding information

Quickly find who or what you're looking for by using one of these search features:

Search: Look through the text in all the applications on your smartphone.

File Explorer: Browse through the files and folders on your smartphone or on an expansion card.

Lookup: Find and dial your contacts by name or phone number. See Dialing by contact name for details.

Global Address List Lookup: Look up names in your online corporate address list (see Finding a contact in an online address book).

Email message search: Display only those messages whose senders, recipients, or subjects match the text you enter (see Finding messages).

> **TIP** For information on opening and closing apps, see Opening and closing applications.

Using Search

Search for files and other items stored in the My Documents folder on your smartphone or on an expansion card (sold separately) inserted into your smartphone. You can search by file name or by words located in the item. For example, you can search for words within notes, appointments, contacts, and tasks.

1 Press **Start** and select **Programs**.

2 Select **Search** .

> **DID YOU KNOW?** You can also open Search by pressing **Option** + **left Shift**.

3 Select **Search for** and enter the file name, word, or other info you want to find.

TIP If you've looked for an item before, select the **Search for** list, and then select the item in the list.

TIP When two or more words are entered in the Search for field, the search results contains only items that contain all the words.

4 Select the **Type** list, and then select the kind of information you want to find.

TIP If you are searching for information in certain applications, such as Messaging or Word Mobile, press **Advanced** (right softkey) for more search options.

5 Press **Search** (left softkey).
6 Use the 5-way to select and view an item from the results of the search. A storage card symbol appears next to the names of files that are located on an expansion card.

Exploring files and folders

You can use File Explorer to browse the contents of folders on your smartphone or on an expansion card (sold separately) inserted into your smartphone. The root

folder on your smartphone is named My Device. My Device is similar to My Computer (Windows XP) or Computer (Windows Vista) on your computer.

1 Press **Start** and select **Programs**.
2 Select **File Explorer** .
3 Select the folder you want to explore. If the folder you want is not displayed, tap the **Show** list in the upper-left corner and select **My Device** to view all folders.

1 Show list
2 Sort by list

TIP When the items in a folder are displayed, you can sort them by name, date, size, or type. Select the **Sort by** list in the upper-right corner, and then select the sort method.

DID YOU KNOW? The storage card symbol appears next to the names of files that are stored on an expansion card.

4 Do any of the following:

To open an item: Select it.

To quickly delete, rename, beam, or email an item: Highlight the item, press and hold **Center** ◯ to open the shortcut menu, and then select the appropriate command.

IMPORTANT Do not delete any files that you cannot identify. These files may be required for your smartphone to function properly.

To move a file to another folder: Highlight the item, press and hold **Center** ◯ to open the shortcut menu, and select **Cut** or **Copy**. Open the destination folder, press and hold **Center** ◯ to open the shortcut menu, and then select **Paste**.

To highlight multiple items: Tap and drag the stylus.

Installing applications

Your smartphone comes with several built-in and ready-to-use applications. You can also install third-party applications that are compatible with Microsoft Windows Mobile® 6.1 Professional edition devices, such as business software, games, and more.

Applications you download to your computer are likely to be in a compressed format such as ZIP. If the file is compressed, you need to decompress the file before you install the application on your smartphone. You can decompress the file on your smartphone in File Explorer or on your computer using a decompression utility such as WinZip.

TIP You can also send the file to yourself as an email attachment, and then open the attachment on your smartphone to automatically decompress the file (see Opening attachments).

The following instructions tell you how to install basic files onto your smartphone. Some software uses an installer or wizard to guide you through the process. For details, consult the documentation that came with the software.

> **TIP** If an application does not have a Microsoft Mobile to Market certificate, you see a message indicating that the application is untrusted. If this occurs, you can indicate whether you want to continue the installation.

Installing third-party applications

When installing third-party applications, note the following:

- Install only apps that are designed for Microsoft Windows Mobile 6.1 Professional. Apps designed for other versions of Microsoft Windows Mobile may not be compatible with your smartphone.

- If you can try a free or trial version of the software before purchasing it, you can test it first to make sure it works properly.

NOTE If you encounter a problem with a third-party application (such as an error message), contact the application's vendor. For general troubleshooting of third-party applications, see Third-party applications.

> **DID YOU KNOW?** You can purchase a third-party application that lets you run Palm OS® by ACCESS applications on your smartphone.

Installing applications from the Internet

You can use Internet Explorer Mobile to install Windows Mobile apps in the CAB file format directly from the Internet. For files in the ZIP file format, you must unzip the files in File Explorer or on your computer before you install them. For files in any format other than CAB or ZIP, you must first download the files to your computer and then install them to your smartphone by synchronizing.

BEFORE YOU BEGIN Make sure your phone is on and that you are in a coverage area (see Turning your phone on).

1   Press **Start** 🔳 and select **Internet Explorer**.

2   Go to the page that contains the link to the application you want to download.

3   Highlight the link to the file, and then press **Center** ◯ to start the download process.

4   If prompted, select the folder where you want to store the file.

5   When the download has finished, press **Start** 🔳 and select **Programs**.

6   Select **File Explorer** 📄.

7   Go to the folder you selected in step 4. If you did not select a folder, go to the **My Documents** folder.

8   Select the file you downloaded to start the installation program.

Installing applications from your computer

There are many applications available for your smartphone. To get started, check out the selection at palm.com/treopro.

BEFORE YOU BEGIN To install an application from your computer to your smartphone, you must first install the desktop sync software on your computer (see Installing Desktop Sync Software: Windows XP and Windows Vista).

1   Connect your smartphone to your computer to synchronize and install the application(s) on your smartphone.

2   Open **My Computer** or **Windows Explorer** on your computer.

3   Double-click the icon representing your smartphone.

4   Copy the application file(s) into the folder.

Installing applications onto an expansion card

BEFORE YOU BEGIN To install an application from your computer to an expansion card, you must first install the desktop sync software on your computer (see Installing Desktop Sync Software: Windows XP and Windows Vista).

1   Insert the expansion card (sold separately) into the expansion card slot (see Inserting and removing expansion cards).

2 Connect your smartphone to your computer using the USB cable.

3 Open **My Computer** or **Windows Explorer** on your computer.

4 Double-click the icon representing your smartphone.

5 Navigate to the folder representing the expansion card.

6 Copy the application file(s) into the expansion card folder.

Installing Java games and applications

You can install Java application files called Midlets onto your smartphone, either from your computer or from the Internet.

1 Press **Start** 🔳 and select **Programs.**

2 Select **Java** 🔳 .

3 Press **Menu** (right softkey), select **Install**, and then select **Local** (to install a file from your computer) or **Internet**.

After you install the file, press **Menu** (right softkey) to perform various tasks using the file.

Removing applications

To free up memory on your smartphone, you can remove applications that you no longer use. You can remove only applications, patches, and extensions that you install; you cannot remove the built-in applications that reside in the Read-Only Memory (ROM) portion of your smartphone.

1 Press **Start** 🔳 and select **Settings**.

2 Select the **System** tab, and then select **Remove Programs** 🔳 .

3 Select the application that you want to remove.

DID YOU KNOW? Built-in applications that cannot be deleted are not listed in the Remove Programs list.

4 Select **Remove**.

5 Select **Yes** to confirm the deletion.

Sharing information

Your smartphone comes equipped with a variety of options for sharing information, so that you can choose the quickest, most convenient way to send your info or to receive info from another device.

- In many applications, you can send a file or an entry by email or by beaming. Open the app to the file or entry list and highlight the item you want to send. Press **Menu** (right softkey) and select the **Send** or **Beam** option.

- In the Messaging application, you can insert a picture or attach a note or other file to an email. You can also receive pictures and attachments (see Your email).

- You can attach a picture, video, or sound file to a multimedia message (see Creating and sending a multimedia message).

- You can synchronize to share info between your smartphone and your computer or between your smartphone and Microsoft Exchange Server 2003 SP2 or 2007 (see Synchronizing information).

- If you are near someone, you can beam files and applications between your smartphone and your neighbor's device using the IR port or Bluetooth® wireless technology (see Beaming information).

- You can also store files on an expansion card and share the expansion card (see Using expansion cards).

Beaming information

Your smartphone is equipped with an IR (infrared) port that enables you to beam information to another device with an IR port. The IR port is located on the side of your smartphone closest to the stylus, near

the top. You can also beam using the Bluetooth wireless technology on your smartphone.

The normal range for beaming with IR is about eight inches (20 centimeters). The maximum range for beaming with Bluetooth technology is about 30 feet (10 meters). Performance and range are affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

TIP For best results, the path between the two devices must be clear of obstacles, and both devices must be kept stationary. If you have difficulty beaming, shorten the distance and avoid bright sunlight.

DID YOU KNOW? The type of information you can beam depends on the type of device you are beaming to. Other Windows Mobile 6 Professional devices are always compatible with your Treo Pro smartphone.

Beaming an entry or file

BEFORE YOU BEGIN To beam using Bluetooth technology, make sure your smartphone has the Bluetooth feature turned on (see Entering basic Bluetooth settings).

1 Highlight the entry or file you want to beam.

2 Press **Menu** (right softkey) and select **Beam…** (the menu item changes names based on the type of item you highlighted). In Contacts, press **Menu** (right softkey) and select **Send Contact** > **Beam**.

3 Select one of the following options:

Bluetooth: When the name of the receiving device appears, select it to begin the transfer. A blue icon indicates a Bluetooth connection.

IR: Select **Infrared**. Point the IR port on your smartphone directly at the IR port of the receiving device. A red icon indicates an IR connection.

4   Wait for **Done** to appear next to the name of the receiving device before you continue using your smartphone.

TIP The regional setting determines the list of characters that can be used when info is beamed between devices. If you try to send or receive a character that is not on the list, it appears as a question mark (see Setting display formats).

Turning on the option to receive beamed information

By default, the option to receive beamed information on your smartphone is turned off. You need to turn the beam option on before you can receive information being beamed from another device.

1   Press **Start** and select **Settings**.

2   Select the **Connections** tab, and then select **Beam** .

3   Check the **Receive all incoming beams** box.

Receiving beamed information

1   Press **End** to turn on your screen if it is not already on.

2   If you are beaming over an IR connection, point the IR port on your smartphone directly at the IR port of the transmitting device.

3   When the Receiving Data message appears, select **Yes** to receive the beam.

Using expansion cards

The expansion card slot on your smartphone enables you to add microSD cards to extend the storage capacity of your smartphone. For example, microSD expansion cards can store the following:

- Pictures
- Videos
- MP3 audio files
- Email attachments
- Games
- Applications
- Databases
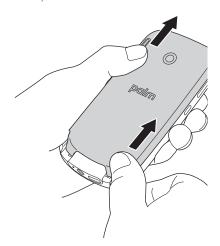
Expansion cards are sold separately.
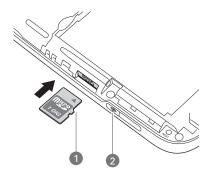
> **TIP** We recommend that you purchase preformatted expansion cards. To format a card on your own, you may need to connect a card reader (sold separately) to your computer.

Inserting and removing expansion cards

1 With the back panel facing you, press the lower-right corner of the panel with your right thumb. Then use both thumbs and firmly slide the panel away from you to release it.

2 Insert a microSD card (sold separately) into the expansion card slot.

1 Notch
2 Wi-Fi button

3 Push the card into the slot until you feel the card click into place.

TIP The expansion card slot has a push-push mechanism: push in gently to insert a card; push in gently to remove it.

4 Replace the back panel.
5 To remove an expansion card, repeat step 1 to remove the back panel, and then push the card in to release it.
6 Replace the back panel.

Opening applications on an expansion card

After you insert an expansion card into the expansion card slot, you can open any of the applications stored on the expansion card.

TIP To run an application on an expansion card, your smartphone must have enough free space in the internal memory to run the application.

1 Insert the expansion card into the expansion card slot.
2 Press **Start** and select **Programs**.
3 Select **File Explorer** .
4 Tap the **Show** list in the upper-left corner and select **Storage Card**.

*   Show list

5 Select the application you want to open.

Saving files to an expansion card

You can save space on your smartphone by saving files to an expansion card. For example, when you create new Word Mobile documents, notes, Excel® Mobile workbooks, pictures, videos, and audio files, you can save them directly to an expansion card. Saving files to an expansion card also makes it easy to share those files with others. (Some applications may not support this feature.)

1 Insert an expansion card into the expansion card slot.

2 Open the application from which you want to save the info.

3 Press **Menu** (right softkey) and select **Options** or **Tools** > **Options**.

4 Select the option for where to save info, and then select **Storage Card**. The option name changes depending on the application you are in.

TIP If you don't see a Save to option on the Options screen, look on the other tabs (if present). If you still can't find a Save to list, the application may not support this feature.

5 Press **OK** ⊙.

Moving info between your smartphone and an expansion card from within an application

In certain applications—for example, Pictures & Videos and the Office Mobile applications—you can move files directly to another location. For applications that do not support this feature, see Moving info between your smartphone and an expansion card using File Explorer.

1 Insert an expansion card into the expansion card slot.

2 Open the application from which you want to move the info.

3 Go to the list view, tap the **Show** list in the upper-left corner, and highlight the file or application you want to move.

4 Press **Menu** (right softkey) and select **Rename/Move**.

5 Select the **Location** list, and then select where you want to move the info: **Storage card** or **Main memory**.

6 Press **OK** [ok].

Moving info between your smartphone and an expansion card using File Explorer

1 Insert the expansion card into the expansion card slot.

2 Press **Start** [start] and select **Programs**.

3 Select **File Explorer** .

4 Highlight the file or application you want to copy or move (see Exploring files and folders).

TIP Your applications are usually located in the My Device/Program Files folder.

5 Press **Menu** (right softkey) and select **Edit** > **Copy** or **Edit** > **Cut**.

6 Go to the folder where you want to place the selected item.

7 Press **Menu** (right softkey) and select **Edit** > **Paste**.

8 Press **OK** [ok].

Viewing available expansion card memory

1 Insert the expansion card into the expansion card slot.

2 Press **Start** [start] and select **Settings**.

3 Select the **System** tab, and then select **Memory** .

4 Select the **Storage Card** tab.

5 Press **OK** [ok].

Exploring files on an expansion card

1 Insert the expansion card into the expansion card slot.

2 Press **Start** [start] and select **Programs**.

3 Select **File Explorer** .

4 Tap the **Show** list in the upper-left corner and select **Storage Card**.

5 Select the folder or files you want to view.

6 Press **OK** ⓞ.

Renaming an expansion card

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

> **TIP** Before copying information to or renaming the files or folders on an expansion card, or renaming the card itself, make sure the card is not write-protected. See the instructions that came with your card for details.

1 Insert the expansion card into the expansion card slot.

2 Press **Start** ⊞ and select **Programs**.

3 Select **File Explorer** 📁.

4 Tap the **Show** list in the upper-left corner and select **My Device**.

5 Highlight the current expansion card name (Storage Card by default).

6 Press **Menu** (right softkey) and select **Rename**.

7 Enter a new name for the card.

8 Press **OK** ⓞ.

Encrypting an expansion card

When you encrypt an expansion card, the info on the card can be read only by your smartphone—so no one can see what's on the card if it gets lost or stolen.

1 Insert the expansion card into the expansion card slot.

2 Press **Start** ⊞ and select **Settings**.

3 Select the **System** tab, and then select **Encryption**.

4 Check the **Encrypt files when placed on a storage card** box.

NOTE If your organization enforces an encryption policy, you can see that the box is checked, but you cannot uncheck it.

Accessing information on a remote computer

Remote Desktop Mobile is a technology that allows you to use your smartphone to connect to a remote computer in a different location through the internet

(using a data or Wi-Fi connection). For example, you can connect to your work computer and have access to all of your applications, files, and network resources as though you were in front of your computer at work. You can leave applications running at work and then see your work computer's desktop displayed on your smartphone, with the same applications running.

BEFORE YOU BEGIN Do the following:

- Be sure to subscribe to data services from your wireless service provider. This is necessary for browsing the web.

- Make sure your phone is on and that you're inside a coverage area (see Turning your phone on).

- If you have access to a Wi-Fi network, verify that Wi-Fi is on and gather any necessary network connection settings (see Connecting to a Wi-Fi network).

- Ensure that the target computer is on and connected to the internet.

Accessing a remote computer

BEFORE YOU BEGIN Ask the remote computer administrator for your computer username, password, and domain if you don't know them.

1 Press **Start** and select **Programs**.

2 Select **Remote Desktop Mobile** .

3 Enter the name of the computer you want to access. If you are accessing a computer you've already entered, select the computer name from the list.

4 Enter the username, password, and domain you use to access the remote computer.

5 Press **OK** .

Customizing Remote Desktop Mobile

1 Press Start and select Programs.

2 Select **Remote Desktop Mobile** .

3 Press **Menu** (right softkey) and select **Options**.

4 On the Display tab, select any of the following options:

Colors: Set how to display colors from the remote computer on your smartphone screen.

Full screen: Set whether you want the remote computer display to take up your entire smartphone screen.

Fit remote desktop to screen: Set whether you want to resize the remote computer display so that the entire display fits on your smartphone screen.

5 Select the **Resources** tab, and then select one or both of the following options:

Device storage: Set whether to map your smartphone's storage memory to the remote computer.

Remote desktop sound: Sets whether sounds from the remote computer are muted completely, played on the remote computer, or played on your smartphone.

6 Press **OK** ⊙.

Calculator

You can use Calculator for basic arithmetic calculations, such as addition, subtraction, multiplication, and division.

Performing calculations

1 Press **Start** and select **Calculator**.

2 Enter numbers and perform calculations, including the following:

← Clears the last digit in a multidigit entry.

ⓒ Clears the current calculation or the displayed number.

Calculates the reciprocal of a number.

Calculates percentage.

Calculates the square root of a number.

Switches a number between negative and positive.

TIP You can paste numbers into Calculator as well as copy calculation results to be pasted into another app.

TIP For more advanced calculations, use Excel Mobile. See Excel Mobile® for details.

Using the Calculator memory

• To store a displayed number, tap the box to the left of the entry box. An M appears in the box.

DID YOU KNOW? When you store a number in memory, it replaces the number that is currently stored.

• To add the displayed number to the number stored in memory, tap (M+) or press **P**.

• To display the number stored in memory, tap (MR).

• To clear the memory, tap (MC).

Your personal settings

Customizing is optional. But why not personalize your Treo™ Pro Smartphone by Palm to make it match your lifestyle and work even harder for you?

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

Benefits

- Conserve power
- Secure your phone and your data
- Make your screen easy to read
- Streamline smartphone use

In this chapter

Today screen settings

Selecting your Today screen background

1 Press **Start** [icon] and select **Settings**.

> **TIP** You can also open Settings from your Today screen by pressing **Settings** (right softkey).

2 On the Personal tab, select **Today** [icon].

3 On the Appearance tab, check the **Use this picture as the background** box.

4 Select **Browse**.

5 Select the picture you want to use.

6 Press **OK** [icon].

> **TIP** To change the color theme for your smartphone, select a new theme from the Appearance tab in Today Settings (see Changing the system color scheme).

Selecting which items appear on your Today screen

1 Press **Start** [icon] and select **Settings**.

2 On the Personal tab, select **Today** [icon].

3 Select the **Items** tab.

4 Check the boxes next to the items you want to appear on your Today screen, and uncheck any items that you do not want to appear.

5 (Optional) Highlight an item and select **Move Up** or **Move Down** to change the order in which items appear on the Today screen.

6 (Optional) Highlight an item and select **Options** (if available) to configure the settings for the item. Press **OK** to return to Today Settings.

7 Press **OK** .

DID YOU KNOW? There are lots of third-party plug-ins available for your Today screen.

System sound settings
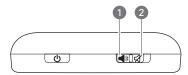
When you're in a meeting, at the movies, or anywhere that silence is required, you can immediately silence all sounds on your smartphone, including Calendar notifications and system sounds. This does not mute the speaker during phone calls.

Silencing sounds

1 Slide the **Ringer** switch to **Sound Off**. The smartphone vibrates briefly.

2 To hear all sounds again, slide the **Ringer** switch to **Sound On**.

When you slide the Ringer switch back to the Sound On position, it restores the previous sound settings. For example, if the smartphone ring volume is set to the loudest setting and you slide the Ringer switch to Sound Off, you do not hear the smartphone ring. When you move the Ringer switch back to Sound On, the smartphone ring volume is still set to the loudest setting.

1 Sound On
2 Sound Off

TIP Can't get music to play out of the built-in MP3 player? Check the Ringer switch. If it's set to Sound Off, you won't be able to hear music.

DID YOU KNOW? Your smartphone includes a silent alarm that can vibrate even when the Ringer switch is set to Sound Off.

Selecting Sounds & Notifications

1 Press **Start** 🎯 and select **Settings**.

2 On the Personal tab, select **Sounds & Notifications** 🔊 .

3 On the Sounds tab, set any of the following options:

Events: Turns sounds on/off for system warnings and error messages.

Programs: Turns sounds on/off in the applications on your smartphone.

Notifications: Turns alarms and reminders on/off in the applications on your smartphone.

Screen taps: Turns sounds associated with tapping the screen on/off, and sets the volume level when this sound is turned on.

Hardware buttons: Turns sounds associated with pressing buttons on/off, and sets the volume level when this sound is turned on.

TIP To add, preview, delete, and send sounds, select the **Manage** tab. To add a sound, press **Menu** (right softkey), select **Add**, and navigate to the sound file. To play a sound, select it and press **Play** (left softkey). To delete a sound, highlight it and press **Backspace**. To send a sound, highlight it, press **Menu** (right softkey), and select **Beam Sound** or **Send Sound**.

4 Select the **Notifications** tab and set any of the following options:

Event: Specifies the action for which you want to change the settings.

NOTE The settings described here apply to all event types except phone calls. To set notifications for the various phone call types, see Selecting ringtones and display notices.

Play sound: Lets you turn the sound on/off for the selected event. To select a different sound, select the list to the right of this setting, and then select a different sound. To preview the sound, select **Play Sound**, and then select **Play**.

Repeat: Indicates whether the sound plays more than once, if turned on.

Display message on screen: Indicates whether a notification message appears onscreen for the selected event.

Vibrate when ringer switch off/on: Indicates whether your smartphone vibrates to notify you about the selected event.

5 Press **OK** ⌧.

Display and appearance settings

Adjusting the brightness

1 Press **Option** ▯ and then press ⌧.

2 Press **Left** ◄ and **Right** ► to adjust the brightness for when your smartphone is running on battery power and when it is running on external power.

3 Press **OK** ⌧.

CHAPTER

Changing the text size and clarity

1 Press **Start** and select **Settings**.

2 Select the **System** tab, and then select **Screen** .

3 Select the **Text Size** tab.

4 Press **Left** and **Right** to adjust the text size.

5 Select the **Clear Type** tab.

6 To smooth the edges of screen fonts, check the **Enable Clear Type** box.

7 Press **OK** .

Displaying the clock

You can display a clock at the top of every screen. You can also choose between a digital and an analog clock display.

1 Press **Start** and select **Settings**.

2 Select the **System** tab, and then select **Clock & Alarms** .

3 Select the **More** tab.

4 To display the clock, check the **Display the clock on the title bar in all programs** box.

5 Press **OK** .

6 To change the clock display format, tap and hold the clock and select **Analog** or **Digital**. If you select analog format, a clock icon appears displaying the time.

Setting display formats

1 Press **Start** and select **Settings**.

2 Select the **System** tab, and then select **Regional Settings** .

3 On the Region tab, select a region from the list. The region selection determines all display formats (date, time, and so on) on your smartphone unless you use another Regional Settings field to select a different format for a specific type of display item.

4 (Optional) Select any of the following tabs to customize individual format settings:

Number: Sets the decimal symbol and number of decimal places, the digit grouping symbol and group size, list separators, negative number sign symbol and format, leading zero display, and measurement system (metric versus U.S.).

Currency: Sets the currency symbol and position, the decimal symbol and position, digit grouping symbol and group size, and negative number format.

Time: Sets the time style, separators, and AM and PM symbols.

Date: Sets the short date style, separators, and long date style.

5 Press **OK** ⌷.

Aligning the screen to correct tapping problems

Occasionally, your screen may need to be readjusted. You know your screen needs adjustment if the wrong feature is activated when you tap the screen. To fix the problem, align the screen.

1 Press **Start** ⌷ and select **Settings**.

2 Select the **System** tab, and then select **Screen** ⌷.

3 On the General tab, select **Align Screen**.

4 Tap the screen where indicated.

5 Press **OK** ⌷.

Changing the system color scheme

1 Press **Start** and select **Settings**.

2 On the Personal tab, select **Today** .

3 On the Appearance tab, select a theme in the list.

4 Press **OK** .

> TIP You can also set the background for your Today screen (see <u>Selecting your Today screen background</u>).

Application settings

Arranging the Start menu

You can change the seven applications listed on the Start menu. You can still access the remaining applications by selecting Programs from the Start menu, and then selecting the application's icon.

1 Press **Start** and select **Settings**.

2 On the Personal tab, select **Menus** .

3 Check the boxes next to the applications you want to see in the Start menu.

4 Press **OK** .

> TIP Don't forget the six icons across the top of the Start menu. They're the apps you opened most recently, and it's easy to get back to them: just use the 5-way to select one of the icons.

Reassigning buttons

You can use Buttons Settings to select which applications to associate with many of the buttons and key combinations on your smartphone.

1 Press **Start** and select **Settings**.

2 On the Personal tab, select **Buttons** .

3 On the Program Buttons tab, highlight the button or key combination you want to change in the Button list. The hardware buttons are mapped to the following items:

Start = Start menu

OK = OK/Close

Option + Phone/Send = Internet Explorer

Option + Start = File Explorer

Option + OK = Task Manager

Option + Calendar = Calculator

Option + Messaging = Tasks

Hold Side = Camera

4 Select the **Assign a program** list, and then select the application you want to assign to the button or key combination you selected.

5 Select the **Up/Down Control** tab and adjust the settings for the **Up** and **Down** buttons on the 5-way.

6 Press **OK** .

Setting up voice commands

IMPORTANT The Voice Command application is available only for English, French, and German.

Voice commands enable you to use speech to execute some commands on the Start menu and the Programs screen.

1 Assign the **Hold Side** button to Voice Command. See Reassigning buttons for details.

2 Press **Start** and select **Settings**.

3 On the Personal tab, select **Voice Command** .

4 Check the **Enabled** box.

5 Select the items you want to enable. If an item is highlighted and the Options button is active, select **Options** to choose the features you want enabled for the highlighted item.

6 Select **Notifications** and select the options for how you want to receive voice command notifications.

Using voice commands

IMPORTANT Do not use voice commands in your car until you read the End user notice about this kind of usage; see the

safety and legal information included in your smartphone package for information.

1 Set the **Ringer** switch at the top of your smartphone to **Sound On** .

2 Hold your device close to your mouth, and press and release the assigned **Voice Command** button (see Setting up voice commands). A tone plays and a microphone icon appears at the top of your screen.

3 In a clear voice, say the command. For example:

To access Help: Say "Help." After Voice Command finishes speaking, a microphone icon appears at the top of your screen. Say your answer. For example, say "General" to access general Help topics.

To access your Calendar: Say "Start Calendar."

To access your music: Say "Start Windows Media." After Voice Command finishes speaking, a microphone icon appears at the top of your screen. Say your answer.

TIP You can move quickly through voice commands by stopping the voice command response before it finishes. When Voice Command responds, you can press the **Voice Command** button before it completes the question. After the microphone icon is visible, you may say your answer.

Setting input options

1 Press **Start** [icon] and select **Settings**.

2 On the Personal tab, select **Input** [icon].

3 On the Input Method tab, set any of the following options:

NOTE The Input Method options you specify apply only to entering info using the screen. You can still enter info using your

smartphone's keyboard regardless of the onscreen input method you choose.

Input method: Specifies which onscreen input method you want to use:

- **Block Recognizer:** Use a single stroke to write letters, numbers, symbols, and punctuation, which are then converted into typed text. Use gestures to enter Return and Backspace.
- **Keyboard:** Tap keys on the onscreen keyboard to enter text.
- **Letter Recognizer:** Write individual letters, numbers, and punctuation, which are converted into typed text.

Large/Small keys: If you selected Keyboard, select whether to use large or small onscreen keys. If you select Large keys, check the box if you want to use gestures for the space bar and the Backspace, Shift, and Return keys.

Options: If you selected Letter Recognizer, select Options and select the options you want.

4 Select the **Word Completion** tab and set any of the following options:

Suggest words when entering text:
Indicates whether word suggestions appear as you enter text. You can also specify how many letters you want to enter before a suggestion appears, how many suggestions you want to see, and whether a space appears after you insert a suggested word. This option is disabled by default.

TIP To enter a suggested word, press **Down** to highlight the suggestion, and then press **Center** to accept it.

Clear Stored Entries: Deletes the database of word suggestions.

Enable Auto Correct: Indicates whether common misspellings such as "teh" are corrected automatically.

5 Select the **Options** tab and set any of the following options:

Voice recording format: Specifies the format in which you save voice notes.

Default zoom level for writing: Specifies the initial size of text entered from onscreen writing methods.

Default zoom level for typing: Specifies the initial size of text entered using the keyboard.

Capitalize first letter of sentence: Specifies whether the first letter of a sentence automatically appears in

uppercase, without requiring you to press a Shift key.

Scroll upon reaching the last line: Specifies whether the display automatically scrolls when you select the last line of visible info.

6 Press **OK** [ok].

Locking your smartphone and info

Your smartphone includes several features that help you protect it from inadvertent use and keep your information private. The security software lets you use your smartphone for emergency calls, such as dialing your national emergency number (such as 911, 112, or 999), even if it is locked.

Keyguard: Manually disables all buttons and the screen's touch-sensitive feature to prevent accidental presses.

Auto-Keyguard and touchscreen lockout: Automatically enables Keyguard after a period of inactivity and lets you disable the screen's touch-sensitive feature during an active call.

System password lock: Requires a password to see any information on your smartphone.

TIP To avoid accidentally pressing onscreen buttons while you're holding your smartphone up to your ear to speak, you can disable the screen's touch-sensitive feature during active calls. When the screen's touch-sensitive feature is disabled, you must use the 5-way navigator to access items on the screen.

Locking your keyboard (Keyguard)

By default, your keyboard locks so that you don't accidentally press buttons or activate screen items.

To dismiss Keyguard: Press **Center** ◯.

CHAPTER

To manually turn on Keyguard when your smartphone **screen is on:** Do one of the following:

- Press and hold **End** ○.
- Press **Option** ▯ + **End** ○.

> **TIP** If you're using a headset or hands-free device, you can manually turn on Keyguard during a call to prevent accidental key presses.

> **TIP** If your Today screen is displayed and you're not on a call, you can also turn on Keyguard by pressing **End**.

Turning on Auto-Keyguard

Auto-Keyguard enables you to configure the Keyguard feature.

1 Press **Start** ▣ and select **Settings**.
2 On the Personal tab, select **Keyguard** 🔒.
3 Select the **Auto-Keyguard** list and disable the Auto-Keyguard feature or set the period of inactivity that passes before the keyboard automatically locks.

4 Press **OK** ⊙.

Locking your screen

1 Press **Start** ▣ and select **Settings**.
2 On the Personal tab, select **Keyguard** 🔒.
3 Under Disable touchscreen, check or uncheck the **While on a phone call** box to determine whether the screen's touch-sensitive feature is disabled during a call.
4 Press **OK** ⊙.

Locking your smartphone

To protect your personal information, you can lock the system so that you need to enter your password to access any of your

CHAPTER

information or use other features of your smartphone.

IMPORTANT If you lock your system, you must enter the exact password to unlock it. If you enter an incorrect password, you are given another chance. Each time an incorrect password is entered, you are given progressively longer time periods between your chances to enter the password. If you forget the password, you need to perform a hard reset to resume using your smartphone. Performing a hard reset deletes all the entries in your smartphone. However, you can restore all previously synchronized info the next time you sync (see Synchronizing information).

1 Press **Start** 🏁 and select **Settings**.

2 On the Personal tab, select **Lock** 🔑.

3 On the Password tab, check the **Prompt if device unused for** box to turn on the password feature.

4 Select the first list, and then select how long a period of inactivity must pass before you are prompted to enter a password to unlock the system.

5 Select the **Password type** list, and then select a format for your password:

Strong alphanumeric: A strong alphanumeric password must contain at least seven characters and must contain a combination of letters, numerals, and punctuation. You must press Option or Alt before entering numerals or punctuation.

Simple PIN: A simple PIN must contain at least four characters and includes numerals only. You do not need to press Option before entering the PIN numerals.

6 Select **Password** and enter your password.

7 Select **Confirm** and enter the password again.

8 (Optional) Select the **Hint** tab and enter a hint to help you recall your password.

9 Press **OK** 🆗.

CHAPTER

TIP If you lock your smartphone and use a Simple PIN as the password, you can dial an emergency number by entering the number in the password field and pressing **Phone/Send**. You do not need to press Option before entering the number. However, if you select Strong alphanumeric as the password type, you must first press **Option** twice before entering an emergency number in the password field.

Entering owner information

You can enter personal information that you want to associate with your smartphone, such as your name, company name, and phone number. You can also set whether you want this information to appear when you turn on your smartphone. If you lose your smartphone, this feature can help the person who finds it return it to you.

1 Press **Start** and select **Settings**.

2 On the Personal tab, select **Owner Information**.

3 On the Identification tab, enter any of the information you want to include.

4 Select the **Notes** tab and enter any additional text you want to include.

5 Select the **Options** tab and check the boxes to indicate which info (if any) you want to appear on the screen when you turn on your smartphone.

6 Press **OK**.

TIP You can also display your Owner Information on your Today screen. See Selecting which items appear on your Today screen for details.

CHAPTER

System settings

Setting the date and time

Use Clock & Alarms Settings to set the time zone, time, and date for your home location and a location that you visit.

To set the display format for the date and time, see Setting display formats.

1   Press **Start** [icon] and select **Settings**.

2   Select the **System** tab, and then select **Clock & Alarms** [icon].

3   On the Time tab, select **Home**.

4   Select the first list, and then select the time zone for your home location.

5   Select the hour and press **Up** ▲ or **Down** ▼ to increase or decrease the hour setting. Repeat this process for the minute, seconds, and AM/PM settings.

6   Select the month and press **Up** ▲ or **Down** ▼ to increase or decrease the month setting. Repeat this process for the date and year settings

7   (Optional) Select **Visiting** and set the info for a location that you visit often.

8   Press **OK** [icon].

9   If prompted, select **Yes** to accept your changes.

Synchronizing the date, time, and time zone with the network

By default, your smartphone synchronizes the date, time, and time zone with your wireless service provider's network whenever your phone is on and you are inside a coverage area.

1   Press **Start** [icon] and select **Settings**.

2   Select the **System** tab, and then select **Clock & Alarms** [icon].

3   Select the **More** tab.

4 To disable this option, uncheck the **Enable local network time** box.

5 If you want to keep your smartphone date and time set for your selected location, uncheck the **Use network time zone** box.

Setting system alarms

System alarms let you set alarms that are not associated with a task or appointment. For example, you can use your smartphone as an alarm clock when you travel, or set alarms to remind you when it's time to take medication or pick up the kids.

1 Press **Start** 🔳 and select **Settings**.

2 Select the **System** tab, and then select **Clock & Alarms** 🕐.

3 Select the **Alarms** tab.

4 Check a box to turn on that alarm.

5 Select **Description** next to the box you checked and enter a description for the alarm.

6 Tap the days of the week you want the alarm to go off. You can select multiple days for each alarm.

7 Tap the time, set the time you want the alarm to go off, and press **OK** 🔲.

8 Select the **alarm** 🔔 icon and check the boxes to select how you want the alarm to go off. You can choose a single sound, a repeating sound, a flashing light, or vibration.

TIP To change the alarm sound, select the alarm sound icon, select the **Play Sound** list, and then select the alarm sound you want to use.

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9 Press **OK** 🔲 twice.

10 If prompted, select **Yes** to accept your changes.

CHAPTER

Managing identity certificates

Your smartphone may include preinstalled certificates. Certificates are digital documents that are used to authenticate and exchange information on networks. Certificates can be issued for a user, a device, or a service.

1 Press **Start** and select **Settings**.

2 Select the **System** tab, and then select **Certificates** .

3 Select any of the following tabs:

Personal: Displays certificates that establish your identity when you log in to a secured network, such as a corporate network.

Intermediate: Displays certificates issued from a root certificate whose purpose is to then issue personal certificates.

Root: Displays certificates that identify the computers, such as servers, to which you connect. These certificates help prevent unauthorized users from accessing your smartphone and information.

4 To view certificate details, select the certificate.

5 Press **OK** .

> **TIP** To delete a certificate, highlight the certificate name, press and hold **Center** on the 5-way, and then select **Delete** from the shortcut menu.

Enabling error reporting

Error Reporting sends info that helps diagnose application errors for devices running Windows Mobile® software. When an error is detected, a text file is created. You can review the file and choose whether you want it delivered to Microsoft Support. The information is used by programming groups at Microsoft for quality control and is not used for tracking individual users or installations for any marketing purpose. The info that is collected is technical info about the state of your system when the error occurred. No documents (or any info contained in them) are intentionally sent with the report. To ensure further security, the report is transmitted by means of a secure

connection and is kept confidential and anonymous in a limited-access database.

DID YOU KNOW? This error-reporting method meets the privacy regulations of the European Union (EU) as well as the Fair Information Practice Principles of the Federal Trade Commission in the United States. To view the Fair Information Practice Principles, visit the Federal Trade Commission website at ftc gov/ reports/privacy3/fairinfo htm

Your smartphone must be connected to your computer when you send the error report—provided your computer is connected to the Internet.

1   Press **Start** and select **Settings**.
2   Select the **System** tab, and then select **Error Reporting** .
3   Select whether you want to enable or disable error reporting.
4   Press **OK** .

How much storage space do I have left?
1   Press **Start** and select **Settings**.
2   Select the **System** tab, and then select **Memory** .

3   Select either of the following tabs:
    Main: Displays the amount of memory assigned to your applications and info, as well as the amount of memory in use versus the available memory.

TIP If storage memory is low, consider using an expansion card to store files (see Using expansion cards). If program memory is low, close some applications to avoid slow smartphone performance (see Closing applications). You can also tap **Find** at the bottom of the screen to search for large files to delete so that you free up memory

TIP You can also open Memory settings by selecting the **running programs** icon in the upper-right corner of the Today screen, and then selecting the **memory** icon.

Storage Card: Displays the amount of memory available on an expansion card that has been inserted into the expansion slot on your smartphone.

4 Press **OK** ⬜.

Optimizing power settings

1 Press **Start** ⬛ and select **Settings**.

2 Select the **System** tab, and then select **Power** 🔋.

3 On the Battery tab, view the power remaining in your battery.

> **TIP** An easy way to check the battery level is by tapping the **battery** icon in the title bar.

4 Select the **Advanced** tab and set whether your smartphone screen turns off automatically after a specified period of inactivity. You can assign different intervals for battery power and external power.

5 Select the **Screen Saver** tab, and check the box to enable the screen saver feature, or uncheck it to disable the screen saver.

6 Press **OK** ⬜.

TIP To conserve additional battery power, disable the screen saver or adjust the display backlight setting. Press **Start** and select **Settings**. Select the **System** tab, and then select **Backlight**. On the Battery Power tab, set whether the display backlight turns off automatically after a period of inactivity. You can also select the External Power tab to turn off the backlight when your smartphone is connected to an external charging source.

Turning wireless services on/off

To quickly turn all wireless services on or off, press and hold **Power** ⟨ ⟩.

Follow these steps to turn individual wireless features on or off:

1 On the Today screen, select your wireless service provider name, or select **Phone off / Digital Roam** if your wireless service provider name is not displayed.

2 Select a wireless feature to turn it on or off. The current state of the feature, ON or OFF, appears on a gray background. The description of the feature tells you what you can change it to. In the illustration, Airplane Mode and Wi-Fi are off, and Phone and Bluetooth are on.

TIP To change the settings for one of the displayed wireless features, press **Settings** (right softkey) and select the wireless feature you want to change.

3 Press **OK** ⟨ ⟩.

You can also turn wireless services on and off by tapping the **signal-strength** ▒ icon at the top of the screen and selecting **Comm Manager**.

Updating the system software

Windows Update for Windows Mobile lets you download security updates and other important updates to the Windows Mobile operating system software on your smartphone.

1 Press **Start** [🏁] and select **Settings**.

2 Select the **System** tab, and then select **Windows Update**.

3 On the Update Setup screen, press **Next** (right softkey).

TIP Select **View privacy statement** to read about how using Windows Update affects the personal information on your smartphone.

4 Select whether you want to run Windows Update manually or you want it to check for updates automatically, and press **Next** (right softkey).

5 If you selected automatic updates, check the **Use my data plan to check for and download updates** box if you want to use your data plan instead of your basic wireless plan to update your smartphone. Using your data plan means that updates may occur more frequently but may result in additional data charges. Press **Next** (right softkey).

6 Press **Finish** (left softkey).

If you selected Automatic in step 4, Windows Update periodically checks for and downloads updates automatically. If you selected Manual in step 4, you can check for updates at any time by opening Windows Update and pressing **Check Now** (left softkey).

To view detailed results of the last check for updates, press **Menu** (right softkey) and select **View details**.

TIP To switch between manual and automatic updates, open Windows Update, press **Menu** (right softkey), and select **Change Schedule**. To select or deselect the option to use your data plan to check for and download updates, press **Menu** (right softkey) and select **Connections**.

Connection settings

Managing ISP settings

Your smartphone is already set up to connect to the Internet using a high-speed data connection on your wireless service provider's network. To connect to the Internet, simply start Internet Explorer Mobile.

For special situations, such as connecting to your Internet service provider (ISP) or to a remote access server (RAS), you can set up another connection.

BEFORE YOU BEGIN Obtain the following information from your ISP or system administrator:

- ISP server phone number or access point

- Username
- Password

1 Press **Start** and select **Settings**.

2 Select the **Connections** tab, and then select **Connections** .

3 On the Tasks tab, select **Manage existing connections**.

4 Select the **Modem** tab.

5 Highlight the connection you want to view or change and select **Edit**, or select **New** to create a new connection.

6 Follow the onscreen instructions to edit or create the connection.

Connecting to a VPN

If you want to use your smartphone to access your corporate email account or other files on your corporate server, you may need to set up a VPN (virtual private network). A VPN enables you to log in to your corporate server through the company's firewall (security layer).

BEFORE YOU BEGIN Check with your company's system administrator to see if a VPN is required for accessing the corporate network. If you need a VPN, you

must purchase and install a third-party VPN client in order to use this feature.

Ask your corporate system administrator for the following information:

- Your username and password
- Your server's domain name
- Your server's TCP/IP settings
- Your server's host name or IP address

1   Install your third-party VPN client (see Installing applications).
2   Press **Start** and select **Settings**.
3   Select the **Connections** tab, and then select **Connections** .
4   On the Tasks tab, select **Add a new VPN server connection**.
5   Follow the onscreen instructions to enter the settings provided by your corporate system administrator.

TIP To manually start a data connection on your wireless service provider network or another network, go to **Connections Settings**, and on the Tasks tab, select **Manage existing connections**. Tap and hold the connection you want to start, and then select **Connect** from the shortcut menu

Setting up a proxy server

1   Press **Start** and select **Settings**.
2   Select the **Connections** tab, and then select **Connections** .
3   On the Tasks tab, select **Set up my proxy server**.
4   Check both the **This network connects to the Internet** and the **This network uses a proxy server to connect to the Internet** boxes.
5   Select **Proxy server** and enter the proxy server name.
6   Press **OK** .

TIP To change settings such as the port number, proxy server type, or credentials, select **Advanced**.

Ending a data connection

If your service plan includes minutes-of-use fees for data connections, you can reduce costs by ending the data connection when you've finished browsing the web.

1 On the Today screen, press **Down** ▼ to select your wireless service provider name, and then press **Center** ◯.

2 Select **Data Connection**.

Enrolling a domain

If your company uses Microsoft System Center Mobile Device Manager, you may need to use the Domain Enroll settings to register your smartphone within your company's network.

IMPORTANT After you enroll your smartphone in your company's network, your system administrator can turn various

features on your smartphone on and off. If a feature, such as the camera or messaging, worked previously and this feature no longer works after enrollment, contact your system administrator to find out if this feature is disabled on your smartphone.

1 Press **Start** and select **Settings**.

2 Select the **Connections** tab, and then select **Domain Enroll** .

3 Press **Enroll** (right softkey).

4 Follow the onscreen instructions to complete the enrollment process.

Troubleshooting

Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions. For additional information and answers to other common questions, visit palm.com/treopro.

In this chapter

Transferring info from another device

For information on transferring your info from a previous Windows Mobile® device or from a Palm OS® by ACCESS device to your new Treo™ Pro Smartphone by Palm smartphone, visit palm.com/treopro for instructions.

DID YOU KNOW? You can purchase a third-party application that lets you run Palm OS® applications on your smartphone.

DID YOU KNOW? If you have questions about Windows Mobile, you can go to windowsmobile.com. Search for Palm devices for information.

IMPORTANT Do not use a backup utility to transfer your info from another device to your new smartphone. This can cause your smartphone to malfunction.

Reinstalling the desktop software

If you have problems synchronizing when using your desktop synchronization software, you may need to reinstall the software.

BEFORE YOU BEGIN Make sure your computer profile includes administrator rights to install software. In large organizations, these are usually granted by the system administrator.

1 Shut down your computer and turn it on again.

2 On your computer, click **Start** > **Control Panel** > **Add or Remove Programs**.

3 Remove your desktop software. For computers running Windows XP, the software is called Microsoft ActiveSync. For computers running Windows Vista, the software is called Windows Mobile Device Center.

4 Quit any active applications, including virus scanners and Internet security applications.

5 On your smartphone, press **Start** and select **Programs**.

6 Select **PC Setup** .

7 Select **Set up my PC**.

8 Press **OK** .

9 Connect the USB cable to your smartphone by inserting it into the microUSB connector on the bottom of the smartphone. Installation starts automatically.
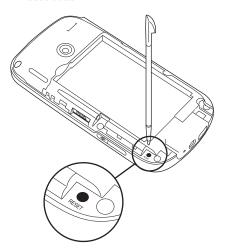
Resetting your smartphone

Performing a soft reset

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

1 If your smartphone responds to key presses, press and hold **Power** to turn off your phone.

2 If the screen display is on, press **Power** to turn off the screen.

3 Remove the back panel from your smartphone (see Removing the back panel).

4 Slide the stylus out from its slot.

5 Use the stylus tip to gently press the reset button.

6 Wait for the progress bar on the Palm® logo screen to fill before continuing to use your smartphone.

7 Slide the back panel into place.

> **TIP** You can also do a soft reset by removing the battery and reinserting it.

> **DID YOU KNOW?** If the phone or the Bluetooth® wireless technology feature was on before a reset, these automatically turn on after the reset.

Performing a hard reset

A hard reset erases all personal information, such as appointments, contacts, and tasks, as well as programs you have added, such as third-party software on your smartphone. Never do a hard reset without first trying a soft reset. You can restore previously synchronized information the next time you sync.

IMPORTANT Synchronize to restore your Outlook data, such as Outlook email, Calendar, Contacts, Notes, and Tasks. You can use a backup-and-restore solution. Make sure it's an application that's approved by Palm, such as the one included on your smartphone.

> **TIP** Some third-party applications do not create a backup on your computer when you synchronize. If you do a hard reset, you may lose info in these applications and you need to reinstall the application on your smartphone after the hard reset. Please contact the application vendor to find out if your info is backed up during synchronization.

> **DID YOU KNOW?** When you synchronize after a hard reset, the source folder in My Documents changes from Treo My Documents to WM_your name.

A hard reset can tell you whether a problem stems from your smartphone or from an application installed on it. If you do not experience the problem after you perform a hard reset, the problem may be related to software you installed. See Third-party applications for suggestions on diagnosing third-party software issues.

1 Synchronize your smartphone with your computer so that your smartphone applications and info can be restored by synchronizing again after you perform the hard reset.

2 Remove the back panel from your smartphone (see <u>Removing the back panel</u>).

3 Slide the stylus out from its slot.

4 If the screen is off, press **Power** <u>⌾</u> to wake up the screen.

5 While pressing and holding **End** ○, use the tip of the stylus to gently press and release the reset button.

6 Continue pressing and holding **End** ○ until the "Erase all data?" prompt appears.

7 Press **Up** ▲ to confirm the hard reset.

8 Wait for the progress bar on the Treo logo screen to fill before continuing to use your smartphone.

9 Slide the back panel into place.

10 (Optional) Synchronize to restore your previously synchronized info. If you use a backup utility, you may also need to restore a backup to recover additional info and settings.

Replacing the battery

Your smartphone comes with a replaceable battery. Be sure to use a replacement battery from Palm that is compatible with Treo Pro models. Do not use a battery from any earlier model of the smartphone.

TIP Be sure to dispose of your old battery in an environmentally responsible and legal way. In some areas, disposal in household or business trash is prohibited. Visit <u>palm.com/environment</u> for more information.

DID YOU KNOW? Your smartphone stores all your info even when you remove the battery.
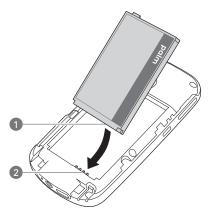
1 Press **Power** <u>⌾</u> to turn off the screen.

2 With the back panel facing you, push the lower-right corner of the back panel with your right thumb. Then use both thumbs and firmly slide the panel away from you to release it.

NOTE The back panel might be difficult to remove the first few times. If you have trouble removing the back panel as described, go to the Knowledge Library at <u>kb.palm.com</u>. Enter 30457 in the solution

id field to learn different ways to remove the back panel.

3 Place a fingernail behind the small tab at the upper-left of the battery, and pull the end of the battery up and out of the compartment to remove the battery.

4 Align the metal contacts on the new battery with the contacts of the battery compartment, and then press the battery into place.

1 Battery contacts
2 Smartphone contacts

5 Slide the back panel into place.

Performance

The applications are running slower than usual

1 Press and hold **OK** ⌨ to open Task Manager.

2 Select **Stop All** to close all your open applications.

3 Press **OK** ⌨.

If the previous steps don't fix the problem, try doing a soft reset (see Performing a soft reset). If the problem persists, follow these steps to turn off the Voice Command setting, if it is enabled:

1 Press **Start** 🏁 and select **Settings**.

2 Select **Personal**, and then select **Voice Command** 🦜.

3 Uncheck the **Enabled** box.

4 Press **OK** ⌨.

TIP Be sure that any third-party applications you use on your smartphone are designed for Windows Mobile 6.1 Professional. Applications written for Windows Mobile 6.1 Standard or earlier versions of Windows Mobile software do not work with your smartphone.

If you can try a free version of the software before purchasing it, you can test it first to make sure it works properly.

My battery seems to drain quickly

If you have a push email solution or if you have set up a schedule for wireless synchronization, check with your email provider or system administrator to make sure that the server is set up properly to work with your smartphone. Incorrect server setup can cause excessive drain on your battery.

For more tips on conserving battery life, see Maximizing battery life).

I want to charge my smartphone by connecting it to my computer, but when I connect them, a Setup screen appears

If you want to use the connection between your smartphone and your computer just to

charge your smartphone (and not to sync), you need to turn off setup mode. When the Setup screen appears on your computer, on your smartphone, press **Cancel** (right softkey), and then press **Exit** (right softkey).

Screen

The screen appears blank

1 If this is the first time you are turning on your smartphone, you need to take out and reinsert the battery to turn on the screen (see Replacing the battery). Alternately, connect your smartphone to a wall outlet using the USB AC charger (see Charging the battery).

2 If you're on a call, when the time period specified in Backlight Settings expires, the screen dims; one minute later, the screen automatically turns off.
Press any key except End to wake up the screen. Pressing End hangs up the call.

3 Look closely at the screen. If you can see a dim image, try adjusting the

screen brightness (see Adjusting the brightness).

4 If that doesn't work, perform a soft reset (see Performing a soft reset).

5 If that doesn't work, connect your smartphone to the USB AC charger (see Charging the battery) and perform a soft reset again.

6 If you are using a third-party application, make sure that the application supports 320x320 screen resolution.

7 If that doesn't work, perform a hard reset (see Performing a hard reset).

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

1 Make sure there is no debris trapped under the edges of the screen.

2 Press **Start** and select **Settings**.

3 Select the **System** tab, and then select **Screen**.

4 On the General tab, select **Align Screen**.

5 Tap the screen where indicated.

6 Press **OK**.

Network connection

Signal strength is weak

1 If you're standing, move about 10 feet (3 meters) in any direction.

2 If you're in a building, move near a window. Open any metal blinds.

3 If you're in a building, move outdoors or to a more open area.

4 If you're outdoors, move away from large buildings, trees, or electrical wires.

5 If you're in a vehicle, move your smartphone so that it's level with a window.

6 Try using a hands-free Bluetooth headset to see if that improves the signal strength.

TIP Become familiar with low coverage areas where you live, commute, work, and play so you know when to expect signal-strength issues.

My smartphone won't connect to the mobile network

1 Try the preceding suggestions for weak signals.

2 Turn off your phone and turn it on again (see Turning your smartphone on/off).

3 Perform a soft reset (see Performing a soft reset).

My phone seems to turn off by itself

If a system error and reset occur, the phone automatically turns on if it was on before the reset. However, if your smartphone can't determine if your phone was on before the reset, it does not automatically turn on the phone (see Turning your phone on).

I can't tell if data services are available

The following icons appear in the title bar to indicate whether data services are available:

EV You are in an area that supports mobile broadband (EVDO) data services. EVDO (Evolution Data Optimized) is a wireless broadband technology that is designed for very high-speed data transfer, with average download speeds of 400 to 600Kbps. It is capable of reaching download speeds up to 3.1Mbps and upload speeds up to 1.8Mbps.

EV Your phone is on, and a mobile broadband data connection is active. You can still make or answer calls. When you make or answer a call, the data transmission is automatically interrupted.

EV Your phone is on and is connected to a mobile broadband network, but you are not actively transmitting data. You can still make and answer calls.

1X You are in an area that supports 1xRTT data services. The 1xRTT (single-carrier [1x] radio transmission technology) wireless technology can provide fast data transfer and Internet access with average speeds of 60 to 80Kbps and bursts up to 144Kbps.

1X Your phone is on, and a 1xRTT data connection is active. When you make or receive a call, the data transmission is automatically interrupted.

1X Your phone is on and is connected to a 1xRTT network, but you are not actively transmitting data. You can still make and answer calls.

CHAPTER

My smartphone won't connect to the Internet using a data connection

Your smartphone supports EVDO or 1X wireless data networks. To connect to the Internet using this method, you must subscribe to data services with your wireless service provider.

- Contact your wireless service provider to verify that your subscription plan includes data services and that these services have been correctly activated. Your wireless service provider should also be able to tell you if there are any outages in your location.
- Press and hold **Power** to turn off your phone, and then press and hold the same button to turn it back on.
- Perform a soft reset (see Performing a soft reset).
- Confirm that data services are correctly configured on your smartphone by doing the following:

1 Press **Start** and select **Settings**.

2 Select the **Connections** tab, and then select **Connections** .

3 On the Tasks tab, select **Manage existing connections**.

4 If your wireless service provider's name appears in the list, press **OK** . If not, contact your wireless service provider for assistance.

- Try using a Wi-Fi connection if you are in an area that supports it.

I can't send or receive text or multimedia messages

- Make sure your phone is on and that you're inside a coverage area (see Turning your phone on).
- Contact your wireless service provider to verify that your plan includes messaging services, that these services have been correctly activated, and that they are available at your location. Your wireless service provider should be able to tell you if messaging services have been experiencing transmission delays.
- If possible, contact the recipient or sender of the message, and make sure the receiving device can handle the type of message you're sending.

• If a text message arrives but does not display a notification, perform a soft reset (see Performing a soft reset).

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

Verify all the following:

• The **Turn on Bluetooth** box is checked in Bluetooth Settings.

• Your Bluetooth device is charged and turned on.

• Your smartphone is within range of the hands-free device. Bluetooth range is up to 30 feet (10 meters) in optimum environmental conditions, which include the absence of the following: obstacles, radio interference from nearby electronic equipment, and other factors.

• The Bluetooth Settings screen is closed.

• You are away from other devices using the 2.4 GHz radio frequency, such as cordless phones, microwaves, and Wi-Fi equipment. If this is impossible, move the phone closer to the hands-free device.

• The device specifications are compatible with your smartphone.

I lost the connection between my smartphone and my Bluetooth headset

1 Press **Start** and select **Settings**.
2 Select the **Connections** tab, and then select **Bluetooth**.
3 Select the **Devices** tab.
4 Select your headset name from the list.
5 In **Partnership Settings**, make sure the **Hands Free** box is checked.
6 Select **Save**.
7 Highlight the headset name.
8 Press and hold **Center** ◯ to open the shortcut menu and select **Set as Hands-Free**.
9 Test your headset by making or receiving a call.

If the headset still doesn't work, delete the existing partnership and create a new one. To delete the partnership:

1 Press **Start** and select **Settings**.
2 Select the **Connections** tab, and then select **Bluetooth**.

3 Highlight the headset device name.

4 Press and hold **Center** ◯ to open the shortcut menu, and select **Delete**.

5 Create a new partnership (see <u>Connecting to devices with Bluetooth®</u> <u>wireless technology</u>.

Synchronization

Synchronization enables you to back up the information on your smartphone onto your computer or your server. If you ever need to perform a hard reset or otherwise erase all your information on your smartphone, you can synchronize your smartphone with your computer to restore the info. To make sure you always have an up-to-date backup of your info, synchronize frequently.

You can synchronize email and other information directly with Microsoft Exchange Server 2007, or Exchange Server 2003 SP2, using Microsoft Exchange ActiveSync®, or you can synchronize your smartphone with your computer, using the desktop sync software that came with your smartphone.

DID YOU KNOW? You can go to the Windows Mobile website for more information at <u>windowsmobile.com</u>.

DID YOU KNOW? A common cause of sync problems is the presence of protective software, such as VPNs or firewalls, on your computer or network.

Desktop sync software

This section covers issues with synchronizing using the desktop sync software that came with your smartphone. If you have a Windows XP computer, the desktop sync software is called ActiveSync® desktop software. If you have a Windows Vista computer, the desktop sync software is called Windows Mobile Device Center.

NOTE See <u>Exchange ActiveSync (wireless</u> <u>synchronization)</u> for help with direct wireless synchronization with an Exchange server.

My smartphone does not sync when I connect it to my computer with the USB cable. Instead, I see a Treo Setup screen.

Your connection did not switch to sync mode. Follow these steps to switch modes manually.

1 On your smartphone, press **Start** and select **Programs**.
2 Select **PC Setup** .
3 Select **Synchronize**.
4 If you still cannot synchronize, go to palm.com/treopro for synchronization support.

I am in sync mode, but synchronization isn't working.

Even if you are in sync mode, synchronization cannot take place unless you have the desktop sync software installed on your computer. If you did not install the software during initial setup but want to synchronize, switch to setup mode so that you can install the software.

1 On your smartphone, press **Start** and select **Programs**.
2 Select **PC Setup** .

3 Select **Set up my PC**.
4 Connect your smartphone to your computer using the USB cable.
5 On your computer, follow the onscreen prompts to update or install the appropriate sync software for your computer (ActiveSync for Windows XP, or Windows Mobile Device Center for Windows Vista).
6 If you still cannot synchronize, go to palm.com/treopro for synchronization support.

The desktop sync software does not respond to sync attempt

As you complete the following steps, synchronize after each step. If the synchronization is successful, you do not need to complete the remaining steps.

1 Verify that the USB cable is securely connected at all points (see Setting up your computer for synchronization).
2 Make sure that all the files you're trying to sync are closed on both your computer and your smartphone.
3 On a Windows XP computer, look for the ActiveSync icon at the top of

your smartphone screen and the ActiveSync 🔵 icon in the taskbar on your computer to make sure ActiveSync desktop software is running on your computer. On a Windows Vista computer, look for the **connection** 🔂 icon at the top of your smartphone screen.

If the correct icons are not displayed, do the following:

Smartphone**:** Press **Start** 🔳, select **Programs**, and select **ActiveSync** 🔵. Press **Menu** (right softkey) and select **Connections**. Make sure the **Synchronize all PCs using this connection** box is checked, and that **USB** is selected from the list.

Windows XP computer: Click **Start** > **Programs** > **Microsoft ActiveSync**.

Windows Vista computer: Click **Start** > **All Programs** > **Windows Mobile Device Center**.

4 Do one of the following:

Windows XP computer: Double-click the **ActiveSync** 🔵 icon in your taskbar. From the **File** menu, select

Connection Settings. Make sure the **Allow USB connections box** is checked and click **Connect**.

Windows Vista computer: Click **Start** > **All Programs** > **Windows Mobile Device Center**. Select **Connect without setting up your device**, and then select **Connection settings**. Make sure the **Allow USB connections box** is checked, and click **Connect**.

5 On your smartphone, press **Start** 🔳, select **Settings**, select the **Connections** tab, and then select **USB to PC** 🔂. If the **Enable advanced network functionality** box is checked, uncheck it. If this box is currently unchecked, then check it.

6 Perform a soft reset (see Performing a soft reset).

7 Restart your computer and make sure the desktop sync software is running.

8 If problems persist and you're synchronizing through a USB hub, try connecting the USB cable to a different USB port or directly to your computer's built-in USB port.

9 If you're already synchronizing through a built-in USB port on the front of your computer, move the USB cable to a USB on the back of your computer if your computer has USB ports in both places.

10 Uninstall the desktop software that came with your smartphone, and then repeat the installation process (see Reinstalling the desktop software).

11 For a Windows XP computer only, delete the existing partnership between your smartphone and your computer and create a new one by doing the following steps in turn:

• Disconnect your smartphone and your computer from the USB cable.

• Right-click the gray **ActiveSync** icon in the taskbar in the lower-right corner of your computer screen, and select **Open Microsoft ActiveSync**.

• Click **File**, and then click **Delete Mobile Device**. When asked to confirm, click **Yes**.

• Connect your smartphone and your computer to the USB cable.

• When the Synchronization Setup Wizard appears, follow the steps to establish a sync relationship between your smartphone and your computer.

12 If your organization uses a firewall or a VPN connection, synchronizing with ActiveSync may not work. For a Windows XP computer only, go to microsoft.com and search for the following topics to help with specific firewall setup situations:

• ActiveSync USB Connection Troubleshooting Guide

• ActiveSync with Sygate Personal Firewall

• ActiveSync with TrendMicro PC-cillin Internet Security

• ActiveSync with Norton Personal Firewall

• ActiveSync with Zone Alarm Security Suite

• ActiveSync with McAfee Personal Firewall

• ActiveSync with Windows Firewall

13 Verify with your computer hardware vendor that your operating system supports your internal USB controller.

CHAPTER

Synchronization finishes but info doesn't appear where it should

- With the included desktop sync software, your smartphone can synchronize with the root folders of Microsoft Office Outlook Contacts, Calendar, Tasks, and Notes (Outlook sold separately). If you want to synchronize with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Microsoft Office Outlook (right-click the addresses and select **Add to Personal Address Book**).

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

- If you're trying to sync offline, be sure to set your Microsoft Office Outlook Calendar, Contacts, Notes, and Tasks to be available offline.

- For music files, update the library in Windows Media Player Mobile (see Working with libraries).

- For pictures and videos, see Synchronizing your pictures, videos, and music for information on the location of synchronized items.

- For Office Mobile files, see Where are the changes I made to my file? for information on the location of synchronized files.

- If you're still having problems, try the following:

1 Make sure you're synchronizing with the intended desktop personal information manager (PIM). The desktop sync software lets you synchronize with Microsoft Office Outlook for Windows. If you use a different PIM, you need to install third-party software to synchronize. For more information, consult the company that makes the PIM.

2 Open the desktop sync software on your computer, and make sure the Files synchronization option is selected (see Changing which applications sync).

3 Uninstall the desktop sync software, reboot your computer, and then repeat the installation process (see Reinstalling the desktop software).

Synchronization starts but doesn't finish

Make sure that you installed the desktop software that came with your smartphone. If you're not sure whether this software is installed, reinstall it (see Reinstalling the desktop software).

My video and music files won't sync

1 Make sure you have Windows Media Player 10 or later installed on your computer.

2 Reinstall the desktop sync software (see Reinstalling the desktop software). Media file synchronization fails if you installed the desktop sync software before you installed Windows Media Player.

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

1 Make sure that you installed the desktop sync software that came with your smartphone. If you're not sure whether this software is installed, reinstall it (see Reinstalling the desktop software).

2 Open Microsoft Office Outlook and correct the wrong entries.

3 Manually enter any information you added to your smartphone since the last time you synchronized.

4 Synchronize your smartphone and your computer.

My scheduled sync doesn't work

By default, a scheduled sync does not work while you are roaming. This is to prevent roaming charges on your account. If roaming charges are not a concern, follow these steps to continue your sync schedule while roaming:

1 Press **Start** and select **Programs**.

2 Select **ActiveSync** .

3 Press **Menu** (right softkey) and select **Schedule**.

4 Check the **Use above setting when roaming** box.

5 Press **OK** .

CHAPTER

An alert tells me that ActiveSync encountered a problem on the server

There is a temporary problem with the server or the server may be temporarily overloaded. Try again later. If the problem persists, contact your system administrator.

An alert tells me that there is not enough free memory to sync my info

The ActiveSync application on your smartphone ran out of storage space. Try the following:

1 Go to Memory Settings and close all running programs (see Closing applications).
2 If the problem persists, see Making room on your smartphone for suggestions on other ways to free up space on your smartphone.

An alert tells me that ActiveSync encountered a problem with [item type] [item name]

An error occurred during the sync of a single item. This error can usually be corrected only by removing the item that caused the error. If you sync again to see if the error persists, be aware that items causing this type of error are skipped and do not show up again.

My Today screen settings are not restored after a hard reset

Settings such as the background image and plug-in choices are not backed up during synchronization, so they can't be restored after a hard reset. If you use a backup utility, you may be able to restore a backup to recover your Today screen settings and other additional info.

Exchange ActiveSync (wireless synchronization)

For issues with direct wireless synchronization with an Exchange server, see Desktop sync software.

TIP If you are synchronizing with an Exchange server and you're unable to change your lock settings, check with your system administrator to find out if a systemwide locking policy is in place.

An alert tells me that the server could not be reached

Your smartphone had to wait too long to connect to the Exchange server. The connection may have been lost, the server may be temporarily overloaded, or the server may have encountered an internal error. Check your Exchange server name and proxy server settings (see <u>Setting up wireless synchronization</u>), and try again later.

An alert tells me that my account information could not be detected

When you set up the Exchange server sync options, the credentials page was left blank. Correct the credentials (see <u>Setting up wireless synchronization</u>), or set up your smartphone to sync only with a computer, and try to sync again.

An alert tells me the device timed out while waiting for credentials

The Exchange server credentials screen was left open too long. Re-enter the Exchange server credentials, and try to sync again.

Email

I have problems using 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 in 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.

• Some email 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 email service providers have other requirements specific to their service. 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 have 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.

Scheduled email synchronization is not working

If email synchronization is occurring and you turn your smartphone off or the connection to your email service provider is disconnected, the synchronization fails.

- Check the synchronization schedule to make sure that email sync is set to occur at the expected day and time. See Setting the synchronization schedule for details.

- Press **Start** [⊞], select **Programs**, and then select **ActiveSync** ⊙. Press **Menu** (right softkey) and select **Configure Server**. Make sure the verify

password setting is on. This is required for over-the-air synchronization.

I have problems sending email

If you are able to receive email messages but cannot send them, try the following steps, in turn:

- Make sure your ISP or email provider allows you to access email on a smartphone. Some providers do not offer this option at all; other providers require an upgrade for accessing email on a smartphone.

- Press **Start** [⊞], select **Programs**, and then select **ActiveSync** ⊙. Press **Menu** (right softkey) and select **Configure Server**. Make sure the **SSL** box is checked.

- 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 (see Setting up a POP/IMAP account in

the Messaging application: Common email providers).

My vCard or vCal email attachment isn't forwarding correctly

Microsoft Office Outlook provides several features, including vCard and vCal, 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 select **Settings**.

2 Select **Internet Options** and click the **Programs** tab.

3 Make sure that the email field is set to the correct email client software.

4 Click **OK**.

5 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.

When I sync with my Exchange server my info is not downloading to my smartphone

Check with your system administrator to obtain the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out, because they do not want wireless access to their servers), you cannot use Exchange ActiveSync to synchronize with the Exchange server.

It's possible that the SSL setting is turned off. Verify the setting by following these steps:

1 Press **Start** and select **Programs**.

2 Select **ActiveSync** .

3 Press **Menu** (right softkey) and select **Configure Server**.

4 Make sure the **SSL** box is checked.

Web

I can't access a web page

First, make sure you have Internet access. Open Internet Explorer Mobile and try to view a web page you've loaded before. To ensure that you're viewing the page directly from the Internet, press **Menu** (right softkey) and select **Refresh**. After confirming your Internet connection, try to view the page in question again. If it comes up blank, press **Menu** (right softkey) and select **Refresh**.

If you're still having trouble, the page may contain elements that are not supported by Internet Explorer Mobile, such as Flash, Shockwave, VBScript, WML script, and other plug-ins.

Some websites use a redirector to their true home page. For example, if you enter the address http://palm.com/support, it may resolve to http://palm.com/us/support. If Internet Explorer Mobile can't follow the redirect, try using a desktop browser to

see the landing page of the redirector, and enter that address in Internet Explorer Mobile.

TIP Your smartphone can open your email application when you select an email address on a web page. If nothing happens when you select the link, try setting up your email application first.

An image or map is too small on my smartphone screen

Internet Explorer Mobile has several viewing modes: Full Screen, Mobile, and Desktop. Switch to Full Screen or Desktop mode to see the full-size image (see Viewing a web page).

A secure site refuses to permit a transaction

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

Camera

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

- Clean the camera's lens with a soft, lint-free cloth.

- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.

- Hold the camera as still as possible. Try supporting your picture-taking arm against your body or a stationary object (such as a wall).

- Keep the subject of the pictures still. Exposure time is longer with lower light levels, so you may see a blur.

- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light.

- Make sure the subject is at least 18 inches (0.5 meters) away from the camera to ensure good focus.

When you synchronize with a Windows XP computer, your Camera images are stored in the C:\Documents and Settings\<Username>\My Documents\Treo My Documents folder on your hard drive (see Camera).

When you synchronize with a Windows Vista computer, your Camera images are stored in the C:\Documents and Settings\<Username>\Documents\Documents on <User>'s Treo Pro folder on your hard drive (see Camera).

The Camera preview image looks strange

Some third-party applications overwrite the color settings on your smartphone with their own 8-bit color settings. This can affect the Camera Preview mode. Delete third-party applications one by one until the

preview image improves (see Removing applications).

Third-party applications

Sometimes third-party applications can cause conflicts on your smartphone. Third-party applications that modify wireless features may affect the performance of your smartphone and may require extra troubleshooting. Use caution when installing the following types of applications:

- Ringtone managers
- Caller ID applications
- Instant messaging
- Applications that modify when your phone or data connections turn on or off and how your phone behaves

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

1 Perform a soft reset (see Performing a soft reset).

2 Make sure the third-party application is compatible with the Windows Mobile 6.1 Professional operating system on your smartphone.

3 Delete the most recently installed application from your smartphone (see Removing applications).

4 If the problem persists, perform another soft reset.

5 If possible, synchronize or use a backup utility to back up your most recent info.

6 Perform a hard reset (see Performing a hard reset).

7 Synchronize or restore your backup to restore the info in your built-in applications.

8 If the problem is resolved, begin reinstalling your third-party applications one at a time.

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

Getting more help

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

TIP Remember that not all third-party applications were written with the Treo Pro smartphone keyboard and 5-way navigator in mind. You may encounter strange behavior or errors in these applications if you use the keyboard and the 5-way navigator.

Making room on your smartphone

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

Camera: Large images or videos take up a lot of memory. Move images to an expansion card or delete images from your smartphone (see Pictures & Videos).

Messaging: Multimedia content and email attachments can consume excessive

memory. Move multimedia content and attachments to an expansion card, or delete large files from your smartphone (see Deleting messages for information about deleting email messages, and Deleting messages for information about deleting text and multimedia messages). You may also want to empty the deleted items folder.

Internet: If you save links to pages you've visited in Internet Explorer Mobile, you may want to clear all recent pages (see Customizing your Internet Explorer Mobile settings).

Third-party applications: You can delete infrequently used applications or move them to an expansion card (see Moving info between your smartphone and an expansion card using File Explorer).

Also, remember that your smartphone includes an expansion card slot, and that you can store applications and information on expansion cards. However, you still need free memory on the smartphone itself to run applications from an expansion card.

Voice quality

Is the other person hearing an echo?

- Try decreasing the volume on your smartphone to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and the handset earpiece.

- Position the smartphone closer to your ear to prevent sound leaking back to the microphone. Keep your hand away from the microphone hole, which is on the lower-right side of your smartphone.

- If you're using Speakerphone mode with your smartphone lying on a flat surface, try turning the smartphone face down (screen facing the surface).

Are you hearing your own voice echo?

Ask the other person to turn down their volume or to hold the phone closer to their ear.

Is your voice too quiet on the other end?

Be sure to hold the bottom of the smartphone, or the hands-free microphone, close to your mouth.

Check the signal-strength indicator. If the signal is weak, try to find an area with better coverage.

Terms

ActiveSync®

The software that exchanges and updates the information on your Treo™ Pro Smartphone by Palm with the information on your computer.

ActiveSync desktop software

The software on your Windows XP computer that exchanges and updates the information on your computer with the information on your smartphone. To open ActiveSync on your computer, double-click the ActiveSync icon in the taskbar in the lower-right corner of your screen. If the icon does not appear, click **Start** > **All Programs** (or navigate to the **Programs** group) > **Microsoft ActiveSync**. See Installing Desktop Sync Software: Windows XP and Windows Vista.

auto-off interval

The time of inactivity that passes before the screen on your smartphone turns off. The wireless features on your smartphone are unaffected by this setting. See Optimizing power settings.

beam

The process of sending or receiving an entry or application using the infrared (IR) port on your smartphone or using Bluetooth® wireless technology. See Beaming information.

Bluetooth® wireless technology

Technology that enables devices such as smartphones, mobile phones, and computers to connect wirelessly to each other so that they can exchange information over short distances. For more info, visit bluetooth.com. See Connecting to devices with Bluetooth® wireless technology.

desktop software

A Personal Information Manager (PIM) application for computers, such as Microsoft Outlook®, that helps you manage your personal information and keep it synchronized with your smartphone. See Installing Desktop Sync Software: Windows XP and Windows Vista.

dialog box

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

EXIF (Exchangeable Image File Format)

A standard for storing interchange information in image files that enables images to be interoperable across multiple devices.

infrared (IR)

A way of transmitting information using light waves. You use the IR port on your smartphone to transfer information between other IR devices within a short radius. See Beaming information.

lithium-ion (li-ion)

The rechargeable battery technology used in your smartphone. See Charging the battery.

Microsoft Exchange ActiveSync®

Technology that allows your smartphone to synchronize email, contacts, calendar events, and tasks wirelessly with Microsoft Exchange Server 2003 SP2 or 2007. See Setting up wireless synchronization.

MMS (Multimedia Messaging System)

An enhanced messaging system that enables you to send pictures, animations, and ringtones almost instantly. See Creating and sending a multimedia message.

Mobile Device

The component on your Windows XP computer that enables you to install applications and other information on your smartphone. To access it, open Windows Explorer or My Computer and look for the icon that represents your smartphone. See Installing applications from your computer.

partnership

The connection that you make between two devices by means of Bluetooth wireless technology. The devices recognize each other because each device finds the same passkey on the other device. After you create a partnership between the devices, you no longer need to enter the passkey. Partnership is also known as *paired relationship, pairing, trusted device,* and *trusted pair* on some devices. See Connecting to devices with Bluetooth® wireless technology.

Phone Off

Appearing on the Today screen, this indicates that your smartphone is not connected to any network, and you cannot make calls except those to emergency numbers. You can still use the organizer features, however. See Turning your phone on.

piconet

An ad-hoc network of devices that uses Bluetooth wireless technology to connect one master device with up to seven active slave devices. The network can include up to 255 inactive, or parked, slave devices that the master device can bring into active status at any time.

PIM (personal information manager)

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

Secure Sockets Layer (SSL)

A security protocol that enables you to send personal information in a more secure manner over the Internet.

SMS (Short Messaging Service)

The service that exchanges short text messages almost instantly between mobile devices. Your smartphone can send and receive text messages while you are on a call. See Creating and sending a text message.

streaming

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

synchronization

The process in which information that is entered or updated on your smartphone, your computer, or a server is automatically updated in one of the other locations either wirelessly or by means of a cable connection. See Synchronizing information.

username

The name associated with your smartphone that distinguishes it from other Windows Mobile® devices. If you install desktop software, you are asked to give your smartphone a username. If you only synchronize wirelessly using Microsoft Exchange ActiveSync, you do not need to give your smartphone a username. See Installing Desktop Sync Software: Windows XP and Windows Vista.

Windows Mobile

The operating system of your Treo Pro smartphone. Your smartphone uses Windows Mobile® 6.1 Professional edition. When installing third-party applications to your smartphone, be sure to install only apps that are written for Microsoft Windows Mobile 6.1 Professional. Apps designed for Microsoft Windows Mobile 6.1 Standard or any edition of Windows Mobile 5.0 software are not compatible with your Treo Pro smartphone. See Installing third-party applications.

Windows Mobile Device Center

The software on your Windows Vista computer that enables you to synchronize content and manage music, pictures, and videos between your smartphone and your computer. To open Windows Mobile Device Center on your computer, click **Start** > **All Programs** > **Windows Mobile**

Regulatory and safety information

FCC Statements

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

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

FCC ID: O8F-SKYC.

The FCC ID on your Palm smartphone is located on a label inside the battery compartment. The battery must be removed as shown below to view the label.

CAUTION Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Antenna Care/Unauthorized Modifications

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations.

Industry Canada

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 Class B digital apparatus complies with Canadian ICES-003.

The term "IC" before the equipment certification number only signifies that the Industry Canada technical specifications were met.

IC: 3905A-SKYC

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.

Cet appareil numérique de la classe [*] est conforme à la norme NMB-003 du Canada.

RF Safety Exposure

General statement on RF energy: Your smartphone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your smartphone, the system handling your call controls the power level at which your smartphone transmits.

Specific Absorption Rate (SAR): Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

In order to certify this unit for sale to the public, this unit has been tested for RF exposure compliance at a qualified test laboratory and found to comply with the regulations regarding exposure to RF Energy under the recommendations of the International Commission on Non-Ionizing Radiation Protection (ICNIRP). The tests are performed in positions and locations as required by the FCC and IC for each model.

As SAR is measured utilizing the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated below. This is due to automatic changes to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

The SAR limit for mobile devices set by FCC/IC is 1.6 W/kg averaged over 1 gram of tissue for the body or head (4.0 W/kg averaged over 10 grams of tissue for the extremities—hands, wrists, ankles, and feet).

The highest reported SAR values of the Palm smartphone are:

Maximum scaled SAR values (FCC)	
Head	1.4 W/kg
Body	1.29 W/kg

In order to comply with FCC and IC RF exposure safety guidelines, users MUST use one of the following types of body worn accessories:

1 A Palm® brand body-worn accessory that has been tested for (specific absorption rate) SAR compliance and is intended for use with this product.

2 An accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 1.5 cm (0.6 in.) of separation between the user's body and the unit.

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

To view the most recent SAR values of the Treo Pro smartphone, visit palm.com/55058.

Body worn operation: Important safety information regarding radio frequency radiation (RF) exposure: To ensure compliance with RF exposure guidelines the smartphone must be used with a minimum of 1.5 cm (0.6 in.) separation from the body. Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

Limiting exposure to radio frequency (RF) fields: For individuals concerned about limiting their exposure to RF fields, the World Health Organization (WHO) provides the following advice:

Precautionary measures: Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using 'hands-free' devices to keep mobile phones away from the head and body.

Further information on this subject can be obtained from the WHO home page http://www.who.int/mediacentre/factsheets/fs193/en/index.html WHO Fact sheet 193: June 2000.

HAC

Using your phone with a hearing device

Your smartphone is compliant with the FCC Hearing Aid Compatibility (HAC) requirements. For additional HAC information, including the HAC rating of this product, please refer to http://www.palm.com/treopro-t850-hac.

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

The wireless telephone industry has developed ratings for some of their mobile phone, to assist hearing-device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that have been rated have a label on the box. Your Treo Pro has an M3/T3 rating. Your smartphone has not been HAC rated with respect to its Wi-Fi operation because currently no HAC standards exist for Wi-Fi.

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

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

T-Ratings: Phones rated T3 orT4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings.

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

- Any combined rating equal to or greater than six offers the best use.

- Any combined rating equal to five is considered normal use.

- Any combined rating equal to four is considered usable.

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

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

Getting the Best Hearing Device Experience with Your Device

To further minimize interference:

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

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

Battery handling:

- Do not disassemble or open, crush, bend or deform, puncture or shred.

- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.

- Only use the battery for the system for which it is specified.

- Only use the battery with a charging system that has been qualified with the system per the IEEE/CTIA-1725 standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.

- Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.

- Replace the battery only with another battery that has been qualified with the system per IEEE/CTIA-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.

- Promptly dispose of used batteries in accordance with local regulations.

- Battery usage by children should be supervised.

- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.

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

- Improper battery use may result in a fire, explosion or other hazard.

Based on DOT rules, spare batteries must not be transported in checked luggage on commercial flights. Spare batteries can only be transported in carry-on luggage. For more information: http://safetravel.dot.gov/whats_new_batteries.html.

Protecting Your Battery

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

Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Use only manufacturer-approved batteries and accessories found at Carrier Stores or through your device's manufacturer. Buying the right batteries and accessories is the best way to ensure they're genuine and safe.

- In order to avoid damage, charge the battery only in temperatures that range from 32° F to 122° F (0° C to 50° C).

- Don't use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.

- Never dispose of the battery by incineration.

- Keep the metal contacts on top of the battery clean.

- Don't attempt to disassemble or short-circuit the battery.

- The battery may need recharging if it has not been used for a long period of time.

- It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing

- Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:

    - Less than one month: 14° F to 140° F (–10° C to 60° C)

    - More than one month: 14° F to 113° F (–10° C to 45° C)

Power Specifications

Use only power accessories approved by Palm, such as AC-power adapters and batteries. Unauthorized and non-approved batteries will NOT operate with the Palm smartphone.

AC Power Adapter source: Foxlink
Model: 5890-712V-02K0
Part Number: 157-10108-00
Input Rating: 100–240 Vac, 50/60Hz, 0.2A
Output Rating: 5Vdc, 1000mA

Battery Source: Palm
Type: Rechargeable Li-ion Polymer
Model: 157-10105-00
Rating: 3.7Vdc, 1500mAh (minimum)

Recycling and Disposal

This symbol indicates that Palm products should be recycled and not be disposed of in unsorted municipal waste. Please return Palm products to the electrical and electronic equipment collection points in your municipality or county. These collection points are available free of charge. For detailed

information please refer to your municipality or county. For information on Palm's environmental programs, visit www.palm.com/environment.

Hazardous substances that may be included in electronic products can potentially affect human health and the environment. Recycling benefits the environment by diverting waste from landfills and by recovering materials that may be recycled into other products. Responsible recycling ensures materials are properly collected and disposed. Palm is committed to support the European Union WEEE directive (2002/96/EC) and the protection of the environment for future generations.

It is everyone's responsibility to ensure that electrical and electronic products are properly reused, recycled or recovered.

As part of Palm's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste, and develop the highest standards in electronics recycling. Our recycling program keeps Palm handheld devices, smart phones and accessories out of landfills through evaluation and disposition for reuse and recycling.

In the USA, Palm customers may participate in the recycling program free of charge. Visit palm.com/recycle for additional details and information about how you can help reduce electronic waste.

User Safety

Operational Warnings

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your smartphone. For the safe and efficient operation of your smartphone, observe these guidelines.

Potentially explosive atmospheres: Turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats) storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains and dust) in the air.

Interference to medical and personal Electronic Devices: Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your smartphone.

Pacemakers: The Health Industry Manufacturers Association recommends that a minimum separation of 15 centimeters (6 inches) be maintained between a smartphone 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 smartphone more than six inches (15 centimeters) from their pacemaker when the smartphone is turned ON.

- Not carry the smartphone in a breast pocket.

- Use the ear opposite the pacemaker to minimize the potential for interference.

- Turn the smartphone OFF immediately if you have any reason to suspect that interference is taking place.

Other Medical Devices, Hospitals: 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 smartphone 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.

Repetitive Motion Injuries: When using the keyboard or playing games on your smartphone, you may experience discomfort in your neck, shoulders, hands, arms, of other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists. To minimize the risk of Repetitive Motion Injuries, when Texting or playing games with your phone:

- Do not grip the phone too tightly

- Press the buttons lightly

- Make use of the special features in the handset which minimize the number of buttons which have to be pressed, such as message templates and predictive text

- Take lots of breaks to stretch and relax

Audio Safety: This smartphone is capable of producing loud noises which may damage your hearing. When using the speakerphone feature, it is recommended that you place your smartphone at a safe distance from your ear.

Blackouts and Seizures: Blinking lights, such as those experienced with television or playing video games may cause some people to experience blackout or seizure, even if never experienced before. In the event a smartphone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum of 15 minutes, use in a well lighted area, view the screen from the farthest distance and avoid exposure to blinking lights if you are tired.

Operating Machinery: Do not use your smartphone while operating machinery. Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Aircraft: While in aircraft, follow all instructions regarding the operation of your smartphone. Use of your smartphone while on board an aircraft must be done in accordance in compliance with airline instructions and regulations.

Vehicles with Air Bags: Your smartphone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the smartphone. Air bags will inflate with great force and care should be taken to protect within a vehicle that has air bags. Do not place a phone in the area over an air bag or in the air bag deployment area. Store the phone safely before driving the vehicle.

Hearing Aids: People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby. The level of interference will depend on the type of hearing device and the distance from the interference source.

Increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Small children: Do not leave your smartphone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the smartphone. Your smartphone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Keep the device away from the abdomens of pregnant women and adolescents, particularly when using the device hands-free.

To reduce exposure to radiation, use your device in good reception areas, as indicated by the bars on your phone, at least 3 to 4 bars.

CAUTION Avoid potential hearing loss.
Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, earbuds and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies. The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings and the headphones. You should follow some common sense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.

- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.

- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-canceling headphones to block out background environmental noise.

- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.

- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.

- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.

- You can obtain additional information on this subject from the following sources:

  American Academy of Audiology
  11730 Plaza American Drive, Suite 300
  Reston, VA 20190
  Voice: (800) 222-2336
  Email: info@audiology.org
  Internet: www.audiology.org

  National Institute on Deafness and Other Communication Disorders
  National Institutes of Health
  31 Center Drive, MSC 2320
  Bethesda, MD USA 20892-2320
  Voice: (301) 496-7243
  Email: nidcdinfo@nih.gov
  Internet: http://www.nidcd.nih.gov/health/hearing

  National Institute for Occupational Safety and Health
  Hubert H. Humphrey Bldg.
  200 Independence Ave., SW
  Washington, DC 20201
  Voice: 1-800-35-NIOSH (1-800-356-4674)
  Internet: http://www.cdc.gov/niosh/topics/noise

Product Handling & Safety

General statement on handling and use: You alone are responsible for how you use your smartphone and any consequences of its use.

You must always switch off your smartphone wherever the use of a phone is prohibited. Use of your smartphone is subject to safety measures designed to protect users and their environment.

- Always treat your smartphone and its accessories with care and keep it in a clean and dust-free place.

- Do not expose your smartphone or its accessories to open flames or lit tobacco products.

- Do not expose your smartphone or its accessories to liquid, moisture, or high humidity.

- Do not drop, throw, or try to bend your smartphone or its accessories.

- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.

- Do not paint your smartphone or its accessories.

- Do not attempt to disassemble your smartphone or its accessories; only authorized personnel must do so.

- Do not expose your smartphone or its accessories to extreme temperatures, minimum 32F and maximum 113F (0 to +45 degrees Celsius)

- Please check local regulations for disposal of electronic products.

- Do not carry your smartphone in your back pocket as it could break when you sit down.

Battery: Your smartphone includes an internal lithium-ion polymer battery. Please note that use of certain data applications can result in heavy battery use and may require frequent battery charging. Any disposal of the smartphone or battery must comply with laws and regulations pertaining to lithium-ion or lithium-ion polymer batteries.

Demagnetization: To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your smartphone for a long time.

Normal use position: When making or receiving a phone call, hold your smartphone to your ear, with the bottom towards your mouth or as you would a fixed line phone.

Emergency calls: This smartphone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Smartphone heating: Your smartphone may become warm during charging and during normal use.

Accessories: Use only approved accessories. Do not connect with incompatible products or accessories. Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit the battery terminals.

Connection to a car: Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and damaged products: Do not attempt to disassemble the smartphone or its accessory. Only qualified personnel must service or repair the smartphone or its accessory. If your smartphone or its accessory has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

Interference in cars and to other Electronic Devices: Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation. 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.

Driving Safety

Driving Safety Tips Overview

Always obey all laws and regulations on the use of the smartphone in your driving area.

Safety—Your most important call. The Wireless Industry reminds you to use your smartphone safely when driving.

1   Get to know your smartphone and its features, such as speed-dial and redial.

2   Use a hands-free device.
3   Position your smartphone within easy reach.
4   Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
5   Do not take notes, look up phone numbers, read/write e-mail, or surf the internet while driving.
6   Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
7   Do not engage in stressful or emotional conversations that may divert your attention from the road.
8   Dial your national emergency number to report serious emergencies. This is a free call from your smartphone.
9   Use your smartphone to help others in emergencies.
10 Call roadside assistance or a special non-emergency wireless number when necessary.

Driving Safety Tips Details

1   Get to know your smartphone and its features such as speed-dial and redial. Carefully read your instruction manual and learn to take advantage of valuable features most smartphone models offer, including automatic redial and memory dial. Also, work to memorize the smartphone keyboard so you can use the speed-dial function without taking your attention off the road.

2   Use a hands-free device. A number of hands-free smartphone accessories are readily available today. Whether you choose an installed mounted device for your smartphone or a speakerphone accessory, take advantage of these devices. If driving while using a smartphone is permitted in your area, we recommend using a phone headset or a hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and do so only if it is legal and you can do so safely.

3   Make sure you place your smartphone within easy reach and where you can grab it without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voicemail answer it for you.

4   Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.

5 Do not take notes, look up phone numbers, read/write e-mail, or surf the internet while driving. If you are reading an address book or business card while driving a car, or writing a to-do list, then you are not watching where you are going. It's common sense. Don't get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.

6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip, or attempt to schedule your calls with times you may be temporarily stopped or otherwise stationary. But if you need to dial while driving, follow this simple tip: dial only a few numbers, check the road and your mirrors, then continue.

7 Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix—they are distracting and even dangerous when you are behind the wheel. Make people you are talking with aware you are driving and if necessary, suspend phone conversations which have the potential to divert your attention from the road.

8 Use your smartphone to call for help. Your smartphone is one of the greatest tools you can own to protect yourself and your family in dangerous situations—with your smartphone at your side, help is only three numbers away. Dial your national emergency number in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, your national emergency number is a free call on your smartphone.

9 Use your smartphone to help others in emergencies. If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call your national emergency number, as you would want others to do for you.

10 Call roadside assistance or a special wireless non-emergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call to your national emergency number. But you can still use your smartphone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

End user notice

Microsoft® Voice Command Version 1.5 for Windows Mobile®

NOTE The Voice Command application is not available in all languages. See <u>Setting up voice commands</u>.

IMPORTANT Do not become distracted from driving safely if operating a motor vehicle while using Device Software. Operating certain parts of this Device requires user attention. Diverting attention away from the road while driving can possibly cause an accident or other serious consequences. Even occasional, short diversions of attention can be dangerous if your attention is diverted away from your driving task at a critical time. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the vehicle in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.

Microsoft makes no representations, warranties, or other determinations that ANY use of the Software Product is legal, safe, or in any manner recommended or intended while driving or otherwise operating a motor vehicle.

General Operation

Voice Command Control: Many of the functions of the Device Software can be accomplished using only voice commands. Using voice commands while driving allows you to initiate the command with a button and then operate the Device mostly without removing your hands from the wheel.

Prolonged Views of Screen: If you are driving, do not access any function requiring a prolonged view of the screen. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional, short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

Let Your Judgment Prevail: The Device Software is only an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. The Device Software is not a substitute for your personal judgment.

Volume Setting: Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

Use of Speech Recognition Functions: Speech recognition software is inherently a statistical process which is subject to errors. It is your responsibility to monitor the speech recognition functions and address any errors.

Hands-Free Capability

All CTIA Certified portable products provide the consumer with a toll-free number for the purchase of a compatible hands-free device. 1-800-881-7256.

ESD Safety

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

Description of ESD

Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-susceptible equipment

Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm™ handheld, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your 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 Palm 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.

Owner's Record

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

Product: Treo™ Pro Smartphone by Palm

Model:

Serial No.:

www.palm.com/recycle

REGULATORY AND SAFETY INFORMATION

Specifications

Radio	• CDMA phone
	• EVDO and 1X bands
Phone features	• Personal speakerphone
	• Hands-free headset jack (3.5 mm, 3-barrel connector)
	• Microphone mute option
	• TTY-compatible
	• 3-way calling
	• HAC compliant (M3/T4 rating)
Processor technology	• Dual-core MSM7501A processor—528MHz
Expansion	• microSD card slot
Battery	• Rechargeable lithium-ion
	• 1500mAhr power
	• Removable for replacement
	• 3.5 hours full charge time
Operating system	• Windows Mobile® 6.1 Professional
Camera	• Still image capture resolution:1280 x 1024, 2 megapixel
	• 8x digital zoom
Size	• 114mm x 60mm x 13.5mm (4.5 in. x 2.36 in. x 0.53 in.)
Weight	• 130 grams (4.6 ounces)

Connectivity	• Infrared (1.0 compliant) • Bluetooth® wireless technology (2.0 + EDR compliant) • Wi-Fi (802.11 b/g)
Display	• Touch-sensitive LCD screen (includes stylus) • 65,536 colors (16-bit color) • Resolution: 320 x 320 • User-adjustable brightness
Keyboard	• Built-in 30-key keyboard plus 5-way navigator • Backlight for low lighting conditions
Included software	• Today/Phone (includes Speed Dial and Keypad) • Messaging (text, multimedia, and email) • Internet Explorer Mobile (web browser) • Camera • Pictures & Videos • Windows Media Player Mobile • File Explorer • Contacts • Calendar • Tasks • Notes

Included software (continued)	• OneNote
	• Task Manager
	• Calculator
	• ActiveSync®
	• Microsoft Office Excel Mobile®
	• Microsoft Office Word Mobile®
	• Microsoft Office PowerPoint Mobile®
	• Adobe® Reader® LE
	• Voice Command
	• Quick Tour
	• Search
	• Remote Desktop Mobile
	• Wireless Modem (not available from all wireless service providers)
	• Java (not available from all wireless service providers)
	• Windows Live (not available from all wireless service providers)
	• Windows Live Messenger (not available from all wireless service providers)
	• Sprite Backup

System requirements (for sync with desktop sync software using USB cable)	• Windows XP or Vista (later versions may also be supported) • 170MB of free hard disk space • Available USB port
Operating and storage temperature range	• 0° C to 50° C (32° F to 122° F) • 5% to 90% RH

Index