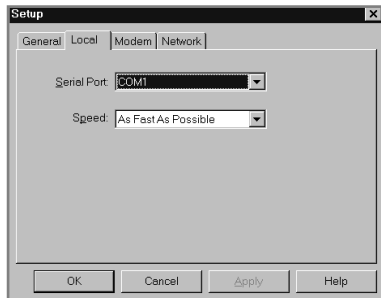• Manual monitors requests only when you select HotSync Manager from the Start menu.

Tip: If you're not sure which option to use, keep the default setting, Always Available.

4. Click the Local tab to display the settings for the connection between your computer and the Smartphone cradle.

5. If needed, choose another serial port to identify the port that Palm Desktop software uses to communicate with the cradle. This selection should match the number of the port to which you connected the cradle.

Note: Your Smartphone cannot share this port with an internal modem or other device.

6. If needed, set the speed to determine the speed at which data is transferred between your Smartphone and Palm Desktop software.

   Try the As Fast As Possible rate first, and adjust downward if you experience problems. This setting allows Palm Desktop software and your Smartphone to find and use the fastest speed.

7. Click the Modem tab to display the modem settings and adjust the options as needed. See "Performing a HotSync operation via modem" later in this chapter for more information.

8. If you are attached to a network, click the Network tab to display the network settings and adjust the options as needed. See "Performing a HotSync operation via a network" later in this chapter for more information.

9. Click OK.

Customizing HotSync Application Settings

For each application, you can define a set of options that determines how records are handled during synchronization. These options are called a "conduit." By default, a HotSync operation synchronizes all files between the Smartphone and Palm Desktop software.

In general, you should leave the settings to synchronize all files. The only reason you might want to change these settings is to overwrite data on either your Smartphone or Palm Desktop software, or to avoid synchronizing a particular type of file because you don't use it.

12

In addition to the conduits for Date Book, Address Book, To Do List, Memo Pad, and Expense, Palm Desktop software includes System and Install conduits. The System conduit backs up the system information stored on your Smartphone, including Graffiti® ShortCuts. The Install conduit installs applications on your Smartphone.
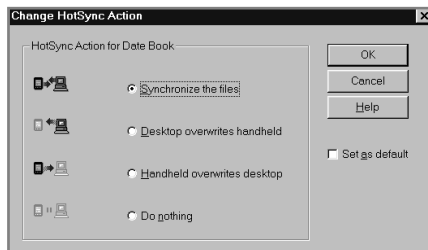
To customize HotSync application settings:

1. Click the HotSync icon ○ in the Windows system tray (bottom right corner of the taskbar).

   Tip: You can also click the HotSync command on the Palm Desktop software menu bar.

2. From the HotSync Manager menu, choose Custom.
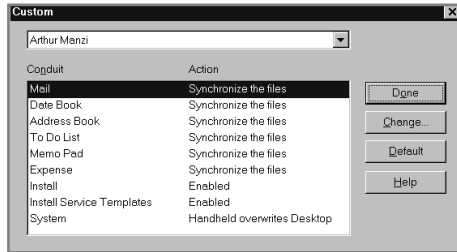
3. Select the appropriate user name from the list.

4. Select an application in the Conduit list. Click Change.

5. Click the direction in which you want to write data, or click Do Nothing to skip data transfer for an application.

6. Choose how long the setting will remain in effect:

- To have the setting affect only the next HotSync operation, deselect Set As Default. Thereafter, the HotSync Actions revert to their default settings.

- To use a new setting as the default, select the Set As Default option. Thereafter, whatever you selected as the default setting is used when you click the Default button in the Custom dialog.

7. Click OK.

8. Repeat steps 4 through 7 to change conduit settings for other applications.

9. Click Done to activate your settings.

12

Conducting a HotSync Operation Via Modem

You can use a modem, such as the modem, to synchronize your Smartphone when you are away from your computer.

Note: The first HotSync operation must be local, using the cradle. After that, you can perform a modem HotSync operation.

To perform a HotSync operation via modem you must complete the following steps:

• Connect a modem to your computer.

• Configure the Palm Desktop software for use with your modem.

• Connect a modem to your organizer.

• Configure the Modem preferences on your Smartphone for use with your modem. See page xx for details.

Preparing Your Computer

You must perform a few steps to prepare your computer for a modem HotSync operation. Be sure to perform these steps before you leave your office so that your computer is ready to receive a call from your Smartphone.

To prepare your computer for a modem HotSync operation:

1. Confirm that the computer modem is connected and turned on, and that no communications applications, such as fax or telephony software, are running on a COM port.

   Note: Make sure that the computer is disconnected from all online services, such as America Online (AOL) and CompuServe, to avoid conflicts with the COM port.

2. Start HotSync Manager if it is not already running, and from the HotSync Manager menu, choose Modem.
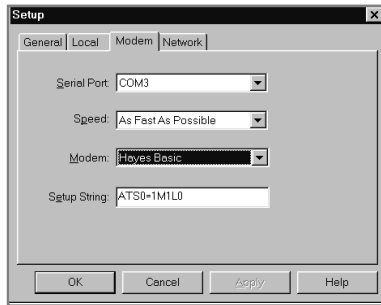
3. Adjust the following options as needed:

   • Serial Port to identify the port for the modem. If you are unsure of the port assignment, look at the Modem Properties in the Windows Control Panel.

   • Speed to determine the speed at which data is transferred. Try the As Fast As Possible rate first, and adjust downward if you experience problems. This setting lets Palm Desktop software and your Smartphone find and use the fastest speed.

   • Modem to identify the modem type or manufacturer. Refer to your modem manual or face plate for its type or settings. If you're not sure of your modem type or your modem doesn't match any that appear in the list, select Hayes Basic.

   • Setup String to identify the setup string for your particular modem. Not all modems require a setup string. Refer to your modem manual and enter the setup string if recommended by the manufacturer.

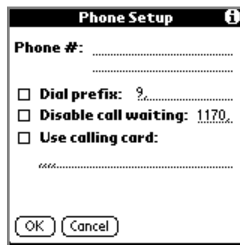4. Click OK.

Preparing Your Smartphone

In addition to preparing your computer, you must perform a few steps to prepare your Smartphone for a modem HotSync operation.

To prepare your Smartphone for a modem HotSync operation:

1. Tap ⬡ to open the Applications Launcher.

2. Tap the HotSync icon ◯.

3. Tap the Enter Phone # field.

   Note: If you plan to connect to your company's dial-in server (network modem) instead of connecting to a computer modem, see "Performing a HotSync operation via a network" later in this chapter.

4. Enter the telephone number to access the modem connected to your computer.

5. If needed, enter a dial prefix (such as "9") to access an outside line, and then tap the Dial Prefix check box.

> **Tip**: You can enter a comma in the field to introduce a "pause" in the dialing sequence.

6. If the phone line you're using for the Smartphone has Call Waiting, select the Disable call waiting check box to avoid an interruption during the modem HotSync operation.

7. If you want to use a calling card to place the call, select the check box and enter the calling card number.

8. Tap OK.

9. Tap the Menu icon 📇.

12

10. Tap Options, and then tap Modem Setup.

11. Enter the Modem Preference settings as described in "Modem Preferences."

Selecting Conduits for a Modem HotSync Operation

You can define which files, applications, or both on your Smartphone synchronize during a modem HotSync operation, to minimize the time required to synchronize data with a Palm Modem accessory. To define what synchronizes, you use the Conduit Setup dialog box.

To define which files or applications on your device synchronize during a HotSync operation:

1. Tap ⊕ to open the Applications Launcher.

2. Tap the HotSync icon ○.

3. Tap the Menu icon 🔁 to open the HotSync menus.

4. Tap Options, and then tap Conduit Setup.

5. In the Conduit Setup dialog box, tap the check boxes to deselect the files and applications that you do not want to synchronize during a modem HotSync operation. The default setting is to synchronize all files.

6. Tap OK.

Performing a HotSync Operation Via a Modem

After you prepare your computer and your Smartphone, and select your Conduit Setup options, you are ready to perform a modem HotSync operation.

To perform a modem HotSync operation:

1. Tap ⬣ to open the Applications Launcher.

2. Tap the HotSync icon ◯.

3. Tap the Modem icon to dial the Palm Desktop modem and synchronize the applications.

12

4. Wait for the HotSync operation to complete.

Performing a HotSync Operation Via a Network

When you use the Network HotSync software, you can take advantage of the LAN and WAN connectivity available in many office environments. The Network HotSync software lets you perform a HotSync operation by dialing in to a network or by using a cradle that is connected to any computer on your LAN or WAN (provided that the computer connected to the cradle also has the Network HotSync software installed, your computer is on, and the HotSync Manager is running).

The Network HotSync software requires the following:

- Your computer has TCP/IP support installed.

- Both your company's network system and its remote access server support TCP/IP. (Your system administrator has this information.)

- You have a remote access account. (If you don't have an account, consult your system administrator.)

Everything you need to connect to your company's dial-in server (network modem) is included with Palm Desktop software and Smartphone software. You need to activate the feature, however, on both Palm Desktop software and your Smartphone.

To prepare your computer for a network HotSync operation:

1. Click the HotSync Manager icon in the Windows system tray. The Windows system tray is usually in the lower right corner on your computer display. The location may vary depending on the location of the taskbar and the version of Windows you are using.

2. From the HotSync Manager menu, choose Network.
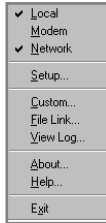
3. From the HotSync Manager menu, choose Setup.

4. Click the Network tab and make sure that a check mark appears next to your user name. If no check mark appears, select the check box next to your user name.

12
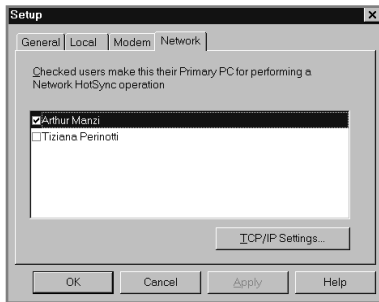
5. Click OK.

6. Place your Smartphone in the cradle, and perform a HotSync operation.

The HotSync operation records network information about your computer on your Smartphone. With this information, your Smartphone can locate your computer when you perform a HotSync operation over the network.

To prepare your device for a network HotSync operation:

1. Tap ⊙ to open the Applications Launcher.

2. Tap the HotSync icon ◯ .

3. Tap the Menu icon ⊞ to open the HotSync menus.

4. Tap Options, then tap Modem Sync Prefs.

5. Tap Network.

6. Tap OK.

> **Note**: For more information on the Network HotSync feature, see page xx for information on configuring Network HotSync preferences.

Using File Link

The File Link feature lets you import Address Book and Memo Pad information into your Smartphone from a separate external file such as a company phone list. HotSync Manager stores the data in a separate category on your Palm Desktop software and your Smartphone. You can set the File Link feature to check for changes to the external file when you perform a HotSync operation.

With File Link, you can import data stored in any of the following file formats:

- Comma delimited (.csv).
- Tab delimited (.tsv).
- Memo Pad archive (.mpa).
- Address Book archive (.aba).
- Text (.txt).

For information on how to set up a file link, see the Palm Desktop online Help.

12

13

CHAPTER13

Setting Preferences for Your Smartphone

The Preferences screens enable you to customize the configuration options on your Smartphone.

In the Preferences screens, you can do the following:

General	Set the current date and time, the auto shut-off interval, the Stay on in cradle feature, the Beam Receive feature, and the system, alarm, and game sounds.
Formats	Set the country default and the formats for dates, times, calendar, and numbers.
Modem	Configure your Smartphone for use with a modem.
Owner	Assign your name, phone number, and other owner information to your Smartphone.
Buttons	Assign different applications to the buttons on the front panel of your Smartphone and the HotSync® button on the cradle, and reassign the full-screen pen stroke command.

ShortCuts	Define a list of Graffiti® abbreviations.
Digitizer	Calibrate the screen on your Smartphone.
Network	Configure your Smartphone for use with a network.

To open the Preferences screens:

1. Tap the ⊙ icon to open the Applications Launcher.

2. Tap the Preferences icon ◉.

3. Tap the pick list in the upper-right corner of the screen.

4. Select the Preferences screen you want to view.

Buttons Preferences

The Buttons Preferences screen enables you to associate different applications with the buttons on the front of the Smartphone.

For example, if you find that you seldom use To Do List and often use Expense, you can assign the To Do List button to start Expense.

Any changes you make in the Buttons Preferences screen become effective immediately; you do not have to change to a different screen or application.

If you assign a different application to a button, you can still access the original application using the Applications Launcher.

To change the Buttons preferences:

1. Tap the pick list next to the button you want to re-assign.

2. Tap the application that you want to assign to the button.

   Tip: To restore all of the buttons to their factory settings, tap Default.

13

Pen Preferences

The Buttons Preferences screen enables you to change the assignment of the full-screen pen stroke. By default, the full-screen pen stroke activates Graffiti Help.
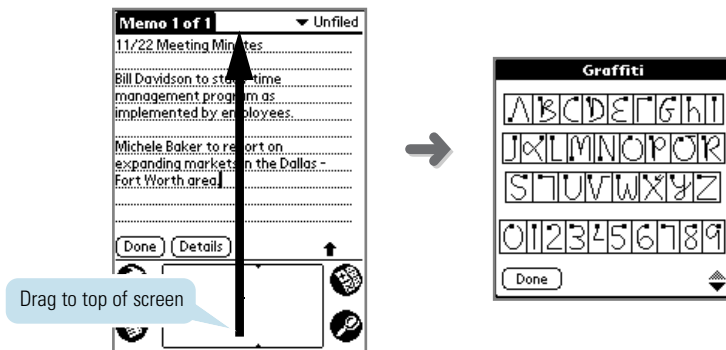
To change the Pen preferences:

1. Tap Pen.

2. Tap the pick list and select one of the following settings for the full-screen pen stroke:

Backlight	Turns on the backlight of your Smartphone.
Keyboard	Opens the onscreen keyboard for entering text characters.
Graffiti Help	Opens a series of screens that show the complete Graffiti character set.
Turn Off & Lock	Turns off and locks the Smartphone. You must assign a password to lock the Smartphone. When locked, you need to enter the password to use your Smartphone.
Beam Data	Beams the current record to another Palm Computing® connected smartphone.

3. Tap OK.

HotSync Buttons Preferences

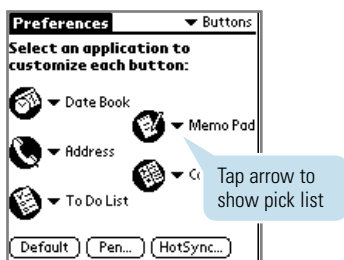The Buttons Preferences screen also enables you to associate different applications with the HotSync button on the cradle and the HotSync button on the optional Palm Modem. Any changes that you make in the HotSync Buttons dialog box become effective immediately; you do not have to change to a different screen or application.

To change the HotSync buttons preferences:

1. Tap HotSync.

2. Tap the pick list next to the button you want to assign.
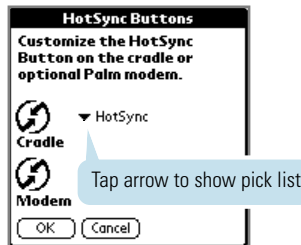
3. Tap the application that you want to assign to each button.

   The default setting for each button is the HotSync setting, which means the cradle and optional modem perform their normal HotSync functions.

4. Tap OK.

Digitizer Preferences

The Digitizer Preferences screen opens the digitizer calibration screen. This is the same screen that appears when you start your Smartphone for the first time.

You can recalibrate your screen after a hard reset, or if your digitizer drifts.

Formats Preferences

Use the Formats Preferences screen to set the country default and the display format of the dates, times, and numbers on your Smartphone.

Country Default

The country default sets date, time, week start day, and number conventions based on geographic regions where you might use your Smartphone. For example, in the United Kingdom, time often is
expressed using a 24-hour clock. In the United States, on the other hand, time is expressed using a 12-hour clock with an AM or PM suffix.

All your Smartphone applications use the Country default settings. You can, however, customize your own preferences as described in the "Time, date, week start, and numbers formats" section later in this chapter.

To set the country default:

1. Tap the country name pick list.
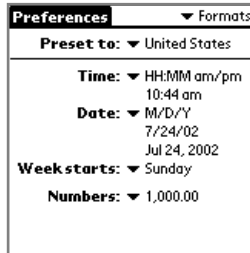
2. Tap the setting you want to use.

Time, Date, Week Start, and Numbers Formats

The Time setting defines the format for the time of day. The time format that you select appears in all applications on your Smartphone.

13

To select the time, date, week start, and numbers format:

1. Tap the Time pick list and select a format.

2. Tap the Date pick list and select a format.

3. Tap the Week starts pick list, and select whether you want the first day of the week to be Sunday or Monday.

   Note: This setting controls the Day, Week, and Month views in Date Book and all other aspects of your Smartphone that display a calendar.

4. Tap the Numbers pick list, and select formats for the decimal point and thousands separator.

General Preferences

The General Preferences screen enables you to set the time, date, auto shutoff interval, and sounds for your Smartphone.

Tip: When you first start up the Smartphone, you are also guided to set date and time.

Setting the Current Time

Use the Set Time button in the General Preferences screen to set the current time for your Smartphone.

To set the current time:

1. Tap the time in the General Preferences screen to open the Set Time dialog.
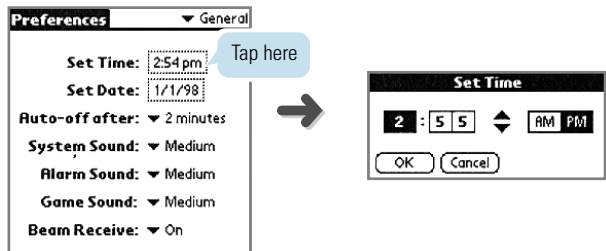
2. Tap the up or down arrows to change the number for the hour.

3. Tap the minutes numbers, and then tap the arrows to adjust the settings for the current time.

4. Tap the AM or PM box to select the time of day.

> **Note**: Your Smartphone can also display time based on a 24-hour clock. See the "Formats Preferences" section in this chapter.

5. Tap the OK button to close the Set Time dialog and return to the General Preferences screen.

Setting the Current Date

Use the Set Date button in the General Preferences screen to set the current date for your Smartphone.

To set the current date:

1. Tap the date in the General Preferences screen to open the Set Date dialog.

2. Tap the arrows at the top to select the current year.

Tap arrows to select year

Tap to select month
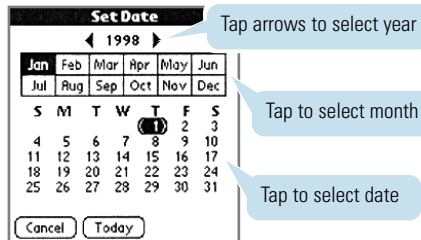
Tap to select date

3. Tap a month box to select the current month.

4. Tap the current date to set the date, close the Set Date dialog and return to the General Preferences screen.

Auto-off Delay

Your Smartphone has an automatic shutoff feature that turns off the power and backlight after a period of inactivity. This feature helps conserve battery power in case you forget to turn off your Smartphone.

If you find that your Smartphone shuts itself off before you finish reviewing the information on the screen, you should increase the time setting of the automatic shutoff feature.

To set the Auto-off delay:

1. Tap the Auto-off after pick list.

2. Tap the setting you want to use for the automatic shutoff feature: 1minute, 2 minutes, or 3 minutes.

System, Alarm, and Game Sounds

Your Smartphone uses a variety of sounds. The System, Alarm, and Game Sound settings enable you to turn the sounds on or off, and to adjust the volume level.

To set the system and alarm sounds:

1. Tap the System Sound pick list and select the sound level.

> **Note**: When you turn off the System Sounds, you also turn off the "chime" tones associated with the HotSync operation.

2. Tap the Alarm Sound pick list and select the sound level.

3. Tap the Game Sound pick list and select the sound level.

> **Note**: The Game Sound setting works only with games that are programmed to respond to this setting. Older games typically do not respond to this setting.

13

Beam Receive

You can choose to turn off the Beam Receive feature. This prohibits anyone from beaming information to your Smartphone. It also results in a slight saving of battery power.

To change the Beam Receive setting:

Tap the Beam Receive pick list and select On or Off.

Connection Preferences

The Connection Preferences screen enables you to define the settings used to perform different types of HotSync operations. The screen displays a list of available configurations that are ready to be further defined; the list varies depending on the kind of software you've added to your organizer.

For example, a modem connection appears on the list. If you have this modem, you only need to specify the phone setup (and network connection — if required) to complete the configuration.

Note: You can purchase a modem for use with your organizer. See http://www.palm.com.

You can also create custom configurations. There are four possible kinds of connections.

Serial to PC: A local HotSync connection: the direct serial connection between your organizer and your desktop computer. Your organizer is connected by its serial port to the cradle, and the cradle is attached by its cable to a serial (COM) port of your desktop computer.
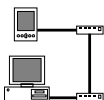
Serial to Modem: A connection between a modem attached to the serial port of your organizer and a modem that is part of your computer or laptop.

IrCOMM to PC: A connection between the IR port of your organizer and the infrared device of your computer or laptop.

IrCOMM to Modem: A connection between the IR port of your organizer and a modem. The modem can be attached to a computer or some other device containing an IR port.

Sample Connection for Remote IR HotSync Operations

The following sample configuration would enable you to perform an IR HotSync operation by sending data through the IR port of a modem attached to a cell phone, which then dials a modem attached to your desktop computer, to synchronize with your Desktop application. For this example, you use the IrCOMM to Modem connection.

To create an IrCOMM to Modem connection:

1. Tap New.

2. Enter a name to identify this configuration.

3. Tap the Connection Method pick list and select IrCOMM to Modem.
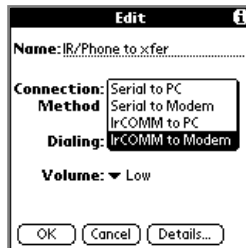
4. Tap the Dialing pick list and select TouchTone or Rotary.

5. Tap the Volume pick list and select the speaker volume you want to use.

6. Tap Details.

Edit	❶
Name: IR/Phone to xfer	
Connection: ▼ IrCOMM to Modem Method	
Dialing: ▼ TouchTone™	
Volume: ▼ Low	

Tap here

(OK) (Cancel) (Details...)

Details	❶
Speed: ▼ 57,600 bps	
Flow Ctl: ▼ Automatic	
Init String:	

(OK) (Cancel)
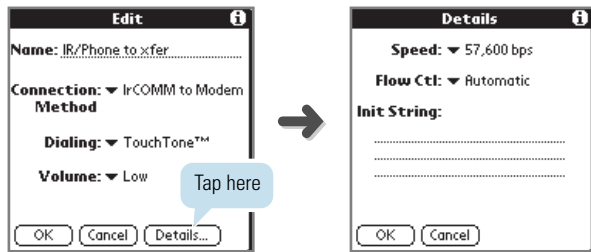
7. Enter the initialization string supplied by the documentation for the modem attached to your cell phone.

8. Tap OK, and then tap OK again to save the configuration.

Preferences	▼ Connection
Available Configurations:	

Palm Modem US/Canada
Palm Modem UK
IBM Work Pad Modem
Direct Serial
IR to a PC/Handheld
IR/Phone to xfer

(New...) (Edit...) (Delete)

Your new configuration appears in the list of available configurations
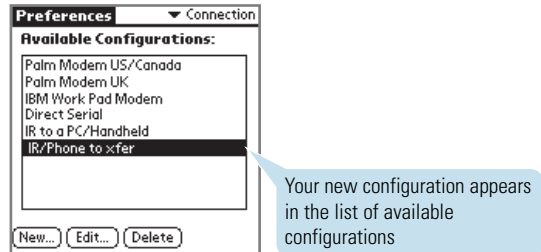
After you create the configuration, you need to set up the HotSync Manager of your Desktop application and the HotSync application of your organizer to perform a modem HotSync operation.

Network Preferences and TCP/IP Software

The Network Preferences settings enable you to use the TCP/IP software that is included in the Smartphone operating system. You can use the TCP/IP software to connect with Internet Service Providers (ISPs) or dial-in (remote access) servers. Because the TCP/IP software is a feature of the operating system, you configure all parameters relating to it from the Preferences application.

To use TCP/IP, you must configure both the Connection Preferences and then create Network Preferences settings.

Note: Connection Preferences screen enables you to use the modem to communicate with remote devices. For example, you can communicate with your ISP server, or with your computer if you are away on travel. See "Connection Preferences" earlier in this chapter for a complete explanation on how to create modem parameters.

13

After you configure both the Network and Connection Preferences, you can establish a PPP (Point-to-Point Protocol), SLIP (Serial Line Internet Protocol), or CSLIP (Compressed Serial Line Internet Protocol) connection with your ISP or dial-in server. You can do this either by using menu commands from the Network Preferences screen or by using a third-party application.

Note: TCP/IP provides the ability to connect to your ISP or dial-in server with applications that allow you to view the transmitted data.
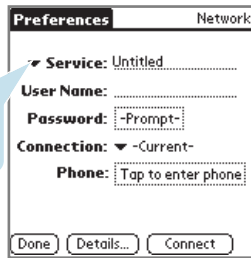
Selecting a Service

Use the Service setting to select the service template for your
Internet Service Provider or a dial-in server. Service templates are
a set of ISP and dial-in server configuration settings that you can
create, save, and reuse.

To select a service:

1. Tap the Service pick list.

Tap here to display
a list of service
templates

Preferences	Network
Service: Untitled	
User Name:	
Password: -Prompt-	
Connection: ▼ -Current-	
Phone: Tap to enter phone	

(Done) (Details...) (Connect)

2. Tap the predefined service template you want to use.

Entering a User Name

The User Name setting identifies the name you use when you log into your Internet Service Provider or your dial-in server. Although this field can contain multiple lines of text, only two lines appear onscreen.

To enter a user name:

1. Tap the User Name field.

2. Enter your user name.

Enter your user name here	**Preferences**　　　　Network ▼ **Service:** My ISP **User Name:** **Password:** -Prompt- **Connection:** ▼ -Current- 　　**Phone:** Tap to enter phone Done　Details...　Connect

13

Note: Most dial-in servers do not accept spaces in the user name.

Entering a Password

The Password box identifies the password you use to log into your server or ISP. Your entry in this field determines whether your Smartphone prompts you to enter a password each time you log into your network:

• If you do not enter a password, your Smartphone displays the word "Prompt" in this field and asks you to enter a password during the login procedure.

• If you enter a password, your Smartphone displays the word "Assigned" in this field and does not prompt you to enter a password during the login procedure.

> **Note**: If you are concerned about security, select the Prompt option and do not enter a password.

To enter a password:

1. Tap the Password field.

2. Enter the password you use to log into your server.
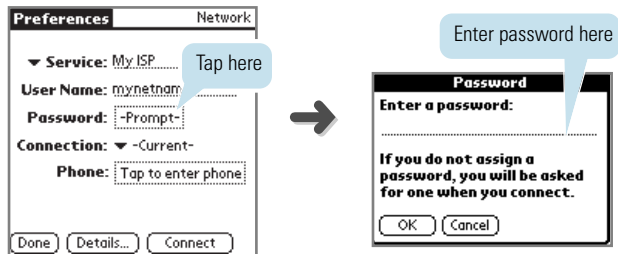
3. Tap OK.

> **Note**: The Password field updates to display the word "Assigned."

Selecting a Connection

Use the Connection setting to select the method you want to use
to connect to your Internet Service Provider or a dial-in server.
See "Connection preferences" earlier in this chapter for
information about creating and configuring connection settings.

To select a connection:

1. Tap the Connection pick list.

Preferences	Network

▼ **Service:** My ISP

User Name: mynetname

Password: -Prompt-

Connection: ▼ Connect to ISP

Phone: Tap to e... ...one

(Done) (Details...) (Connect)

Tap here to display a list
of available connections.

13

2. Tap the connection you want to use.
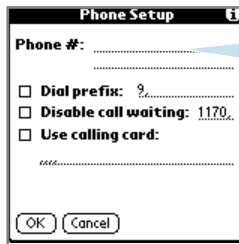
Adding Telephone Settings

When you select the Phone field, your Smartphone opens a dialog box in which you define the telephone number you use to connect with your ISP or dial-in server. In addition, you can also define a prefix, disable Call Waiting, and give special instructions for using a calling card.

Note: The Phone Setup dialog box works correctly for AT&T and Sprint long-distance services. However, because MCI works differently, MCI customers need to put the calling card number in the Phone # field and the phone number in the Use calling card field.

To enter your server phone number:

1. Tap the Phone # field.

2. Enter the phone number you use to reach your ISP or dial-in server.

Enter your ISP phone number here

3. If you need to enter a prefix or disable Call Waiting, skip to those procedures. Otherwise, tap OK.

Entering a Prefix

A prefix is a number that you dial before the telephone number to access an outside line. For example, many offices require that you dial "9" to dial a number outside the building.

To enter a prefix:

1. Tap the Dial Prefix check box to select it.

Select this box if you need to use a prefix

Enter your prefix here

```
                    Phone Setup        ℹ️
Phone #: ..........................................
          ..........................................
          ☐ Dial prefix:  9.............................
          ☐ Disable call waiting: 1170.
          ☐ Use calling card:
          ....................................................

          ( OK ) ( Cancel )
```

13
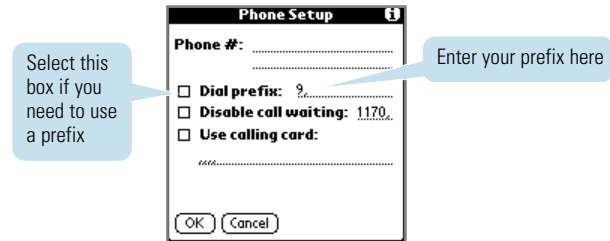
2. Enter the prefix.

3. Tap OK.

Disabling Call Waiting

Call Waiting can cause your session to terminate if you receive a call while you are connected. If your telephone has Call Waiting, you need to disable this feature before logging into your ISP or dial-in server.

To disable Call Waiting:

1. Tap the Disable call waiting check box to select it.

Select this box if you need to disable Call Waiting

Enter your disable code here

Phone Setup

Phone #: ....

☐ **Dial prefix:** 9.............................
☐ **Disable call waiting:** 1170.
☐ **Use calling card:**
  ....

(OK) (Cancel)
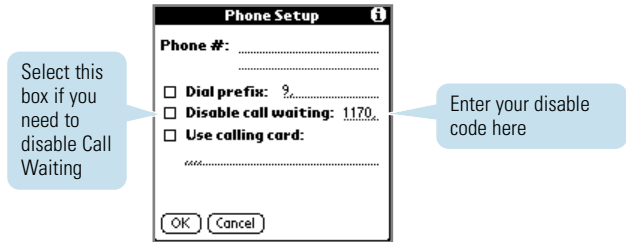
2. Enter the code to disable Call Waiting on the Disable call waiting line.

   Note: Each telephone company assigns a code to disable Call Waiting. Contact your local telephone company for the code that is appropriate for you.

3. Tap OK.

Using a Calling Card

The Use calling card field enables you to use your calling card when dialing your ISP or Intranet server. Keep in mind that there is usually a delay before you enter your calling card number. When you define your calling card number, you need to add commas at the beginning to compensate for this delay. Each comma delays transmission of your calling card number for two seconds.

To use a calling card:

1. Tap the Use calling card check box to select it.

Select this box to use a calling card

Phone Setup ℹ️

Phone #: ....
....

☐ **Dial prefix:** 9......................
☐ **Disable call waiting:** 1170.
☐ **Use calling card:**

,,,,...

(OK) (Cancel)

Enter your calling card number here
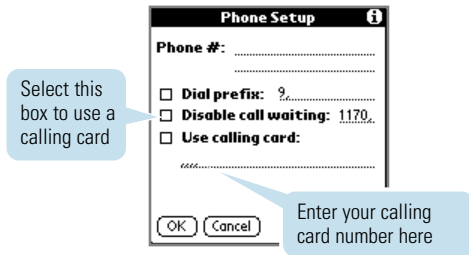
2. Enter your calling card number on the Use calling card line.

   Note: It's a good idea to add at least three commas at the beginning of your calling card number to compensate for the cue delay.

3. Tap OK.

13

Connecting to Your Service

After you set your Connection and Network Preferences, establishing a connection to your Internet Service Provider (ISP) or your company's network (dial-in server) is easy.

Note: If you are connecting to an ISP, you need a third-party application, such as a web browser or news reader, to take advantage of this connection. For information about third-party applications that support TCP/IP, check the web site http://www.palm.com.

To establish a connection:

Tap Connect to dial the current service and display the Service Connection Progress messages.

> **Tip**: To see expanded Service Connection Progress messages, press the Down scroll button.

To close a connection:

Tap Disconnect to terminate the connection between your Smartphone and your service.

Creating Additional Service Templates

You can create additional service templates from scratch or by duplicating existing templates and editing information. After you create a new or duplicate template, you can add and edit settings.

To add a new service template:

1. Tap the Menu icon 📧.

2. Tap Service, and then tap New. A new service template (called Untitled) is added to the Service pick list.

To duplicate an existing service template:

1. Tap the Service pick list.

2. Tap the predefined service template you want to duplicate.

3. Tap the Menu icon 📧.

4. Tap Service, and then tap Duplicate. A copy of the service template is added to the Service pick list.

Adding Detailed Information to a Service Template

If you are using one of the predefined service templates, you probably only need to enter your user name and telephone number. If you are creating a new service template, you may need to provide additional information to your ISP or dial-in server. You use the Details dialog box to add additional information to a selected service template.

To select a connection type:

1. Tap the service field.

2. Tap Details.
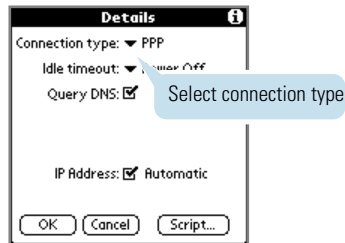
3. Tap the Connection type pick list and select one of the following connection types:

    PPP   Point-to-Point protocol

    SLIP   Serial Line Internet Protocol

    CSLIP   Compressed Serial Line Internet Protocol

Note: If you are not sure, try PPP; if that doesn't work, ask your Internet service provider or your system administrator for the correct connection type.

Idle timeout

The Idle timeout setting defines how long your Smartphone waits before dropping the connection with your ISP or dial-in server when you switch out of a TCP/IP application.

To set the Idle timeout:

1. Tap the Idle timeout pick list and select one of the following options:

Immediate	Drops the connection to your ISP immediately when you switch to another application.
1 minute	Waits one minute for you to open another application before it drops the connection.
2 minutes	Waits two minutes.
3 minutes	Waits three minutes.
Power Off	Keeps your PPP or SLIP connection until you turn off your Smartphone (or until it times out). This option works best with the modem.

2. Tap OK.

Defining primary and secondary DNS

The Domain Naming System (DNS) is a mechanism in the Internet for translating the names of host computers into IP addresses. When you enter a DNS number (or IP address), you are identifying a specific server that handles the translation services.

Each IP address has four sections, separated by periods. In the Details dialog box, you enter each section separately. Each section of an IP address is made up of a number from 0 to 255; numbers are the only allowable characters in this field.

Ask your Internet service provider or system administrator for the correct Primary or Secondary DNS IP numbers.

Tip: Many systems do not require that you enter a DNS. If you are not sure, leave the DNS field blank.

13

To enter a primary and secondary DNS:

1. Tap the Query DNS check box to deselect it.

2. Tap the space to the left of the first period in the Primary DNS field, and then enter the first section of the IP address.

   Note: Each section must be a number from 0 to 255.

3. Repeat step 2 for the second, third, and last sections of the Primary DNS field.

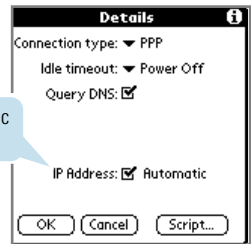4. Repeat steps 2 and 3 for the Secondary DNS number.

5. Tap OK.

IP address

Everyone who logs on to the Internet needs to have a unique identifier(an IP address), whether permanent or temporary. Some networks dynamically assign a temporary IP address when clients log in. The IP Address field lets you identify whether your network provides automatic (dynamic) temporary IP addressing.

Note: If your IP address is permanently assigned, you need to get that information from your system administrator. If you are not sure, select Automatic.

To identify dynamic IP addressing:

Tap the IP Address check box to select it.

Tap to select automatic IP address

```
┌─────────────────────────────┐
│      Details            ⓘ   │
│ Connection type: ▼ PPP       │
│     Idle timeout: ▼ Power Off│
│       Query DNS: ☑           │
│                              │
│                              │
│    IP Address: ☑ Automatic   │
│                              │
│ ( OK ) ( Cancel )  ( Script… )│
└─────────────────────────────┘
```

To enter a permanent IP address:

1. Tap the IP Address check box to deselect it and display a permanent IP address field below the check box.

2. Tap the space to the left of the first period then enter the first section of the IP address.

   Note: Each section must be a number from 0 to 255.

3. Tap and enter the remaining sections of the IP address.
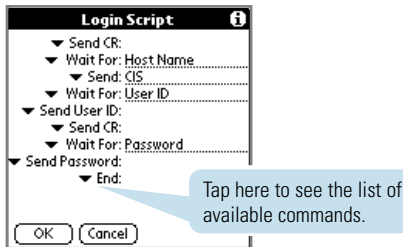
4. Tap OK.

Login Scripts

A login script is a series of commands that automates logging in to a network server, for example, your corporate network or your Internet Service Provider (ISP). A login script is associated with a specific service template created in Network Preferences.

A login script is something that you are likely to receive from your IS System Administrator if your company has a system in which you log in to the corporate servers from your organizer using a modem or network connection. The script is generally prepared by the System Administrator and distributed to users who need it. It automates the events that must take place in order to establish a connection between your organizer and the corporate servers.

You can create login scripts in two ways:

- In a text editor on your desktop computer, in which you create a file with the extension PNC, which you then install on your organizer using the Install Tool (this method is not available to Macintosh users)

- In the Login Script dialog box on your organizer, accessed from the Details dialog box in Network Preferences

13

Login Script

- Send CR:
- Wait For: Host Name
  - Send: CIS
- Wait For: User ID
- Send User ID:
  - Send CR:
  - Wait For: Password
- Send Password:
  - End:

Tap here to see the list of available commands.

(OK) (Cancel)

Note: You can also use non-ASCII and literal characters in your login script. See Appendix D for more information.

Creating a Login Script on Your Organizer

You can create login scripts by selecting commands from the Command pick list in the Login Script dialog. Some commands, such as Send, require you to supply additional information. Those commands have a parameter field so that you can add the necessary data.

To create a login script:

1. Tap Script.

2. Tap the End pick list.
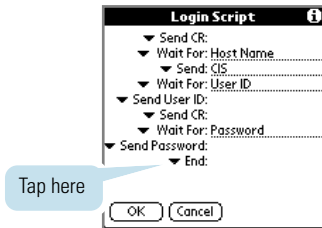
3. Tap the command you want from the Command list. If the command requires additional information, a field appears to the right of it for you to enter the information. The following commands are available:

Wait For	Tells your Smartphone to wait for specific characters from the TCP/IP server before executing the next command.
Wait For Prompt	Detects a challenge-response prompt coming from the server and then displays the dynamically generated challenge value. You then enter the challenge value into your token card, which in turn generates a response value for you to enter on your organizer. This command takes two arguments, separated by a vertical bar (I) on the input line.

Send	Transmits specific characters to the TCP/ IP server to which you are connecting.
Send CR	Transmits a carriage return or LF character to the TCP/IP server to which you are connecting.
Send User ID	Transmits the User ID information entered in the User ID field of the Network Preferences screen.
Send Password	Transmits the password entered in the Password field of the Network Preferences screen. If you did not enter a password, this command prompts you to enter one. The Password command is usually followed by a Send CR command.
Delay	Tells your Smartphone to wait a specific number of seconds before executing the next command in the login script.
Get IP	Reads an IP address and uses it as the IP address for your Smartphone. This command is used with SLIP connections.
Prompt	Opens a dialog box and prompts you to enter text of some kind (for example, a password or a security code).
End	Identifies the last line in the login script.

13

4. Repeat steps 2 and 3 until the login script is complete.

5. Tap OK.

Plug-in Applications

You can create plug-in applications containing script commands that extend the functionality of the built-in script commands. A plug-in application is a standard PRC application that you install on your organizer just like any other application. After you install the plug-in application, you can use the new script commands in a login script.

Plug-in applications have the following characteristics:

- Written in C language
- Compiled into a device executable
- Called properly from a login script
- Able to return control to a login script after it terminates
- Created using a development environment that supports the Palm OS® software, such as Metrowerks CodeWarrior for Palm Computing Platform.

Deleting a Service Template

There is only one way to delete a service template: use the Delete command from the Service menu.

To delete a service template:

1. Tap the Service pick list.

2. Tap the service template you want to delete.

3. Tap the Menu icon 📧.

4. Tap Service, and then tap Delete.

5. Tap OK.

Network Preferences Menu Commands

The Network Preferences screen includes menu commands to make it fast and easy to create and edit service templates. TCP/IP application menus are show here for your reference.

See "Using menus" in Chapter x for more information about choosing menu commands.

Service menu

Service	Edit	Options
New	⁄N	
Delete...	⁄D	
Duplicate	⁄L	

Options menu

Service	Edit	Options	
		View Log	⁄V

13

TCP/IP Troubleshooting

If you are having a problem establishing a network connection using TCP/IP, check this section and try the suggestions listed.

Displaying expanded Service Connection Progress messages

It's helpful to identify at what point in the login procedure the connection fails. An easy way to do this is to display the expanded Service Connection Progress messages. Expanded Service Connection Progress messages describe the current stage of the login procedure. Press the Down scroll button at any point during login to display these messages.

Viewing the Network Log

If viewing the expanded Service Connection Progress messages does not give you enough information to find out why you cannot connect to your ISP or dial-in server, take a look at the Network Log. The Network Log lists all of the communication that occurs between your modem and your dial-in server during the login procedure. The information in the Network Log can help your ISP or your System Administrator pinpoint where the login procedure communication fails and why.

To view the Network Log:

1. Tap Options, and then tap View Log.

2. Tap the up and down arrows of the scroll bar to see the entire Network Log.

3. Tap Done.

Adding a DNS number

If your ISP or dial-in server requires a DNS number and you did not enter that information in the Network Preferences screen, it will appear that you successfully logged into your network. When you try to use an application or look up information, however, the connection fails. If this occurs, try adding a DNS number. Ask your ISP or your system administrator for the correct Primary and Secondary DNS IP numbers.

Owner Preferences

The Owner Preferences screen enables you to record a name, company name, phone number, or any other information that you want to associate with your Smartphone.

If you use the Security application to turn off and lock your Smartphone with a password, information that you put in the Owner Preferences displays the next time you turn on your Smartphone. See "Security" for more information.

To enter the Owner preferences:

Enter the text that you want to associate with your Smartphone in the Owner Preferences screen. If you enter more text than can fit on one screen, a scroll bar automatically appears on the right side of the screen.

If you assign a password with the Security application, the information in the Owner Preferences screen cannot be changed. In this case, an Unlock button appears at the bottom of the screen.

To unlock the Owner Preferences screen:

1. Tap Unlock.

2. Enter the password that you defined in the Security application.

3. Tap OK.