



user guide

Explore your Voq™

Beta Documentation

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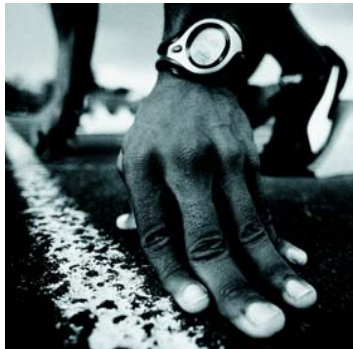
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Getting Started

1

What's in the box?
Getting up and running



What's in the box?

Your box contains the following:

- Voq™ handset
- Battery
- AC adapter/charger
- Mono headset
- Synchronization cable
- Companion CD
- Documentation:
 - Voq™ Pocket Reference
 - Voq™ User Guide (this guide)
 - Accessories fold-out

If any items are missing, please contact your Voq dealer.

Getting up and running

Before you begin using your new Voq phone, prepare and test it by completing the following steps:

- 1 Insert your SIM card.
- 2 Install the battery.
- 3 Charge the battery (12 hour initial charge).
- 4 Make a call.
- 5 Send an SMS.
- 6 Set up synchronization.
- 7 Check out the “Top ten things to do next”.

1 Insert your SIM card

Your service provider will provide you with a SIM (Subscriber Information Module) card that contains all your account information. Your phone cannot function without this card. To install it:

- 1 Remove the SIM card from its packaging.
- 2 Lay the phone face down with the battery removed.
- 3 Position the SIM card with the gold contacts down and line it up with the SIM card outline on the phone. The cut corner of the card should point towards the center of the phone.
- 4 Insert the SIM card under the two metal guides.



- 5 Gently push the SIM card until it slides snugly into place.

2 Install the battery

You cannot operate the phone without the battery even if the phone is attached to the AC adapter.

- 1 Insert the battery, bottom end first, into the opening on the back of the phone.



- 2 Lower the battery to the phone. Press the top of the battery until it clicks into place.

To remove the battery:

- 1 Slide and hold the locking latch open.
- 2 With the latch open, pull the top of the battery away from the phone and lift out the battery.

Note: Always turn off the phone using the Power button before you remove the battery. Otherwise you may lose e-mails and other data.

3 Charge the battery

Note: The initial charge must last a minimum of 12 hours. You can use your phone while the battery is charging. If the battery is totally discharged when you plug in the AC adapter, it takes several minutes for the phone to start up. This is normal and ensures that the phone has sufficient power for reliable operation.

- 1 Plug the lead from the AC adapter into the bottom of the phone.



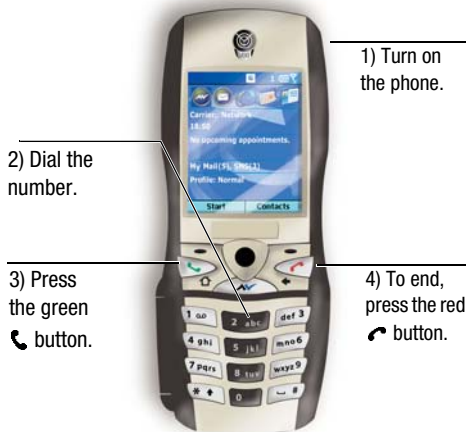
- 2 Insert the AC adapter plug into a power outlet. If required, use the plug adapter for your country.

If you ordered the optional Premium Accessory Kit, you can also use the cradle to charge the battery. See [“Using the desktop cradle” on page 121](#).

3a During or after charging, set the correct date and time. This is crucial to the proper functioning of many applications. On the Home screen, press **Start > Settings > More > Date and Time**. Press any key to change AM/PM.

4 Make a call

Try your new phone by making a phone call or by calling your voicemail box, if you have one.



To call your wireless voicemail, press and hold the **1** key for two seconds. You do not need to press the **☎** button.

For information about other call options, see [“Making and Answering Calls” on page 29.](#)

5 Send an SMS

- 1 Flip open the QWERTY thumbpad. When you do, the phone displays the myVoq screen.



- 2 Start typing your message.
- 3 When you finish typing, press the **Send SMS** soft key, located just below the display screen under **Send SMS**.
- 4 In the Insert Contact screen, either:
 - type a phone number, then press **Add**.
 - type or choose a name from your contact list, then press **Select**.
- 5 Edit your message if necessary, then press **Send**.

6 Set up synchronization

You can synchronize your E-mail, Contacts, Calendar, and Tasks so that the information on your phone and your desktop PC is the same and up to date. To do this you must install Microsoft® ActiveSync® and Voq™ Desktop Tools onto your desktop PC.

To install the software, insert the Voq companion CD into the CD-ROM drive of your PC. On the Getting Started window, click **Start Here** and follow the instructions.



For more information, see [“Synchronizing your Voq phone” on page 74.](#)

7 Top ten things to do next!

The Voq phone is an exciting new device that combines a phone, a PDA, and an e-mail/SMS text messenger in a single package. Try out these other key Voq features:

- Set up your e-mail. [Choosing your e-mail program, page 50.](#)
- Add contacts and make a call from your contacts list. See [“Managing your contacts” on page 40.](#)
- Browse the Web. See [“Browsing the Internet” on page 100.](#)
- Wirelessly sync your calendar to Microsoft Exchange 2003. See [“Synchronize your calendar wirelessly” on page 78.](#)
- Play a song. See [“Playing Music, Games, and More” on page 103.](#)
- Configure voice dialing. See [“Voice dialing” on page 32.](#)
- Send a multimedia (MMS) message. See [“Multimedia Messaging Service \(MMS\)” on page 68.](#)
- Use the speakerphone. See [“Turn the speakerphone On and Off” on page 35.](#)
- Learn about myVoq. See [“About myVoq” on page 25.](#)
- Change your ring tones. See [“Change the sound for an event” on page 84.](#)

Knowing Your Phone

2

The Voq™ professional phone

Flip-open QWERTY thumbpad

Home screen

myVoq™ screen

Joystick

Keys and buttons

Programs

Status icons



The Vq™ professional phone

Congratulations! Your new Vq phone will change the way you communicate. This innovative phone puts the

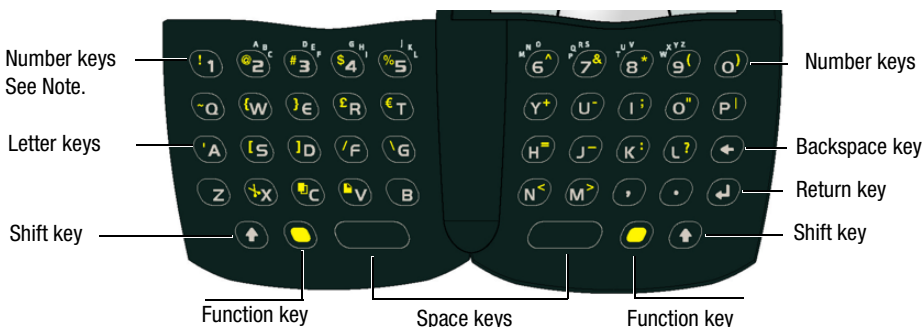
best of wireless technology in the palm of your hand—make calls, send e-mail and SMS messages, browse the Internet, and manage your calendar. For a person on the go, it's everything you need and more.



OS: Windows Mobile™ 2003
software for Smartphone

Flip-open QWERTY thumbpad

The Voq phone has a remarkable flip-open QWERTY thumbpad that lets you create text messages and e-mails using a full-featured keyboard. To use the thumbpad, just flip it open and start typing. It's that simple. When in the Home screen or on a call, opening the thumbpad launches the myVoq screen.



Most keys have a second character printed just above the main character. To type this character, press a function key and then a character key. For example, to type an equal sign (=), press “function+h”. When you are in a text field, such as in a contact record, you can display a full table of symbols, by pressing the function key twice.

Press the Shift key twice to invoke shift lock. The next key you press will be in uppercase.

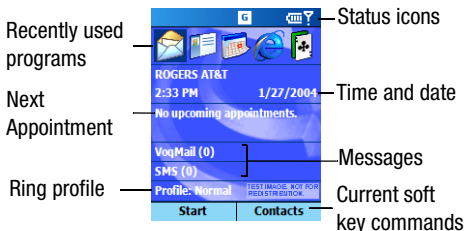
You can cut, copy and paste just like on a PC keyboard. To select text, press and hold the Shift key, then move the joystick left or right. To cut, copy, or paste, press the function key, then **x** (cut), **c** (copy), or **v** (paste).

For a complete list of keystrokes that you use to display special characters, see [“QWERTY thumbpad key strokes” on page 124](#).

Home screen

The Home screen is what you see when you first turn on your phone. You can change the background images and colors of your Home screen to suit you. You can even download your own images. For more information on customizing your display, see [“Home screen” on page 86](#).


The Home screen is the starting point for many tasks. Scroll to any area on the Home screen and press the joystick to start the application.

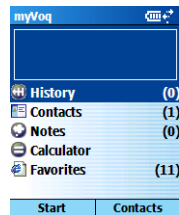


Start—Press **Start** to display a list of all the programs on your phone. To start a program, scroll to it and press the joystick. Select **More** to display more programs.

Contacts—Press **Contacts** to display your list of contacts. To call a contact, scroll to a name and press **Call**.

myVoq™ screen

The myVoq screen is what you see when you press  or flip open the thumbpad from the Home screen or during a call.



The myVoq program powers the thumbpad and activates the phone's advanced search, store, and send capabilities. Use myVoq to:

- Easily send an SMS or e-mail
- Quickly find information stored on your phone
- Store your notes, new contacts, and lists

For more information, see [“About myVoq” on page 25](#).

Keypad

The keypad is a standard 12-key alphanumeric pad that you can use to dial a number, type messages with one hand, or navigate a menu by pressing a number.

Joystick

In the center of the phone is the joystick. You use it to move around the screens and select the items you want. The joystick moves in five directions: left, right, up, down, and in.



When you press the joystick in, it works like the Enter key on a keyboard, or like a left mouse click. It confirms your selection and starts an action.

Keys and buttons

Talk button

- Dials a phone number you enter or select.
- Redials your last number when you press it twice quickly with no number entered.
- Places a call on hold and answers a second call if you have Call Waiting.
- Switches between an active call and a call that is on hold.
- Activates or deactivates the Speakerphone when you press and hold it during a call.

End button

- Ends voice or data calls.
- Ends the active call when you are on a conference call, or when you have another call on hold.
- Locks the keypad when you press and hold the button.

Home button

- Displays the Home screen leaving other applications open.

myVoq button

- Launches myVoq with the thumbpad closed.
- Activates the phone's advanced search, store, and send capabilities.
- Clears any text and returns you to the myVoq screen when you press and hold the button.

Back button

- Returns to the previous screen.
- Deletes characters like a backspace key when you are typing a message or entering data.
- Clears all when you press and hold it, when you are typing a message or entering data.

Soft keys

The phone has two keys located directly below the display. Each key performs the command displayed above the key. The command changes depending on the screen.



On many screens, the right soft key is called **Menu**. The Menu soft key lists options that are relevant to what you are doing. It is a good idea to press **Menu** to check out the many options available to you.

Power button

- Turns the phone on and off when you press and hold.
- When the phone is on, displays Quick List when you press it once. For a list of Quick List commands, see [“Using the Quick List” on page 23](#).

Volume buttons

The volume buttons are located on the left side of the phone. They raise or lower the volume of the phone speaker or the headset for voice calls.

To change the ringer volume, press **Start > Settings > Profiles**, then change the settings for the profile you are using.

Record/Voice Dial button








- Turns voice dialing on when you press and hold. See [“Voice dialing” on page 32](#).
- Turns the voice memo recording function on when you press once. See [“Recording voice notes and memos” on page 110](#).









* Key







- Changes between upper and lowercase when you are using the keypad in text input mode.
- Switches between text and numeric input modes when you are in a text field and you press and hold it on the keypad.

Programs

Your phone comes with a number of installed applications as shown below. To access these applications, press **Start**.























	Inbox/SMS Read, write, and send e-mail and SMS messages.
	VoqMail Set customized alerts for incoming mail. Configure rapid, low-bandwidth, battery-saving mail delivery.
	Contacts Quickly find who you are looking for.
	Calendar Keep track of your appointments and events, and set up reminders.
	Internet Explorer Browse the Internet or visit a favorite site.
	Call History Look up who called or sent a message. Display call statistics.
	myVoq Activate the thumbpad and the phone's powerful search, store, and save capabilities.

	MSN Messenger Send instant messages to your friends and colleagues.
	Pocket MSN Sign up for Microsoft's offering of online services.
	Settings Change the way the phone looks and behaves to suit you.
	ActiveSync Keep the information on your phone and your PC up to date.
	Speed Dial View and set up numeric shortcuts for important contacts.
	Tasks Keep a list of things you need to do and set up reminders.
	Voice Notes Record short voice messages and memos, and play them back.
	Windows Media Play music/video clips. Listen to Internet radio.

	myVoq Calculator A calculator that keeps a running tab of what you type. Use it to quickly divide up the restaurant bill, including tip and taxes.
	Infrared Beam information to/from other phones, PDAs, and laptops using infrared (Accessories folder).
	Modem Link Turn your phone into a modem that lets other devices send information (Accessories folder).
	Mount Voq Climb Mount Voq with this challenging thumb-pad typing game (Games folder).
	Solitaire Pass the time playing this well-known card game (Games folder).
	Jawbreaker Pass the time playing this challenging new game (Games folder).

Status icons

The phone displays a row of small icons across the top of the Home screen that provide information about the status of the phone, incoming calls, and messages.

	New e-mail or SMS		Call forwarding
	New voicemail		Call on hold
	Ringer off		Missed call
1	Line 1		Battery charging
2	Line 2, switch to Line 2, to listen to call		New instant message
	Voice call in progress		Battery level
	Data call in progress		Low battery
	Signal strength		No battery
	No signal		Sync error
	An e-mail attachment-downloaded		An e-mail attachment – not downloaded
	Flight mode -radio off		Roaming
	GPRS available		GPRS in use


The Basics

3

- Turning your phone on and off
- Locking and unlocking the keypad
 - Setting the time and date
 - Using the Quick List
- Entering text and numbers
- Navigating menus using numbers
 - Navigating with the joystick
 - About myVoq
 - Browsing for files
- Using Secure Digital (SD) cards




Turning your phone on and off

To turn your phone On or Off, press and hold the Power button. If you are in another application and you want to turn off your phone, return to the Home screen first by pressing  before you press the Power button.

If you remove the battery without turning Off the phone, you will not lose personal data such as contacts, calendar, tasks, and saved notes. You will lose any unsaved data in forms or notes as well as the state of suspended games.

Locking and unlocking the keypad

Locking the keypad prevents accidental keypresses. If the keypad is locked you can still answer a call or make an emergency call.

- To lock the keypad, on the Home screen, press and hold . When the keypad is locked, the left soft key on the Home screen displays **Unlock**.
- To unlock the keypad, press **Unlock**, then press the # key.

You can also set up a password for your phone. For more information, see [“Phone lock” on page 96](#).

Setting the time and date

Note: Your phone needs the correct date and time to ensure that your calendar and inbox work properly. For example, alarms will not occur at the expected times, and messages may not load correctly into your mailbox. Some service provider networks automatically set the date and time. If not, you must set them manually.

The clock has a separate battery that continues to work even when you remove the main battery. Whenever possible, leave the main battery installed to preserve the backup battery.

To set the date and time.

- 1 Press **Start > Settings > More > Date and Time**.
 - Set your time zone.
 - Set the date and time.
 - Set the alarm clock if you wish.
- 2 Press **Done** when you have finished.

To change from AM to PM or vice versa, highlight **AM** or **PM** in the **Time** or the **Alarm** field, then press any key on the keypad. To toggle back to the original setting, press the key again.

Setting number, time, and currency formats

Number, time, and currency formats can vary depending on where you live.

To change how numbers and dates appear on the screen:

- 1 Press **Start > Settings > More > Regional Settings**.
- 2 Scroll to the **Locale** field and choose your language location, for example, **English (United Kingdom)**. This automatically changes the time and date format and other number settings for your area.
If you wish, you can scroll to the individual fields such as **Date Style** or **Time Format** field and choose a different format.
- 3 Press **Done**.

Using the Quick List

Use the Quick List to perform common actions quickly. To display the Quick List:

- 1 When the phone is on, momentarily press the **Power** button.
- 2 Scroll to a command and press the joystick. The list items are:

Power off	Turn off the phone safely.
Flight mode (off)	Turn the radio On or Off (e.g. to play a game on an airplane). You cannot make calls or send messages but you can use other features.
Key lock	Lock the keypad.
Device lock	Turn on password protection.
Profile <ul style="list-style-type: none"> • Normal • Silent • Meeting • Outdoor • Automatic • Headset • Car • Speaker-phone 	Choose a profile, which is a set of ring tone and volume settings. To change the settings for a profile, from the Home screen, press Start > Settings > Profiles > Select profile > Menu > Edit . For more information on profiles, see "Profiles" on page 85 .

Entering text and numbers

The simplest way to enter text and numbers is using the flip-open thumbpad. For a list of keystrokes to display special characters, see ["QWERTY thumbpad key strokes" on page 124](#).

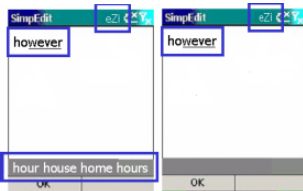
Keypad input modes

If you need to enter text or numbers using the keypad, or the top row of numbers on the thumbpad, there are several modes to choose from. To change the input mode, press the * key when you are in a text field. Press and hold the * key to display a menu. These modes apply only to text fields.

Input Mode	Icon	Press	Get
Multipress. To type the first letter on a key, press it once. To type the second letter on a key, press it twice.	ABC Changes to abc after key press.	2 22 222	A b c
Multipress. All caps.	ABC	2 22 222	A B C
Multipress. All lower-case.	abc	2 22 222	a b c
Numeric. Type numbers rather than letters.	123	222	222
Predictive text. See below.	eZi		

Predictive text

When you type using the keypad, your phone can predict and display words before all letters are pressed. There are two display options: inline and multiple candidate. As shown below, multiple candidate displays a row of possible words at the bottom of the display screen.



To choose a word in multiple candidate mode, select the word with the joystick, then press the joystick.

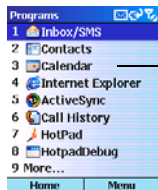
To change the input mode and other display options:

- 1 Press **Start > More > eZiTap > Options**.
- 2 Scroll to the option you wish to change.
- 3 Press **OK** when you have finished.

Navigating menus using numbers

Many menus provide numeric shortcuts to save scrolling and keystrokes. When you see a number beside an item in a list, press the corresponding

number on the keypad or the thumbpad to select the item.

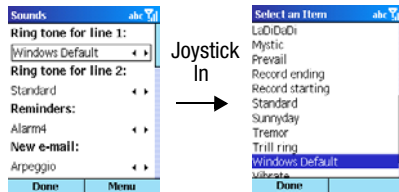


To open your Calendar, press **3** on the keypad or the thumbpad.

Navigating with the joystick

The joystick can help you navigate and select information quickly. For example, if you are changing the ring tone for your phone (**Start > Settings > Sounds**), you can use the joystick to select a tone without displaying a list.

In the **Ring tone for line 1** field, pressing the joystick in displays the complete list of sounds. However, if you move the joystick left or right, you toggle through the items in the list rather than displaying it.



Joystick
left or right



As you move the joystick left or right, you change the information in the field.

About myVoq

The myVoq program is the best way to search, store, and send information from your phone. This program:

- Uses an innovative "enter-then-act" approach. You enter information first, then decide what to do with it. For example, type a name, then save it to your Contacts list or dial the person's number.

- Provides a "predictive search engine," which means that if you enter the letters "sco" on the thumbpad, the phone immediately returns a list of possible applications and entries where the letters appear.
- Reduces the frustration of text entry dramatically. In addition to powering a full keyboard, the "Send" capability further reduces the number of keystrokes you need to send messages.

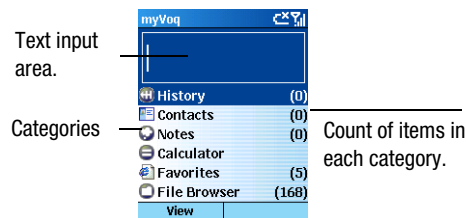
For a quick overview of what you can do with myVoq, see the Quick Reference "[myVoq \(including sending e-mail and SMS\)](#)" on page 135.

Starting myVoq

myVoq starts when you flip open the thumbpad or press the myVoq button just below the joystick.



The default myVoq home screen looks like this.



The myVoq screen displays a list of the default categories shipped with the phone. These are:

- **History**—a record of each of the actions you have previously taken. This allows for the easy "recall" of a commonly executed task.
- **Contacts**—your address book, synchronized with your PC. You can search for the first name, last name, and company name fields.
- **Notes**—a note pad program that allows you to store notes easily and retrieve them later. You can search for the title of a note.
- **Calculator**—a dynamic calculator. Preserves a history of your calculations on a simulated "paper tape".
- **Favorites**—a list of your favorite Internet sites. You can search for the title of a favorite.
- **File browser**—a browser to find files on your phone.

Searching

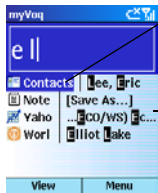
The myVoq program provides powerful search capabilities that check multiple applications and categories at the same time.

Note: When the thumbpad is closed, myVoq uses 0-9 to find alphabetic names. When the thumbpad is open, myVoq uses the actual keyboard letters.

To search, start typing. As you type, the program compares the letters, numbers, or characters you type with data in many of the applications listed on the phone, not just the Contacts list.

For example, myVoq automatically checks your notes or stock lists if you have any. To narrow the search you can type two letters separated by a space. myVoq will find entries that have at least two words that start with the letters.

Matches appear below the text area in two columns. The left column displays the application, the right column the matched field.



A selected entry on the left indicates there is more than one match for the application.

A selected entry on the right indicates a single match for the application.

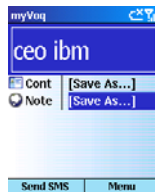
To view all matches for a category, highlight the category in the left-hand column, then press the joystick or press **View**.

To view an item, highlight it in the right-hand column, then press the joystick, or press **View**.

To clear the myVoq text input area, press and hold the myVoq button.

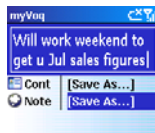
Search contact fields

You can search any field in a contact record. For example, you could search using a person's title and a company name.



Storing and sending

The myVoq program allows you to type text and save it as a Note, or even as a Contact record.




You can also decide to send the note as an SMS or an e-mail message by pressing **Menu** and selecting **Send as E-mail** or **Send as SMS**.

Browsing for files

You can browse for files stored on the Voq phone by typing the a portion of the folder or a file name. When you see the filename, highlight it with the joystick, then press the left soft key to open the file. You can also use the File browser to navigate to a folder.

Note: Files will open only if there is a suitable application launcher or reader available.

To start the file browser:

- 1 Open the thumbpad or press .
- 2 Select File browser.
- 3 Use the joystick to navigate from folder to folder.

Using Secure Digital (SD) cards

An SD storage card is a stamp-sized flash memory card that comes in a variety of storage capacities. The Voq phone can access information such as music or contacts or e-mail attachments stored on an SD card.



Note: The Voq phone ships with a dummy SD card to protect the phone from dust and debris. You must remove this card before inserting your own SD card.

To insert an SD card:

- 1 Position the card with the contacts facing down and the cut corner of the card facing the phone.
- 2 Push the card into the slot until the card clicks into place.

To remove an SD card,

- 1 Push the card into the phone, then quickly release the card. It should pop out.
- 2 Remove the card from the slot.

For information on copying information to an SD card, refer to the documentation for the application you are using. If you are using ActiveSync, refer to the ActiveSync online help (3.7.1 or later).



Making and Answering Calls

4

Making calls
Voice dialing
Answering calls
Reviewing calls

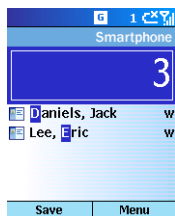


Making calls

There are many ways to make a call. The simplest is to dial the number and press . To end a call, press .

What you see when you dial

When you dial a number using the keypad, the phone matches what you type with the information stored in your Contacts list. For example, if you type **3**, you might see a list of contacts that start with the letter **E**. This is because the number 3 also corresponds to the letter E. The fields included in the basic contact search are first name and last name.



On the keypad, the number **3** also corresponds to the letters “DEF”, so the screen phone lists possible matches for these letters! If you are not contacting anyone shown, simply continue typing.

Note: to activate the phone’s advanced search capabilities, press  before you type.


Make a call from the Contacts list

There are several ways to make a call from the Contacts list:


- Using the thumbpad
- Using the keypad
- Using the joystick

Find a contact/make a call using the thumbpad


The easiest way to find a contact, particularly in a long list, is to use the thumbpad.

- 1 Open the thumbpad.
- 2 Type the contact’s first name, last name, or company name as listed in the contact record. As you type, myVoq displays all possible matches for the letter or number combinations. The more you type, the more the search narrows.
- 3 If you see the contact name displayed, select the name using the joystick, then press . The phone dials the default number for the contact. For example, a “w” beside a name means the work number is the default number.

Find a contact/make a call using the keypad

- 1 Press **Contacts**.
- 2 On the Contacts screen, use the keypad to type a name, for example, **3, 666, 66** for Don.
- 3 When you see the name you want, highlight it, then Press  to dial the default number for this contact.

Find a contact/make a call using the joystick

- 1 Press **Contacts**.
- 2 Use the joystick to scroll to the person you want to call.
- 3 Press . The phone dials the default number for the contact.

Assign a different default phone number to a contact

To change the default number for a contact:


- 1 Press **Contacts** to display the Contacts list.
- 2 Scroll to the contact.
- 3 Press the joystick left or right until you see the abbreviation that corresponds to the number you want to call. For example, **w** means work number, **h** means home number.

Smith, John **w** Smith, John **h**


If the abbreviation does not change, it means the contact record contains only one number.

- 4 Press  to call the new default number.

Make a call using a recently dialed numbers

- 1 On the Home screen, press . The phone displays a list of recently dialed numbers.
- 2 Select the name or number to call, then press the joystick.

Redial the last number called

Press  twice with no numbers entered.

Make a call from Call History

The Call History list displays the last 25 calls you made, received, and missed.


- 1 Press **Start > Call History**.
- 2 Select a name or number to call, then press .

Make a call from an e-mail or SMS hyperlink

If you receive a text message with an underlined (hyperlinked) phone number, select the hyperlink, then press the joystick.

Make an emergency call

You can make emergency calls at any time, even when the keypad is locked.

- 1 Dial the emergency number for your area.
- 2 Press .

Make a conference call

Up to 10 people can participate in the same conference call but your service provider may limit this number.

To make a conference call:

- 1 Call the first person.
- 2 Press **Hold**.

- 3 Call the second person, while the first is on hold.
- 4 When the second person answers, the screen displays **Conference**. Press the joystick.
- 5 To add more people, repeat steps 2 to 4.

Speed dialing

Speed dial shortcuts allow you to press and hold a single key or two keys on the keypad to make a call.

To make a call using a speed dial shortcut:

- If the speed dial number has a single digit (0-9), press and hold the key.
- If the speed dial number has a double digit (10-99), press the first digit key, release, then press and hold the second digit key.

Create a speed dial shortcut

A speed dial shortcut links to a field in your contact list. When you press the shortcut number, the phone dials a phone number, opens an e-mail message, or goes to the associated Web page. You can create speed dials from 2 to 99. The number 1 is reserved for your voicemail.

To add a person or number to your Contacts list first. See [“Adding Contacts” on page 40](#).

To create a speed dial shortcut:

- 1 Press **Contacts**, then select a name on the list.

- 2 On the Contact screen, highlight a phone number, e-mail address, or web page, then press **Menu > Add Speed Dial**.
- 3 On the Add Speed Dial screen, enter the keypad assignment, then press **Done**.

To view your speed dial shortcuts.

Press **Start > More > Speed Dial**.

Voice dialing

You can program your phone to dial numbers, open an e-mail message or go to a web page in response to your voice. For example, you can say “Home”, and your phone dials your home phone number automatically.

Your phone also recognize digits, that is, you can say a telephone number in natural, continuous speech, and the phone identifies and dials the number.

Voice dialing modes

Voice dialing has three modes:

- **Voice**. Speaker dependent mode. This means the phone responds only to the person who recorded the word. You must record “voice tags”. Each voice tag is linked to a contact.

- **Digits.** Not speaker dependent. Anyone can say a number and have the phone recognize it. You do not need to record the digits. However, if the phone has trouble recognizing your speech, you can record the digits to “train” the phone.
- **Main.** Combines both modes, Voice Tags and Digits, and also recognizes commands.

When you press and hold the Record button just below the On/Off button, the phone displays the Say Command screen.



The SmartSpeak screen displays the selected mode and language.

Always wait for the “Speak now” indicator and the “Say Command” prompt before speaking.

To change a voice dialing mode:

- 1 Press **Start > More > SmARTspeak > Options > Settings.**

Commands

If you are in Main mode, you say a preset command to activate or start a function on your phone.

To view the list of available commands on the phone, switch to Main mode, press the Record button, then say “Menu.” The phone recognizes these commands.

- Calendar
- Call (“name”)
- Contacts
- Dial (“number”)
- Internet
- Menu
- Messages (Messenger)
- Settings (Settings menu)
- To Do (Tasks)

To use a command, press and hold the Record button until the Say Command screen appears, then speak the command. For example, to verbally dial a number, say “Dial” first. To call a person, say “Call,” then speak the name you recorded for the person.

Record a voice tag

A voice tag is essentially a one-word shortcut to a phone number, e-mail address, or Web page address. The number or address must already be stored in your Contacts list.

To record a voice tag:

- 1 Press **Start > More > SmARTspeak > Options > Voice Tags.** Your list of contacts appears.

- 2 Scroll to the contact for whom to create a voice tag, then press **Options > Train**.
- 3 Wait for the prompt telling you to speak, then begin recording the voice tag.
- 4 When prompted, repeat the voice tag. The phone plays back the voice tag.
- 5 Press **Exit** when you have finished.

Note: Record voice tags in a quiet environment. Speak naturally using normal speech volume.

View and Edit voice tags

This is an alternate way of viewing voice tags rather than opening the smARTspeak application.

- 1 Press **Start > More > Speed Dial**. The speed dial screen shows both numeric and voice shortcuts.
- 2 To edit a voice tag, select the contact and press the joystick.
- 3 Press **Menu > Edit**.
- 4 Press **Menu > Delete Voice Tag**. You must delete the current voice tag first.
- 5 Scroll down to the Voice Tag field, then select **Add Voice Tag**.
- 6 Record the voice tag, then press **Done**.

Make a call using a voice tag

The way you make a call with a voice tag depends on the mode you are in.

- 1 Press and hold the Record button on the right side of the phone.
Note: if you press and release the Record button quickly, you start the Memo record function.
- 2 Wait for the prompt.
 - If you are in **Voice mode**, say the voice tag associated with the contact. The phone plays back the voice tag and then dials the phone number, opens a new e-mail message, or displays the Web page.
 - If you are in **Main mode**, say the command “Call” then say the voice tag.
- 3 If the phone misinterprets the word, press **No** and start over.

Make a call by speaking the number

To verbally dial a number:

- 1 Press and hold the Record button on the right side of the phone.
- 2 Wait for the prompt
 - If you are in **Digits mode**, say the number you want to dial in normal speech.
 - If you are in **Main mode**, say the command “Dial”, then speak the number.

Note: If the phone does not recognize a digit when you say it, you can teach the phone to recognize your voice. Choose **Start > More > SmARTspeak > Options > Digit Adaptation**, then speak the numbers shown.

Advanced dialing options

You can add country codes and pauses to dialing sequences that may be required for international calls.

To add a country code to a dialing sequence:

- 1 Enter the country code:
 - On the keypad, press and hold **0** until a plus (+) sign appears.
 - On the thumbpad, press function, then **Y** to display the + sign.
- 2 Enter the rest of the number.

To add a pause to a dialing sequence:

- 1 Press **Contacts**, then select the person in whose phone number you want to insert a pause.
- 2 Scroll to the phone number, then press **Edit**.
- 3 Place the cursor in the number where you want to insert a pause.
 - To insert a 3-second pause, press **Menu > Insert Pause**. The letter “p” appears where the pause will occur during dialing.
 - To insert a manual pause, press **Menu > Insert Wait**. The letter “w” appears where the pause will occur during dialing. To resume dialing after a manual pause, press **⏏**.
- 4 Select **Done**.

Answering calls

When you receive a call, the screen displays the caller’s name and phone number. If the caller is not in your Contacts list, the screen displays the number only.

To answer an incoming call, press **⏏** or **Accept**.

To reject an incoming call, press **⏏** or **Reject**.

Reject means the call is redirected to your voice mail box if you have one. If you don’t have a mail box, the call is terminated.

Turn the ringer off for all calls

- 1 Press the Power button to display the Quick List.
- 2 Choose **Silent**.

Turn the speakerphone On and Off

- To turn the speakerphone On, press and hold **⏏** for two seconds during an active call.
- To turn the speakerphone Off, press **⏏** again.

Options while talking

While you are on a call, you can press **Menu** to display a list of things you may want to do. Some of these

options are available only when multiple calls are in progress or during a conference call.

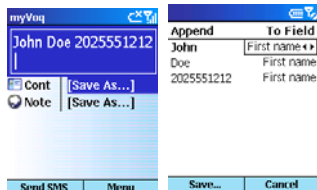
End	Disconnect the call
Hold	Put the active call on hold
Unhold	Activate the call on hold
Swap	Switch between two calls
Save Contact	Create a new Contacts record for the caller
Conference	Join calls together
Private	Put all conference calls on hold except one
Mute	Mute the microphone (you hear the caller but the caller can't hear you)
Unmute	Turn the microphone back on

Taking notes while on a call or listening to voicemail

The Voq phone provides the remarkable ability to use your phone to take notes while you are on a call or listening to voicemail using a headset. For example, you can record a caller's contact information.

- 1 Open the thumbpad and start typing the name and phone number, for example.

- 2 To save the information in the Contacts list, scroll to **Save As** beside **Contact**, and press the joystick.
- 3 Assign a category to each piece of information by selecting the item, and pressing the joystick left or right. For example, change the field for "Doe" to **Last name** rather than **First name**.



- 4 When you have finished, press **Save**.
- 5 On the Contact screen, fill in other fields as necessary, then press **Save**.



Note: Be sure to enter information in the appropriate field. **Note:** the phone uses the number in the Mobile field to send text messaging; it does not check other phone number fields.

- 6 Finish your call as you normally would.

Answering a second call

To be able to answer a second call while already on a call, your phone service package must include call waiting.

- To end the first call and answer the second call, press **End Call**, then press **Accept**.
- To put the first call on hold and answer the second call, press **Hold** or press **Accept**. To switch between calls, press **Hold**.
- To create a conference call, put the first caller on hold, answer the second call, then press **Menu > Conference**.
- To postpone answering the call, press **Wait**. The call will continue ringing until one of the following occurs: you answer the call by pressing **End Call**, the call is placed in voice mail after the requisite number of rings, or the caller disconnects.

Note: When you press **End Call**, you disconnect all calls, whether active or on hold.

Call forwarding

You configure Call Forwarding in your Phone Settings. See ["Phone" on page 82](#).

Reviewing calls

You can view information about calls you have made and received. For example, you can see who has called you recently and see the duration of the call.

Call history

Call History displays the last calls that you have made, received, and missed. Each entry for a call contains the start time, duration, caller's name, if available, and caller's number. The oldest calls are automatically deleted from the list to make room for new ones.

Note: The phone does not record the duration of calls when you use Call Waiting.

View call history

- 1 Press **Start > Call History**.
- 2 To separately view missed calls, incoming calls, and outgoing calls, press **Menu > Filter**, and then select the type of calls to view.

View details about a call

- 1 Press **Start > Call History**.
- 2 Select the call for which to view details, then press the joystick.

Retrieve voice-mail messages

The speed dial “1” shortcut is reserved for your voice mail. On the Home screen, press and hold 1 to call your voice mailbox. Follow the prompts to retrieve your messages. To change your speed dial shortcut, see [“Speed dialing” on page 32](#).

Call timers

Call timers record the length of your last call and other call statistics. This information is useful for keeping track of your calling patterns. It can also help you estimate your monthly billing.

View Call Timers

Press **Start > Call History > Menu > View Timers**.

Note: The length of calls is not recorded when you are using Call Waiting.

Reset call timers

You can reset Call Timers to zero, for example to start timing calls for a new monthly billing cycle.

- 1 Press **Start > Call History > Menu > View Timers > Menu > Reset Timers**.
- 2 Press **Yes** to reset all of the call timers to zero (0), except for Last call and Lifetime calls timers.

Managing Your Personal Information

5

Managing your contacts

Using the calendar

Writing notes



Managing your contacts

The Contacts list is similar to an address book where you store information about the people and businesses you deal with. You can:

- Synchronize contacts with your desktop computer (Microsoft Exchange only)
- Dial phone numbers, compose e- mails and SMS messages directly from a contact record
- Specify a special ring when a contact calls
- Assign the contact to a category, such as business or personal, so you can filter and view contacts in a category
- Use infrared to beam contact information to another device
- Save contacts to a SIM card, and view SIM contact information

Contacts list

To display your Contacts list, press **Contacts** on the Home screen.

Each name on the list displays an abbreviation beside it to remind you of the default number or address the phone uses to contact that person.

w	work phone	w2	second work phone
h	home phone	h2	second home phone
m	mobile phone	e	e-mail
pgr	pager	e2	second e-mail address
web	web address	e3	third e-mail address
car	car phone	sms	text message address

Change the default number or address

- 1 Press **Contacts**.
- 2 Select a contact.
- 3 On the Contact screen, scroll to the person's number or address.
- 4 Press **Menu > Set as Default > Edit > Done**.

Note: you can also press the joystick left or right.

Adding Contacts

There are several ways to add contacts:

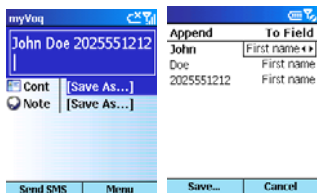
- Downloading from your PC (via ActiveSync)
- Using the thumbpad
- Using the keypad
- From existing contacts on your SIM card
- From an incoming or outgoing call

The contact information screens you see differ slightly depending on the method of adding contacts you choose.

Add a contact using the thumbpad

The easiest way to add a contact is using the thumbpad.

- 1 Open the thumbpad and start typing the name.
- 2 Select **Save As** beside **Cont**, then press the joystick. The phone displays the information you typed in a list.
- 3 Assign a category to each piece of information by selecting the item, and pressing the joystick left or right. For example, change the field for “Doe” to Last name rather than First name.



- 4 Press **Save**.

- 5 On the Contact screen, fill in other fields as necessary, then press **Save**.



Enter information in the appropriate field. For example, the phone uses the number in the Mobile field to send an SMS; it does not check other phone number fields.

Add a contact using the keypad

- 1 Press **Contacts** > **New**. The Contact screen is displayed.




- 2 Enter the contact information using the keypad. To type a space, press #. Use the joystick to move from field to field.

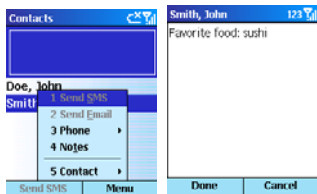
- When you have finished entering information, press **Done**.

Add notes to a contact

You can add additional information about a contact using notes. Notes is the very last field in the contact record.

To add a note:

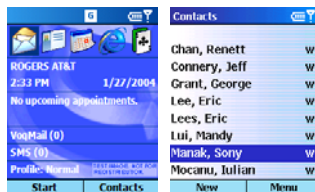
- Open the thumbpad or press .
- Start typing the contact name or select **Contacts**.
- Highlight the contact, then press **Menu > Notes**.
- Write the note, then press **Done**.



Edit a contact

- Press **Contacts**.
- Select a name from the list, then press the joystick.

- Scroll to the field you want to change, then press **Edit**.



- Change the information, then press **Done**.

Add a contact from an incoming call

- On the Call Progress screen, press **Menu > Save to Contacts**.
- Fill in the contact fields, then press **Done**.

Download contacts from your PC

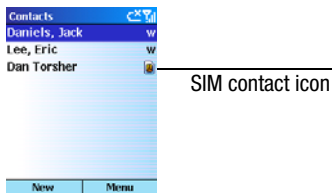
You can download and synchronize the contacts on your PC to your phone using ActiveSync. For more information, see [“Synchronizing your Voq phone” on page 74](#).

SIM contacts

SIM contacts are stored on your SIM card. When you insert your SIM card into a different phone, you can view and use the SIM contact information on the new

phone. Unlike regular contacts, you can store only one phone number for each SIM contact.

A SIM contact has a special icon that appears to the right of the name in your Contacts list.



Create a regular contact from a SIM contact

You can copy a SIM phone number to your regular contact list.

- 1 Press **Contacts**.
- 2 Scroll to the SIM contact from which to copy a phone number and press the joystick.
- 3 On the SIM Contact screen press **Menu > Save to Contacts**.
- 4 On the Select Contact screen, scroll to **<New Item>**, then press **Select**.
- 5 Scroll to the correct phone number field, then press **Insert**. The telephone number from the SIM card is inserted into the field.
- 6 Fill in the name fields and other contact fields as necessary.
- 7 Press **Done**.

Create a SIM contact from a regular contact

You can save the contact name and one phone number from a contact record to a SIM card.

- 1 Press **Contacts**.
- 2 Select a contact and scroll to the phone number you want to save to the SIM card.
- 3 Press **Menu > Save to SIM > Done**.

Create a new SIM contact

- 1 Press **Contacts > Menu > New SIM Contact**.
- 2 Enter the contact's name and phone number.
- 3 Press **Done**.

The new SIM contact appears in your contact list.

Edit a SIM contact

- 1 Press **Contacts**.
- 2 Select the SIM contact to edit.
- 3 Press **Edit**.
- 4 Edit the information, then press **Done**.

Delete a SIM contact

- 1 Press **Contacts**.
- 2 Scroll to the SIM contact to delete.
- 3 Press **Menu > Delete**.

The contact information is deleted from the SIM card.

Using the calendar

Use the Calendar to keep track of your appointments, and view your schedule by day, week, or month. When you synchronize your phone with your PC, changes to your phone calendar are added to your desktop Outlook calendar and vice versa.

Answer meeting requests

When you receive a meeting request in your VoqMail inbox, you can choose to accept or decline the invitation. Your phone sends your response as an e-mail. The phone updates your calendar differently depending on the software and software version running on the e-mail server. For more information, see [“Meeting requests” on page 66](#).

Add a new appointment

- 1 Press **Start > Calendar > Menu > New**.
- 2 Fill in the fields. In **Reminder**, select the amount of time before the appointment you want to be reminded. The default is 15 minutes.
- 3 When your appointment information is complete, press **Done**.

View an appointment

- 1 Press **Start > Calendar**.
- 2 Select the appointment.

Edit an appointment

- 1 Press **Start > Calendar**.
- 2 Select the appointment to edit, then press **Edit**.
- 3 Make your changes, then press **Done**.

Delete an appointment

- 1 Press **Start > Calendar**.
- 2 Select the appointment, press **Menu > Delete**.

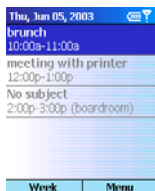
View your schedule

You can view your schedule in three different ways: Agenda, Week, and Month.

For more information on configuring meeting requests, see [“Meeting requests” on page 66](#).

Agenda view

The Agenda view displays meetings and appointments scheduled for the current day in chronological order.



View today's agenda:

- 1 Press **Start > Calendar**. The phone displays today's appointments.
If you are already in Week or Month view, press **Menu > Agenda View**.

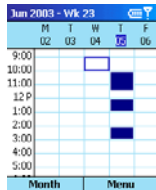
Tip: To look at your agenda for previous or approaching days, scroll left or right with the joystick.

View the agenda for a specific date:

- 1 Press **Start > Calendar > Menu > Go to Date**.
- 2 Type the date to view, then press **Done**.

Week view

Week view displays your schedule one week at a time, with one-hour increments from 9:00 to 5:00 down the side of the screen.

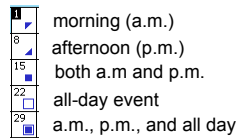


View appointments for the week

Press **Start > Calendar > Menu > Week View**.

Month view

Month view provides an overview of your schedule one month at a time. The symbols on the calendar indicate when you have appointments



Using tasks

A task is a project, assignment, or errand that you don't want to forget. A task can occur once, or it can recur.

The task list

You can create and delete tasks and mark them as complete. Overdue tasks are displayed bold and red. You can mark a task as high-priority (exclamation mark) or low priority (down arrow).

Note: If you synchronize tasks with your PC, the sync process removes completed tasks from your phone and displays them on your PC in gray with a line through.

Create a new task

- 1 Press **Start > More > Tasks**.
- 2 In **Enter new task here**, begin typing.
- 3 When you have finished typing your task, press **Complete**.

Mark a task as complete

- 1 Press **Start > More > Tasks**.
- 2 Select the task, then press **Complete**.

Mark a task as incomplete

- 1 Press **Start > More > Tasks**.
- 2 Select the task, then press **Activate**.

Delete a task from the Tasks list

- 1 Press **Start > More > Tasks**.
- 2 Select the task, then press **Delete**.

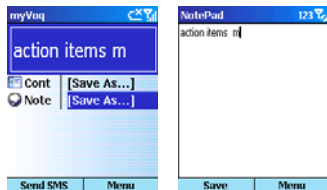
Writing notes

The Voq phone supports text notes such as the ones available in the Notes application on a desktop PC

To write a note:

- 1 Open the thumbpad and start typing.

- 2 Select **Save As** beside **Note** and press the joystick.



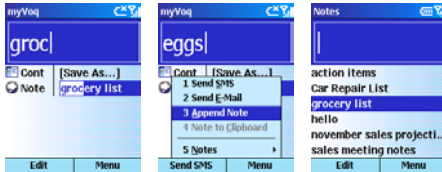
- 3 When you have finished typing, you can save the note or send it:
 - To save the note, press **Save**.
 - To send the note as an SMS, press **Menu > Send as SMS**.
 - To send the note as an e-mail, press **Menu > Send as E-Mail**.
- 4 If you are sending a message, type the address or phone number, then press **Send**.

Edit a note

You can edit or add to an existing note. For example, you can add an item to a grocery list.

- 1 There are three ways to edit an existing note:
 - Browse for the note by typing its name. For example, **groc** for grocery list.
 - Start typing the item you want to add. For example, **eggs**, and append it to the note.

- Select **Notes** from the myVoq screen, then select the note to edit.



- 2 Once you find and display the note, edit it, then press **Save**.



Tip: you can use myVoq notes as a contact manager. Simply use the contact name (e.g. person or company) as the first word in the note.

E-mail and Messaging

6

Choosing your e-mail program

VoqMail™ Software

Creating Messages

Viewing and responding to messages

Multimedia Messaging Service (MMS)

Instant messaging



Voq



The Voq phone supports a full range of e-mail and messaging programs including e-mail Inbox, Text Messaging, Multimedia Messaging Service, and Instant Messaging.

Choosing your e-mail program

Your phone arrives with two different e-mail programs pre-installed: VoqMail and ActiveSync. You must choose one of these programs to handle your mail and then configure your e-mail account.

The program you choose will depend on the type of e-mail server your service provider or corporate e-mail system uses. The question you must answer is, “Does my service provider support IMAP4 or POP3 only?”

- If your e-mail server supports the IMAP4 protocol, we recommend you use VoqMail or VoqMail Pro because it was specially designed and optimized for the Voq phone. See [“Setting up a VoqMail account” on page 54.](#)
- If your e-mail server supports only the POP3 protocol, you must use ActiveSync. See [“Create an ActiveSync e-mail account” on page 79.](#)

Working with multiple accounts

You can configure and use up to eight different messaging accounts. All accounts are stored in the Inbox program. For example, you can have a separate account for:

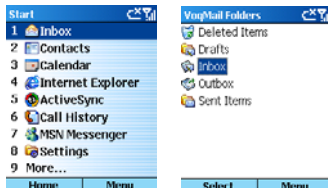
- Home e-mail (e.g. myname@myprovider.com)
- Work e-mail (e.g. myname@mywork.com)
- Internet e-mail (e.g. myname@hotmail.com)
- SMS (e.g. myname@myprovider.com)

Each account has its own separate set of message folders: Drafts, Inbox, Outbox, Sent.

About “Inbox”

The word “inbox” can mean different things depending on where it appears on your phone:

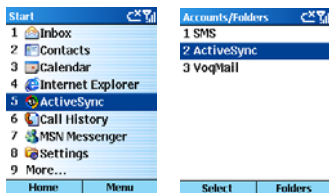
- Inbox is the name of the program you open from the Start menu that contains all your messaging accounts such as VoqMail, ActiveSync, and SMS.
- Inbox is a folder that contains your messages. Each messaging account has its own inbox



About “ActiveSync”

The word “ActiveSync” can mean different things depending on where it appears on your phone:

- ActiveSync is the name of the program that you use to synchronize information with your desktop PC.
- ActiveSync is also the account name for your Microsoft Exchange mailbox.



Switch between accounts

When you open your Inbox, by clicking **Start > Inbox**, the phone displays the last account you used.



Always check the title bar for the account name. To change it, push the joystick left or right.

To switch to a different account:

- 1 Press **Start > Inbox**.
- 2 Push the joystick right or left to switch from one account to another.

View the complete list of accounts

To see a list of all your accounts:

- 1 Press **Start > Inbox > Menu > Accounts/ Folders**.

The list of accounts displays with the number of unread messages in each account in parentheses. You can switch to any account by selecting it in the list.

Change e-mail options

- 1 Press **Start > Inbox**. If necessary, scroll right or left to switch to the account you want.
- 2 Press **Menu > Options**.
- 3 Select and change options you want.
- 4 Press **Done**.

Delete an account

- 1 Press **Start > Inbox > Menu > Options > Account Setup**.
- 2 Scroll to the account to delete.
- 3 Press **Menu > Delete**.

Inbox Account Name	Management	Operator network	ISP network	Work Network
VoqMail	Automatically or manually synchronized. Settings: Start > Inbox > Menu > Accounts > VoqMail > Menu > Options. Setup Wizard: Start > More > VoqMail Settings > Setup & Test Wizard.	Wireless Internet Operator Mailbox	ISP Mailbox	n/a
VoqMail Pro	Automatically or manually synchronized. Settings: Start > Inbox > Menu > Accounts > VoqMail > Menu > Options. Setup Wizard: Start > More > VoqMail Settings > Setup & Test Wizard.	Wireless Internet	Wired Internet	Microsoft Exchange Mailbox, or Lotus Notes Mailbox, or GroupWise Mailbox
POP3	Automatically or manually synchronized. Set up: Start > Inbox > Menu > Accounts > POP3 > Menu > Options. Note: You create a new POP3 account as an ActiveSync account. When you select POP3 as the server type, the account name changes to POP3.	Wireless Internet Operator Mailbox	Wired Internet ISP Mailbox	Work Mailbox
SMS	Automatically updated when messages sent or received.	Wireless Internet Operator Text Message Mailbox	n/a	n/a
Active-Sync	Automatically or manually synchronized. Set up: Start > Inbox > Menu > Accounts > ActiveSync > Menu > Options.	Wireless Internet	Wired Internet	Microsoft Exchange Mailbox

VqMail™ Software

Your phone comes with VqMail software already installed. VqMail is a powerful e-mail program that provides you with an “always there” e-mail experience. VqMail is remarkable because it uses a fraction of the time and bandwidth required by some other mail programs to check and retrieve mail.

There are two versions of VqMail: VqMail Personal, and the optional VqMail Pro. Even if you have not purchased the VqMail Pro version, your new phone includes a demo license that lets you try out VqMail Pro features for a limited period of time.

VqMail Personal version features

VqMail Personal allow you to:

- Connect to mail servers hosted by Internet or telephone service providers
- Enjoy full e-mail functionality—send, receive, forward and delete messages
- Define your e-mail delivery settings
- Send messages immediately
- Download existing contacts from your PC
- Send e-mails using the Contacts list
- Reply to e-mails with a phone call
- Synchronize with your PC—messages you read on VqMail are shown as read on your desktop PC

Battery, bandwidth, and memory management features

VqMail includes many features that minimize airtime use and maximize battery life. For example, the program suspends mail delivery when memory and battery are low, you are out of coverage, or you receive a voice call. Mail delivery resumes when the condition passes.

VqMail Pro features

VqMail Pro is an optional upgrade to the VqMail Personal program. In addition to all the features of the Personal version listed above, VqMail Pro allows your phone to seamlessly connect to your work e-mail on your company network. Messages sent to your company e-mail address are forwarded to your phone. Messages sent from your phone leave a copy in the Sent folder of your desktop PC.

VqMail Pro also includes these enhanced features:

- “Always there” business e-mail—no need to manually check for mail
- Direct communication with the e-mail server—you do not need to leave your work PC running
- Custom alerts—assign different alerts to e-mails from different people
- Download settings—choose how much of a message body to download

- Smart polling—automatically check for responses to e-mails you send
- Accept Outlook meeting invitations, which automatically updates your Voq calendar, and preserves meeting attachments
- Secure VPN access

VoqMail Pro compatibility

VoqMail Pro consists entirely of the software on your Voq phone and works with your existing IMAP4-enabled mail server. You do not need to leave your work PC running, install extra software on your enterprise mail server, or install a dedicated server to push e-mail to your phone.

VoqMail Pro is compatible with:

- Microsoft Exchange 5.5, 2000 and 2003
- Lotus Notes 4.6, 5.0 and R6
- Novell GroupWise
- Other IMAP4 servers

VoqMail Pro is not compatible with:

- POP3 servers

The Voq phone provides POP3 support through a standard account that you can set up using ActiveSync. See [“Create an ActiveSync e-mail account” on page 79](#).

Setting up a VoqMail account

You set up your VoqMail e-mail account using the VoqMail Setup Wizard.

If you are using VoqMail Professional Edition, the wizard allows you to send a pre-composed e-mail message from your phone to your IT manager from the setup wizard, and he or she can configure your work e-mail settings remotely. In this case, you do not need to gather your system information.

Gather system information for a manual setup

To configure your e-mail, you need the following:

VoqMail Personal

- An e-mail account with an Internet service provider
- E-mail address (e.g. jsmith@myprovider.com)
- Your password
- Domain name (e.g. myprovider)
- Incoming and outgoing mail server names (e.g. mail.myprovider.com)
- A data connection for connecting to the Internet. See [“Data connections” on page 88](#)

VoqMail Pro

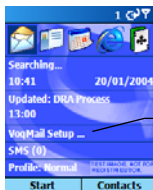
- E-mail display name (e.g. John Smith)
- E-mail address (e.g. jsmith@mywork.com)
- VPN protocol (e.g. Microsoft PPTP, Cisco IPsec)

- VPN server name (e.g. server.mywork.com)
- VPN user name (e.g. jsmith)
- Incoming and outgoing mail server names (e.g. mail.mywork.com)
- Work domain name (e.g. mywork)

Start the VoqMail setup wizard

Use the setup wizard to configure both VoqMail Personal and VoqMail Pro software.

- 1 On the Home screen, scroll to **VoqMail Setup**, then press the joystick to start the setup wizard.



Start the VoqMail Setup Wizard.

- 2 Follow the instructions on the display. Press **Next** to move to the next screen or **Previous** to move to a previous screen.

If you are setting up your work e-mail with VoqMail Pro, you can send an e-mail to have your IT manager remotely configure the phone. This is probably your simplest option.

For more information about setting up VoqMail, visit www.voq.com/site/support/default.voq.

Setting up an ActiveSync account

You need to set up an ActiveSync account only if your service provider does *not* support the IMAP4 protocol. Contact your service provider for more information.

See [“Create an ActiveSync e-mail account” on page 79](#).

Scheduling e-mail polling with VoqMail

The Voq phone periodically contacts your mail server and checks for mail. This is called polling and you don't have to do it manually. This means your e-mail is “always there” similar to your desktop PC.

Although polling uses very little bandwidth, you can control how often your phone checks for mail to maximize battery life and minimize airtime charges. For example, you can check less frequently after business hours when receiving mail is generally less urgent.

Using the schedule wizard, you can define the polling frequency for three different periods throughout the day: Work, Sleep, and All Other Times. The default settings are: Work (every 15 minutes), Sleep (manually, i.e. no polling), All Other Times (every hour).

Define the polling frequency

- 1 Press **Start > More > More > VoqMail Settings > Schedule Settings > Basic**. This starts the schedule wizard.
- 2 Follow the instructions on the screen for each period. Press **Next** to move forward. Press **Previous** to go back and change information on a previous screen.
- 3 When you have finished, press **Done**.

Automatic increase in polling frequency

When you send an e-mail, the phone automatically increases its polling frequency to once every minute for five minutes to check for replies. After five minutes the polling frequency returns to the previous setting.

Turn off e-mail polling

When you define the polling frequency, you can choose to check for e-mails manually. In other words, the phone will not automatically check for mail.

- 1 Press **Start > More > More > VoqMail Settings > Schedule Settings > Basic**.
- 2 Press **Next**.
In the **Check Messages** field, set the polling frequency to **Manually** for the Work Schedule.
- 3 Continue to press **Next** and set the polling frequency to manually for the remaining periods: Sleep and All Other Times.

- 4 Press **Next** until you reach the last screen, then press **Done**.

Check for messages manually

To check for new messages immediately without waiting for the next scheduled polling, or if the polling schedule is set to **Manually**:

- 1 Press **Start > Inbox**.
- 2 If necessary, scroll right or left to switch to your e-mail account.
- 3 Press **Menu > Send/Receive**. The phone connects to your mail server and sends and receives your messages.

To stop this process, Press **Menu > Stop Send/Receive**.

Note: the phone will check and download messages in the background so you can continue to use your inbox.

E-mail sound alerts

Note: VoqMail Personal and VoqMail Pro sound alert settings override standard settings in **Start > Settings > Sounds**.

VoqMail Personal uses the same alerts, or sounds, for all incoming e-mail messages.

VoqMail Pro can use different alerts, or sounds, for incoming e-mail messages from different contacts.

Change the sound alert for standard messages

- 1 Press **Start > Settings > Sounds**.
- 2 In **New e-mail**, scroll left or right to select a new sound, or press the joystick to see the complete list of sounds.
- 3 Select the sound you want. You can also select **Vibrate** or **None** from the bottom of the list.
 - **VoqMail Personal**—This is the alert used for all incoming e-mail messages.
 - **VoqMail Pro**—This is the alert used for contacts that do not have an alert level assigned to them, or for contacts that have been assigned the alert level “Normal”.
- 4 Press **Done**.

Custom e-mail sound alerts (Pro only)

With VoqMail, you can define custom alerts for the e-mail messages you receive depending on the sender. For example, you could assign a special sound alert to an important customer.

VoqMail Pro also has a unique reply alert feature. If you receive a reply to an e-mail you have sent, the phone uses an alert that is different from the standard alert.

You can apply a custom alert to:

- A person
- A keyword that appears in the message header

Alert level settings have two parts: the ring tone and how much of the message body is downloaded. The default alert level settings are:

Level	Ring tone	Message body download
Critical	Critical ring tone	Full message body
High	High ring tone	Full message body
Normal	Standard ring tone	2 screens
Low	No ring tone	2 screens

Assign an alert to a contact (Pro only)

To assign a special alert to a contact:

- 1 Add the person to your contacts list first. Be sure to include an e-mail address.
- 2 To assign an alert to the contact, press **Start > More > More > VoqMail Settings > Contact Alerts > Add**.
VoqMail searches your list of contacts and displays all contacts with an e-mail address that do not have an alert assigned to them.
- 3 Select a contact, then press **Add**. By default, the phone assigns an alert level of High.
- 4 To change the alert level to critical, press **Menu**, then select the alert level.

Add an alert to a keyword (Pro only)

To assign a special alert to a keyword in a message header:

- 1 Press **Start > More > More > VoqMail Settings > Keyword Alerts > New**.
- 2 Fill in the fields:
 - **Keyword**—Type a word that will trigger an alert.
 - **Priority**—move the joystick left or right to change the alert level for the word.
- 3 Press **Done**.

Delete a custom alert (Pro only)

- 1 Press **Start > More > More > VoqMail Settings > Contact Alerts**.
- 2 Select the contact from whom you want to remove an alert.
- 3 Press **Menu > Delete**. This removes the contact from the list of Contact Alerts. It does not remove the contact from the Contacts list.

Change custom alert settings (Pro only)

For each alert level, you can change the sound and how much of the message body the phone downloads.

- 1 Press **Start > More > More > VoqMail Settings > Alert Settings**.
- 2 Select the alert level you want to change, then press **Edit**.

- 3 Choose the sound and download options for the alert, then press **Done** twice.

VoqMail message limits

You can set the following limits on messages and data traffic:

- Maximum number of messages saved
- Maximum number of megabytes downloaded in a month

To change VoqMail limits:

- 1 Press **Start > More > More > VoqMail Settings > VoqMail Limits**.
- 2 Set the parameters as necessary.
- 3 Press **Done**.

VoqMail traffic statistics (Pro only)

The phone gathers statistics on the number of messages received and sent, and the number of megabytes of data sent to or from the phone. This can help you to understand and manage your data traffic.

Note: This measurement is approximate and within +/- 20% of the actual bandwidth used.

The phone takes measurements above the security layers, and cannot identify packets in an encrypted e-mail message. Accuracy is affected because some security layers increase the amount of traffic, while others use compression to reduce it.

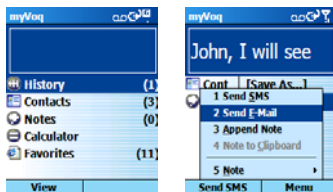
To see traffic statistics, press **Start > More > VoqMail Settings > Traffic**.

Creating Messages

E-mail and SMS are different messaging systems but they share many common features. With myVoq, you create both types of messages the same way. Consequently, SMS and e-mail are described together in many of the instructions that follow.

Create a quick e-mail message with myVoq

- 1 Open the thumbpad and start typing your e-mail message. When your message is complete or after you have typed a few words, press **Menu > Send E-mail**.

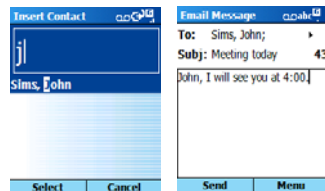


- 2 On the Insert Contact screen, type an e-mail address or start typing the recipient's name to search for a contact in your contacts list. If you

find the name you want, highlight the name with the joystick, then press **Select**.

Tip: If the **Send E-mail** option is not available when you press **Menu**, try typing more of your message before you choose **Menu**.

- 3 On the E-mail Message screen, enter a subject and edit the body of your e-mail message, if necessary.

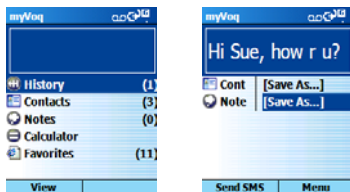


- 4 Press **Send**.

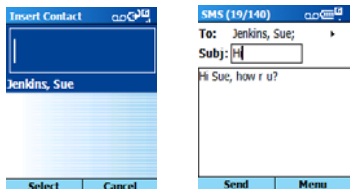
Create a quick SMS message with myVoq

You can send and receive SMS messages up to 160 characters in size. The phone splits up and sends longer messages as several small messages.

- 1 Open the thumbpad and start typing.



- 2 Press **Send SMS**.
- 3 Enter a phone number or select a contact with a mobile phone number.



- 4 Enter a subject, then press **Send**.

Create a message in Inbox

You can also create a message from Inbox.

- 1 Press **Start > Inbox > New**.
- 2 Press **Select**, to choose the mail account you want to use to send the message.
- 3 Complete the message fields:
 - **To**—enter recipient e-mail addresses or SMS numbers. Press the joystick to see a list of

recipients. Insert a semicolon (;) between multiple addresses or SMS numbers.

- **Cc**—enter the e-mail addresses of persons to receive a copy. This field does not appear for SMS messages.
- **Subj**—enter a subject. This field does not appear for SMS messages.

- 4 Enter a message and press **Send**.

When using the keypad in Multipress mode, you can type punctuation such as the “at” sign (@), a period (.), or a semicolon (;), by repeatedly pressing the **1** key until the punctuation appears.

Cancel a message

To cancel a message you are creating, press **Menu > Cancel Compose**.

If you have included an e-mail address or SMS number in a contact card, you can create a new message from a contact card.

Create a message from a contact

- 1 Press **Start > Contacts**.
- 2 Select a contact from the list.
- 3 Select the e-mail address or SMS number to use. If you selected an e-mail address, select the e-mail account to use.
- 4 In **Subj**, enter a subject. This field does not appear for SMS messages.

- 5 Type a message and press **Send**.

Tips: When using the keypad in Multipress mode, you can insert punctuation such as the “at” sign (@), a period (.), or a semicolon (;), by repeatedly pressing the **1** key until the punctuation appears.

To cancel a message, Press **Menu > Cancel Compose**.

Make a voice call from an e-mail

You can easily phone the sender of an e-mail if the person appears in your Contacts list.

- 1 Open the e-mail message.
- 2 Scroll to the sender’s name in the **From** field, then press the joystick. A screen appears with all known phone numbers for the contact.
- 3 Scroll to the desired number and press the joystick to make the call.

Other e-mail options

Inserting predefined text into messages

To save time entering text, you can insert predefined text into messages. The phone includes a list of standard predefined text, which you can edit to create words or phrases that you frequently use.

Insert predefined text into a message

- 1 Press **Start > Inbox > New**.
- 2 Select the account to use.
- 3 In **Subj** or the message area, press **Menu > Insert Text**.
- 4 Scroll to the text, then press **Insert**, or press the associated number.

Edit predefined text

- 1 Press **Start > Inbox > Menu > Options > Edit My Text**.
- 2 Scroll to the text to edit.
- 3 Edit the text, then press **Done**.

Insert a voice recording into a message

You can easily insert a voice recording into an e-mail message. Inserting a voice recording is useful when you want to verbally explain information that is contained in the message.

- 1 In the message area of an e-mail message, press **Menu > Insert Recording > Record**.
- 2 Start speaking into the phone microphone.
- 3 When you finish speaking, press **Stop > Done**.

Note: You can send only one voice recording in a message. If you insert a second recording, it replaces the first.

Insert a signature

You can specify a signature that is automatically inserted into messages you send for each messaging account.

- 1 Press **Start > Inbox > Menu > Options > Signatures**.
- 2 Scroll right to switch to the account for which to specify a signature.
- 3 Select **Use signature with this account**.
- 4 To insert a signature in every message you send, select **Include when replying and forwarding**. Otherwise, a signature is inserted only in new messages.
- 5 Replace the text with in the Signature box with a signature to insert, and press **Done**. The signature is inserted into messages that you send from this account.

To remove a signature, repeat steps 1 and 2 above, then uncheck **Use signature with this account**. A signature is no longer inserted in messages that you send from this account.

Save a draft of a message

You can save a draft of a message that you are composing to finish and send later.

- 1 Press **Start > Inbox > New**.
- 2 Select the account to use.

- 3 Enter information in the message.
- 4 Press **Menu > Postpone Message**. The phone saves a draft of the message in the Drafts folder.

Reopen and send a message draft

- 1 Press **Start > Inbox > Menu > Accounts/ Folders**.
- 2 Scroll to the account whose folders you want to view.
- 3 Press **Folders > Drafts**.
- 4 Open the draft message and edit it.
- 5 Press **Send**.

Requesting a delivery receipt

You can request a delivery receipt for an SMS message. When you do this, you receive an SMS message to confirm that your message was delivered to the recipient's SMS service.

Request a delivery receipt for an SMS message

- 1 Before sending an SMS message, press **Menu > Message Options**.
- 2 Select **Request SMS text message delivery notification**.
- 3 Press **Done**. When your message is delivered, you receive a receipt on the phone.

Working with message folders

Each messaging account has a set of folders in which the phone stores messages for that account. The default folders are:

- **Deleted Items**—Contains messages that you delete until you empty this folder.
- **Drafts**—Contains messages that you save before sending.
- **Inbox**—Contains messages that you receive.
- **Outbox**—Depends on your message account:
 - **ActiveSync**—sent messages are stored until you synchronize.
 - **VoqMail**—e-mail messages are sent immediately and appear in your Outbox folder only for a few seconds.
 - **SMS**—messages are sent immediately over the network and appear in your SMS Outbox folder only for a few seconds.
- **Sent Items**—Contains copies of messages that you send.

You can move a message to a different folder within the same account.

View message folder contents

- 1 Press **Start > Inbox > Menu > Accounts/ Folders**.

- 2 Scroll to the account for which to view the contents of a message folder.
- 3 Press **Folders** and then the folder to view.
- 4 To view all ActiveSync folders, even those not marked to synchronize, press **Menu > Show All Folders**.
- 5 To return to Inbox, Press **Menu > Accounts/ Folders**.
- 6 Press **Folders > Inbox**.

Mark a folder for synchronization

Synchronize Inbox with your desktop computer. This creates the same ActiveSync Inbox folders on your phone as in Outlook on your desktop computer.

Note: The more folders you synchronize wirelessly, the more bandwidth you use. Normally, you would synchronize your inbox only.

- 1 Press **Start > Inbox > Menu > Accounts/ Folders**
- 2 Highlight **ActiveSync**, then press **Folders > Menu > Manage Folders**.
- 3 Scroll to a folder to synchronize.
- 4 Press **Show > Done**. The next time you synchronize, the folder(s) that you marked on your phone are synchronized with the corresponding folders in Outlook on your desktop PC.

Move a message to a different folder

- 1 Press **Start > Inbox**.
- 2 If necessary, scroll right or left to switch to the account in which to move a message.
- 3 Scroll to the message to move.
- 4 Press **Menu > Move**.
- 5 Highlight the folder into which to move the message, then press **Select**.

You can move an open message in the same manner, by pressing **Menu > Move**.

Empty the Deleted Items folder

- 1 Press **Start > Inbox > Menu > Accounts/Folders**.
- 2 If necessary, scroll right or left to switch to the inbox for which to empty the Deleted Items folder.
- 3 Press **Folders > Deleted Items > Menu > Empty Folder**.

Viewing and responding to messages

When you receive an e-mail message, the phone plays a sound and displays an envelope icon at the top of the screen. To quickly view new messages, select the message notification area on the Home screen.

The phone stores received messages in the Inbox folder of the appropriate account and displays them in the Inbox message list.

View the Inbox message list

- 1 Press **Start > Inbox**. The Inbox message list displays your received messages for the account.
- 2 If necessary, push the joystick right or left to switch to change accounts.
- 3 By default, messages are displayed in the order received. You can change the order in which messages are displayed and show the date and time that messages were sent.

Change message list display options

- 1 Press **Start > Inbox > Menu > Options > Display**.
- 2 Change the display options, then press **Done**.

You can change the status of a message by marking it as Read or Unread.

Mark a message as Read or Unread

- 1 Press **Start > Inbox**.
- 2 Scroll to the message to mark.
- 3 Press **Menu > Select Mark as Read** or **Mark as Unread**.

The message display is changed to reflect its

new status: normal text for read messages and bold text for unread messages.

Working with messages

You can open messages by selecting them in the message list. Using Inbox menu commands, you can quickly reply to, forward, and delete messages.

Open a message

- 1 Press **Start > Inbox**.
- 2 If necessary, scroll right or left to switch to the account you want.
- 3 Select the message to open.
- 4 To return to the message list, press the Back button.

Tips: To open the next message in the list from within an open message, scroll right; to open the previous message in the list, scroll left.

To create a contact card for the sender, Press **Menu > Save Sender to Contacts**.

Choose the character set for messages

- 1 From an open message, press **Menu > Options**.
- 2 In **E-mail message language**, scroll to the language.
- 3 Press **Done**. The message is displayed using the appropriate characters for the selected language.

Reply to a message

- 1 From an open message, press **Menu > Reply** or **Reply All**.
- 2 Enter a message in the message area.
- 3 Press **Send**.

Forward a message

- 1 From an open message, press **Menu > Forward**.
- 2 Select the account to use.
- 3 In **To**, enter recipient e-mail addresses or SMS numbers. Insert a semicolon (;) between multiple addresses or SMS numbers.
Optionally, you can enter an introductory message by scrolling to the message area, pressing the joystick to insert a blank line, and entering your text.
- 4 Press **Send**.

Delete a message

- 1 Press **Start > Inbox**.
- 2 If necessary, scroll right or left to switch to the inbox in which to delete a message.
- 3 Scroll to the message to delete.
- 4 Press **Menu > Delete**. For the ActiveSync account, the message is also deleted from Outlook on your desktop computer or Exchange Server the next time you synchronize.

Working with large messages and attachments

The phone downloads only a portion of any large e-mail messages and attachments you receive. You can decide to download the remainder or not.

Messages with an attachment have an envelope icon with a paperclip in the message list. The attachment icon has the following three states:

- Not downloaded
- Marked for download
- Downloaded

Open messages display their attachments as a list of hyperlinks at the bottom of the message.

Download a complete e-mail message

- 1 Press **Start > Inbox**.
- 2 Scroll to the message to download.
- 3 Press **Menu > Mark for Download**. The phone begins downloading the full e-mail message, except for attachments.

Download an attachment

- 1 Open the message with an attachment to download.
- 2 Scroll down to the attachment, then press the joystick. The phone downloads the attachment.

If the message contains several attachments, you can individually select one or more attachments to download, which are then marked with a down arrow.

View an attachment

In an open message containing a downloaded attachment, select the attachment.

Note: To view attachments, you must have the appropriate viewer or reader installed. If an attachment will not open, your phone likely does not have the application that supports the file type. Many attachments cannot be viewed on the phone.

Delete an attachment

- 1 In an open message containing a downloaded attachment, scroll to the attachment.
- 2 Press **Menu > Delete**.

Caution: This deletes all of the attachments to this message, not only the selected attachment. This deletes attachments on the device only.

Meeting requests

You can receive and reply to Outlook meeting requests on your phone. Your response is sent back to the meeting organizer as an e-mail.

Your calendar is updated as follows:

- When you accept a meeting, VoqMail:
 - Updates your local calendar immediately
 - Updates the meeting organizer or the delegate's calendar the next time you sync your phone
 - Updates the free/busy indicators on your calendar the next time you sync your phone
- When you decline a meeting:
 - The organizer is notified immediately

Respond to a meeting request

To respond to a meeting request:

- 1 Press **Start > Inbox**.
- 2 Select the meeting request, then respond to it:
 - To accept, press **Menu > Accept**.
 - To decline, press **Menu > Decline**.
 - To tentatively accept, press **Menu > Tentative**.

Appointing a delegate

If you accept an invitation, you update the calendar on the mail server the next time you sync your phone. This means that the calendar at your office may not accurately reflect your free and busy time to your colleagues until you synchronize your phone. To address this, you can send an e-mail to a “delegate”—someone at work who has access to your Calendar—

asking them to book the appointment that you just accepted.

You can automatically generate and send this e-mail whenever you accept or tentatively accept a meeting.

Configure an automatic e-mail to send to a delegate

- 1 Press **Start > More > VoqMail Settings > Calendar Settings**.
- 2 Check **Notify my delegate of meeting requests and updates**, then fill in the delegate's name and e-mail address.
- 3 Press **Done**.

Import SMS messages from a SIM card

In addition to receiving SMS messages wirelessly, you can import them from your Subscriber Identity Module (SIM) card.

Press **Start > Inbox > Menu > Options > Import SIM Messages > Done**.

The SMS messages are copied from the SIM card to the SMS account Inbox. A copy of the messages remains on the SIM card.

Note: You cannot export SMS messages from your phone to a SIM card.

Multimedia Messaging Service (MMS)

Multimedia Messaging Services (MMS) let you send short messages containing pictures, audio, and text from your phone to other MMS customers. (Your wireless network service provider must enable MMS services on your account).

To view an MMS message:

- 1 Press **Start** > **jMMS** messaging.
- 2 Select **Inbox** to view your received MMS messages. MMS Messages may have multiple pages to view.

To send an MMS message:

- 1 Press **Start** > **jMMS** messaging.
- 2 To quickly send a picture to someone, select **Send Image**, attach a picture, and insert any text.
 - Select **Send Audio** to compose a message and attach a sound file stored on your handset.
 - Select **Compose** to send a message that contains a combination of pictures, sounds and text. Compose allows you to create messages with multiple pages.
- 3 When your MMS is complete, press **Send** to address your message. Insert the phone number

of a person whose phone accepts MMS messages.

At any time, press **Menu** to review other options.

Instant messaging

MSN Messenger may be available on your Voq phone. If it is available, MSN Messenger on your phone provides the same chat environment as MSN Messenger on your desktop PC.

Setting up MSN Messenger

To set up MSN Messenger, you need either a Microsoft .NET Passport account or a Hotmail account. To set up a Microsoft .NET Passport account, go to: <http://www.passport.com>. Once you have this account, you need to do the following:

Create a connection on your phone, such as a modem or wireless connection that allows you to connect to the Internet. For more information about creating connections, see "[Data connections](#)" on page 88.

Using MSN Messenger

You can sign in to MSN Messenger using your Hotmail or your .NET Passport credentials. Once you sign in, you can exchange instant messages with others. This

is called “chatting.” Contacts must have a Hotmail or .NET Passport account.

Sign in to MSN Messenger

Note: When you sign in to MSN Messenger, your phone communicates periodically with the MSN Messenger server to check for messages. This consumes airtime. To avoid extra charges, be sure to sign out when finished using MSN Messenger.

- 1 Press **Start > MSN Messenger > Sign In.**
- 2 Fill in the fields:
 - **Sign-in Name**—enter the sign-in name that you use for Hotmail or your .NET Passport (Example: name_123@hotmail.com).
 - **Password**—enter your Hotmail or .NET Passport password.
- 3 Select **Remember my password** if you don't want to enter your password again in the future.
- 4 Press **Sign In.**

When you sign in, MSN Messenger retains your sign-in name, and your password if you opted to save it, so that you don't need to enter this information again.

Sign out of MSN Messenger

Press **Menu > Sign out.**

Add an MSN Messenger contact

In the contacts list, Press **Menu > Add Contact.**

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Add the Hotmail or .NET Passport sign-in name of a person with whom you want to chat. Their sign-in name is added to the contacts list.

Delete an MSN Messenger contact

In the MSN Messenger contacts list, select the contact.

Press **Menu > Delete Contact.**

Send an instant message

- 1 Sign in to MSN Messenger.
- 2 Scroll to the contact with whom you want to chat.
- 3 Press **Menu > Send Message.**
- 4 Enter your message and press **Send.** This starts a chat with the contact.

Tips: To quickly add common messages, press **Menu > My Text**, then select the text to use.

To edit this text, press **Menu > Options > Edit My Text.** Select the text, make any edits, then press **Done.**

Reply to an instant message

- 1 Press **Menu > Chats.**
- 2 Select the name of the person sending the instant message. The message displays, along with a box for your reply.
- 3 Enter your reply and press **Send.**

Tips: By default, your phone plays a sound when you receive an instant message. For instructions on changing the sound, see “[Sounds](#)” on page 84.

If you want to be able to receive instant messages at any time your phone is connected to a network, press **Menu > Options > Passport Account > Run this program when connection is available > Done**.

Invite a contact to an ongoing chat

From a chat, press **Menu > Invite**, and then select a contact. The contact receives an instant message and can join the chat.

Change between chats

- 1 Press **Menu > Chats**.
- 2 In the list of ongoing chats, select the name of a contact with whom to chat.

Return to the contacts list

From a chat, press **Menu > My Contacts**.

End a chat

Press **Menu > End Chat**.

See who is already chatting

Press **Menu > Chats**.

Block or unblock an MSN Messenger contact

- 1 In the MSN Messenger contacts list, select the contact's name.
- 2 Press **Menu > Block**. The contact will no longer be able to see your status or send you messages.
- 3 To unblock the contact, Press **Menu > Unblock**.

Change your MSN status

- 1 In the contacts list, select your name.
- 2 Select a status description, such as **Away**. This status is displayed next to your name in the contact lists of your contacts.

Change your display name

- 1 In the MSN Messenger contacts list, press **Menu > Select Options > Passport Account**.
- 2 In **My display name**, enter your name as you want it to display in the contacts lists of your contacts.

Features according to e-mail program

The table below lists the features available depending on the type of e-mail account you use on the phone.

	VoqMail Personal	VoqMail Pro	Wireless ActiveSync	POP3
E-mail Features				
Continuous delivery	✓	✓		
Work E-mail		✓	✓	
Personal E-mail	✓	✓	✓	✓
Optimized Polling	✓	✓		
Battery Saver	✓	✓		
Bandwidth Saver	✓	✓		
Contact/Subject/Reply Alerts		✓		
Auto Download Rules		✓		
Auto Suspend Rules	✓	✓	✓	
E-mail Servers:				
Microsoft Exchange 5.5	✓	✓		
Microsoft Exchange 2000	✓	✓		
Microsoft Exchange 2003	✓	✓	✓	
Lotus Notes	✓	✓		
GroupWise	✓	✓		

	VoqMail Personal	VoqMail Pro	Wireless ActiveSync	POP3
E-mail Features				
Calendar:				
Accept/Decline Meeting Requests	✓	✓	✓	
Save attachments to invitations	✓	✓	✓	
Microsoft Exchange 5.5	✓	✓		
Microsoft Exchange 2000	✓	✓		
Microsoft Exchange 2003	✓	✓	✓	
Lotus Notes	✓	✓		
Novell GroupWise	✓	✓		
E-mail response to originator	✓	✓	✓	
E-mail request to delegate	✓	✓		
Device Calendar Updated	✓	✓		
Server Calendar Updated			✓	

Synchronizing Your Phone

7

Synchronizing your Voq phone
Getting started



Synchronizing your Voq phone

Synchronization ensures that the information on your phone and your PC is the same and up to date. You can synchronize your Inbox, Contacts, Calendar, and Tasks.



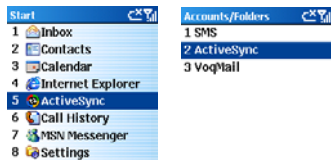
Microsoft® ActiveSync® 3.7.1 or later and Voq Desktop Tools are the programs you use to synchronize. They are already installed on your Voq phone but you must install them on your desktop PC. If your company has Microsoft Exchange 2003 installed as a messaging and collaboration server, you may be able to synchronize your Voq professional phone Calendar, Contacts and Tasks while working wirelessly.

Note: The Voq phone supports Lotus Notes and GroupWise using the Microsoft Outlook client provided on the disk. Please see the readme-sync.txt on the companion CD for more information.

About “ActiveSync”

The word “ActiveSync” can mean different things depending on where it appears on your phone:

- ActiveSync is the name of the program you use to synchronize information with your desktop PC.
- ActiveSync is also the account name on the phone for your Microsoft Exchange mailbox.



This section deals with ActiveSync, the application you use to synchronize information with your desktop PC.

Voq Desktop Tools

Voq Desktop Tools provide the following capabilities:

- Synchronize Calendar appointments and Meeting invitations you accept wirelessly, and preserve document attachments to those appointments
- Synchronize your Microsoft Exchange Global Address List (GAL). Send e-mail from myVoq using your corporate address list, including your distribution lists
- Synchronize your text Notes between your Voq phone and Outlook or Lotus Notes

Getting started

Before you begin synchronizing your Voq phone with your desktop PC, complete the following steps:

- 1 Install ActiveSync and Voq Desktop tools on your desktop PC.
- 2 Connect the phone and the PC.
- 3 Create a partnership.
- 4 Synchronize your phone.

1 Install ActiveSync and Voq Desktop

Tools

Even if you use VoqMail only, you must install both ActiveSync and Voq Desktop Tools on your desktop PC.

To install ActiveSync and Voq Desktop Tools:

- 1 Insert the Voq companion CD into your computer's disk drive. The installation wizard starts automatically.
- 2 Click **Start Here** to display the Overview screen.
- 3 Click **Install ActiveSync 3.7** first. Follow the instructions on the screen.
- 4 Once you have finished installing ActiveSync, go to the Overview screen, and click **Install Voq Desktop Tools**.

2 Connect the phone and the PC

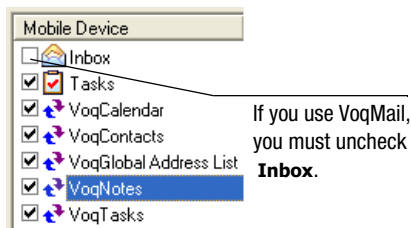
After you install ActiveSync and the Voq Desktop Tools, connect your phone and the PC.

- 1 Plug the sync cable into the handset connector at the bottom of the phone. The Voq logo on the top of the connector should face up.
- 2 Insert the other end of the sync cable into a USB port on your PC. If ActiveSync is installed on your PC, it automatically detects your phone and starts the New Partnership Wizard.

3 Create a partnership

The ActiveSync New Partnership Wizard helps you set up a partnership and personalize your settings:

- 1 Open ActiveSync if you have not already done so. This starts the New Partnership Wizard, which steps you through the set-up procedure.
- 2 The wizard asks you to choose a device to which to connect. If you are using your phone with your own PC, choose **Synchronize with this desktop**.
- 3 The wizard asks you to choose what folders you wish to synchronize when connected via a cable or cradle. Your choice also depends on the e-mail program you use. Set up your account as follows.



When you finish using the wizard, the first synchronization begins automatically.

4 Synchronize your phone

ActiveSync should detect your phone. If not, start the synchronization from your PC:

- 1 Click **Start > Programs > Microsoft ActiveSync**.
- 2 In ActiveSync, choose **File > Synchronize**.

Change what to synchronize when connected via cable or cradle

You can change the folders and information types you want to synchronize when the phone and the PC are connected by changing the settings on your desktop PC.

- 1 Start ActiveSync.
On your desktop PC, click **Start > Programs > Microsoft ActiveSync**.
- 2 On the ActiveSync window, choose **Tools > Options**.
- 3 Check the items to synchronize, then click **OK**.
The next synchronization will use the new settings.

Synchronizing your e-mail inbox

VoqMail—If you are using VoqMail, your VoqMail Inbox and other VoqMail folders are always up to date and synchronized with your desktop PC or mail server.

ActiveSync e-mail—When you synchronize your ActiveSync inbox, the phone:

- Copies messages from the Outlook Inbox folder on your desktop computer, or from your mail server, to the Inbox folder on your phone.
- Copies messages to your phone from the last three days only, and the first 500 bytes of each new message.
- Links messages on your phone and your PC. When you delete a message on your phone, ActiveSync deletes the message from your PC the next time you synchronize, and vice versa.
- Synchronizes messages in subfolders of other e-mail folders only if you selected the folders for synchronization on your phone.

Note: SMS messages are not synchronized.

Synchronizing remotely

You can synchronize remotely with your desktop computer, or with a mail server. Synchronization takes place over a wireless connection instead of a direct local connection. To synchronize remotely with a desktop PC, the PC must be turned on.

Note: Using ActiveSync to keep your e-mail accounts synchronized remotely can use a significant amount of bandwidth and battery power.

if you are using VoqMail, your mail folders are always up to date on both the PC and the Voq phone using a minimal amount of bandwidth. See “[Set VoqMail Sync Settings](#)” on page 78. You can still use ActiveSync to synchronize your Calendar and Contacts.

Create a synchronization schedule

Create a schedule so that your phone and server synchronize at the intervals you specify.

- 1 Press **Start > ActiveSync > Menu > Options > Mobile Schedule**.
- 2 Select how often you want the synchronization to take place, then Press **Done**.

Select the PC for wireless synchronization

How you configure wireless synchronization depends on your network. For example, you may need to set up a virtual private network (VPN) connection to the network.

- 1 Press **Start > ActiveSync > Menu > Options > PC Settings**.
 - In **Use**, select the name of the PC.
 - Check **Use mobile schedule to sync with this PC**.
 - Check **Sync with this PC during manual sync**, if you want to initiate synchronization manually.
- 2 Press **Done** twice.

Choose what to sync wirelessly

Note: if you are using VoqMail, do not set any server parameters for **Inbox**.

To choose what to synchronize over the air:

- 1 Press **Start > ActiveSync > Menu > Options > Server Settings**.
- 2 Scroll to the information type that you wish to synchronize.
- 3 Check **Sync <...> with a server**, then press **Done**.

Tip: The most efficient use of bandwidth for remote synchronization is:

- VoqMail for e-mail
- ActiveSync for Calendar - once a day
- No wireless sync for Contacts - you would do this at home or at the office via your sync cable.

Synchronize your calendar wirelessly

To synchronize your calendar over the air:

- 1 Press **Start > ActiveSync > Menu > Options > Server Settings > Calendar**.
- 2 Check **Sync calendar with a server**, then press **Done**.

Set VoqMail Sync Settings

You can control the VoqMail synchronization between the phone and your desktop PC.

To set synchronization parameters:

- 1 Press **Start > VoqMail Settings > Schedule Settings > Advanced**.
- 2 Choose how you want the phone to synchronize your messages:
 - **Smart Sync**—Smart Sync periodically checks your work mail server to see if the status of any messages have changed. For example, if Smart Sync detects that a message has been read on your desktop PC, it also changes the status of the message on the phone to read. The reverse is also true. Messages read on the phone are marked as read on the desktop.
 - **Sync Full Messages**—Choose how often you want the phone to complete a full synchronization of messages. This means downloading the full bodies of all messages in your VoqMail Inbox.
 - **Sync When Roaming**—enable or disable automatic polling when the phone is in roaming mode.

ActiveSync errors

If ActiveSync cannot synchronize your information, it displays an error on your phone. When the message appears, press the joystick to display more information about the error.

Note: Some types of errors can interfere with automatic synchronization. If you suspect that a scheduled automatic synchronization has not occurred, try to manually synchronize your information. A successful manual synchronization resets the automatic synchronization.

ActiveSync e-mail accounts

If your service provider or corporate mail server supports the IMAP4 protocol, we recommend you set up a VoqMail Personal or a VoqMail Pro account to handle your mail. See [“Setting up a VoqMail account” on page 54](#).

Before you begin to set up an ActiveSync e-mail account, talk to your service provider or system administrator. You will need the name of the server and the server domain name.

Configure an Exchange Server connection

To configure or edit the server connection:

- 1 Press **Start > ActiveSync > Menu > Options > Connection**.

- 2 Fill in the fields:
 - **User name**—enter your Microsoft Exchange User name.
 - **Password**—enter your Microsoft Exchange password.
 - **Domain**—enter the name of the domain for your Microsoft Exchange Server (if required).
 - **Save password**—select this to have the phone save your password so that you don't need to type it again.
 - **Server name**—enter the name of the Microsoft Mobile Information Server you connect to.
- 3 Press **Done > Sync**.

Create an ActiveSync e-mail account

To set up an ActiveSync e-mail account, use the ActiveSync setup wizard:

- 1 Press **Start > Inbox > Menu > Options > Account Setup > Menu > New**.
- 2 Fill in the fields on each page of the wizard. Press **Next** or **Previous** to move from page to page.
- 3 Press **Done**.

Configuring Your Phone

8

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The Settings screen lets you change the way your Voq phone looks and behaves to match the way you use it. For example, you can change the Home screen background or the sounds your phone makes.

To view the main Settings menu:

- 1 Press **Start > Settings**.
- 2 Select an option from the list. These options are described below.

Phone

You use Phone settings to set options including call forwarding, call waiting, and caller ID.

Call Barring

Block incoming or outgoing calls. For example, you can block all outgoing international calls. See also Fixed Dialing as a different way to restrict outgoing calls.

- 1 Press **Start > Settings > Phone > Call Barring**.
- 2 In **Block incoming calls** or **Block outgoing calls**, scroll to the option you want.
- 3 Press **Done**.

Call Forwarding

Its easy to forward your unanswered Voq calls to another number (your corporate voice mail, for example).

- 1 Press **Start > Settings > Phone > Call Forwarding**.
- 2 Choose when to forward a call:
 - **Unconditional**—forward all calls immediately
 - **No Reply**—forward calls when you do not answer
 - **Busy**—forward calls when your line is busy
 - **Unavailable**—forward calls when your phone is off or out of service range
- 3 Select **Enable call forwarding**.
- 4 Enter the phone number to which calls are to be forwarded.
- 5 Select **Done**.

Call Options

Use Call Options to set various phone options. Press **Start > Settings > Phone > Call Options**.

- **Any key answer**—Answer calls by pressing any key on the keypad.
- **Show SIM contacts**—Display contacts stored on your SIM card in your Contacts list.
- **Voice mail number**—Enter the number you dial for your voice mailbox. The phone dials this number when you press and hold **1**.

- **SMS Service Center**—Enter or change the service provider number used to process SMS calls. Contact your wireless network operator to obtain this number.
- **Country code**—Specify your country code.
- **Area code**—Specify your area code.

Call Waiting

You can choose to be notified if you receive a call while you are already on a call.

- 1 Press **Start > Settings > Phone > Call Waiting**.
- 2 Select or clear **Provide call waiting notifications**.

Caller ID

Caller ID lets you decide if you want people to see your name and number on their phones when you call them.

- 1 Press **Start > Settings > Phone > Caller ID**.
- 2 In **Provide my caller ID to**, scroll to the option you want: **Everyone**, **No one**, or **Only my contacts**.
- 3 Press **Done**. The selected callers are able to see your name and phone number information when you call them.

Channels

You can configure phone channel settings.

- 1 Press **Start > Settings > Phone > Channels**.
- 2 Select the options you want, then press **Done**.

Fixed Dialing

Fixed dialing lets you restrict outgoing calls to the area codes and phone numbers you specify.

- 1 Press **Start > Settings > Phone > Fixed Dialing**.
- 2 Check **Enable fixed dialing**, then press **Menu > Edit Numbers > Menu > Add**.
- 3 Enter the phone number or area code to which to restrict calling and press **Done**.
- 4 Repeat these steps to add more numbers as necessary.

You will be able to make and receive calls only to and from the numbers or area codes specified.

Networks

Choose a specific network or allow the phone to determine the network automatically.

- 1 Press **Start > Settings > Phone > Networks**.

- 2 In **Network selection**, scroll to the option you want, either Manual or Automatic.
 - **Manual**—press **Menu > Select a Network**. Select the network, then press **Done**. The phone uses the selected network.
 - **Automatic**—press **Menu > Preferred Networks**. Select the networks to use, then press **Done**. The phone automatically uses the preferred networks.

Sounds

You can choose the sounds for ring tones, notifications, reminders, and other events. You can also turn off the tones you hear when pressing number keys. Your phone can also remain silent or vibrate.

To set alert sounds for incoming e-mail messages, see [“E-mail sound alerts” on page 56](#).

Change the sound for an event

- 1 Press **Start > Settings > Sounds**.
- 2 Scroll to the event for which to specify a sound.
- 3 Scroll (right or left) to select a sound. Press **None** if you don't want to hear a sound.

When you select a sound, the sound plays. To play it again, press **Menu > Play**.

Copy a sound from your PC

- 1 Connect the phone to the USB port on your desktop PC by using the sync cable or the cradle.
- 2 On your PC, copy the sound file you want. The file format must be .wav, .mp3, or .wma.
- 3 From your desktop PC, start ActiveSync.
- 4 On the main window, click **Explore**, double-click **My phone**, double-click **Storage**, double-click **Application Data**, double-click **Sounds**, and then paste the sound file into the Sounds folder.

Delete a sound

You can only delete sounds that you have added, not sounds that come with the phone.

- 1 Press **Start > Settings > Sounds > Menu > Delete Sounds**.
- 2 Select the sound to delete.
- 3 Press **Yes**.

Changing keypad tones

The phone generates tones that represent the numbers you press on the keypad and sends these tones over the network to communicate with other devices. The phone also plays these tones for you to hear.

You can turn off the tones you hear or change them to clicks. The phone still sends tones across the network.

Change or turn off keypad tones

- 1 Press **Start > Settings > Sounds > Keypad control**.
- 2 Select **Tone, Click, or None**.
- 3 Press **Done**.

Tip: If you have trouble accessing your voice mail system or answering machine, try changing from Short tone to Long tone.

Turn on keypad tones

- 1 Press **Start > Settings > Sounds**.
- 2 In **Keypad control**, select either **Short tone** or **Long tone**.
- 3 Press **Done**.

Profiles

A profile is a group of settings that determines how your phone notifies you of incoming calls, messages, or approaching appointments. For example, if you are going into a meeting, you may want all visual notifications only.

The default profile is called Normal. The table below compares the default Normal and Silent settings:

Profile	Normal	Silent
Auto-answer	n/a	n/a
Ring type	ring	vibrate
Ring volume	3	off
Alarm type	increasing	vibrate
Alarm volume	3	off
Notification type	play sound	vibrate
Notification vol.	3	off
System sound vol.	3	off

Select a profile

The quickest way to select a profile is to scroll to the profile displayed at the bottom of the Home screen and press the joystick. Scroll to a new profile and press the joystick. Or:

- 1 Press **Start > Settings > Profiles**.
- 2 Scroll to a new profile, press **Menu > Select > Done**.

Tip: You can also change your profile using the Quick List. Press the Power button and then select the profile.

Edit a profile

- 1 Press **Start > Settings > Profiles**.
- 2 Scroll to the profile to edit.
- 3 Press **Menu > Edit**.
- 4 Modify the settings and press **Done**.

To revert to the default profile settings, press **Menu > Reset to default**.

Home screen

Home Screen settings determine the Home screen layout, the color scheme, the background image, and the time delay before the Home screen appears when your phone is idle.

Change the Home screen

- 1 Press **Start > Settings > Home Screen**.
- 2 In Home screen layout, Color scheme, and Background image, select the options you want.
- 3 Press **Done**. The image appears behind the text on the Home screen.

Copy a background from your PC

You can copy an image from your PC to your phone. The image must be in .gif, .jpg, or .bmp format. For best results, use images with a 176 x 200 screen resolution.

- 1 Connect the phone to your desktop PC with a USB cable or place the phone in the desktop cradle.
- 2 On the desktop PC, start ActiveSync.
- 3 On the main ActiveSync window, click **File > Explore**, double-click **My phone**, double-click **IPSM**, double-click **Application Data**, double-click **Home**, and then paste the image file into the Home folder.
- 4 Follow the instructions under “Change the Home screen” above, to select the new background you just copied to your phone.

Specify the idle time before the Home screen appears

- 1 Press **Start > Settings > Home Screen**.
- 2 In **Time out**, scroll to the amount of time for the phone to be idle before the Home screen automatically appears.
- 3 Press **Done**.

About

The About screen displays information about the phone operating system, including the version number and copyright information.

View operating system information

Press **Start > Settings > About**.

Accessibility

Accessibility settings determine:

- **System font size**—the size of the display font.
- **Multipress time out**—the length of time between keypresses in Multipress mode.
- **Confirmation time out**—the time before an unconfirmed action times out. For example, if a dialog box appears on the Home screen and you do not respond, the time it takes for the dialog box to disappear on its own.
- **In-call alert volume**—the volume level for sounds that play when you are on a call.

Change Accessibility settings

- 1 Press **Start > Settings > Accessibility**.
- 2 Select the options you want, then press **Done**.

Beam

If you want to receive infrared beams from other devices, you must turn on the option to receive incoming beams.

Receive incoming beams

Press **Start > Settings > Beam > Receive incoming beams**. The phone receives all incoming beams from other devices until you clear this option.

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Note: Turn off this option when not in use to save battery power.

Certificates

Public key certificates identify you when you log on to a secure network. Certificates also help establish the identity of other computers, such as servers, with which you connect. This helps prevent unauthorized users from accessing your device. You can store two types of certificates on your phone:

- **Personal certificates**—Establish your identity.
- **Root certificates**—Establish the identity of servers to which you connect.

View and delete certificates

Press **Start > Settings > More > Certificates**.

- To view the list of personal certificates, press **Personal**.
- To view the list of root certificates, press **Root**.
- To delete a certificate, scroll to it, then press **Menu > Delete**.
- To view details about a certificate, select it in the list.

Data connections

Data Connections settings specify dial-up, Virtual Private Network (VPN), and proxy connections so that you can connect to the Internet or your company network.

Check with your service provider to see if a data connection has already been set up for you, and if over-the-air configuration is supported.

Dial-up connections

You can create a dial-up connection to connect remotely to the Internet, a Wireless Application Protocol (WAP) network, or your company network.

When you open a program that is configured to use this connection, your phone connects automatically. For example, you can create a connection to the Internet and then configure Internet Explorer to use it.

Create a dial-up connection

- 1 Press **Start > Settings > More > Data Connections > Menu > Edit Connections > Dial-up Connections > Menu > Add.**

- 2 Enter the requested information as follows and then press **Done**:
 - **Description**—enter a name for the connection.
 - **Connects to**—scroll to the network.
 - **Phone number**—enter the phone number you use to dial the network.
 - **User name**—enter your network user name.
 - **Password**—enter your password.
 - **Domain**—enter the domain name, if required.

Note: If you are not sure about the information to enter, ask your network administrator.

Tip: If you subscribe to General Packet Radio Services (GPRS), you can set up a GPRS connection to access your company network or the Internet, which is faster than a dial-up connection. For instructions, see “[GPRS connections](#)” on page 90.

Edit a dial-up connection

- 1 Press **Start > Settings > More > Data Connections > Menu > Edit Connections > Dial-up Connections.**
- 2 Scroll to the connection to edit.
- 3 Press **Menu > Edit.**
- 4 Change any information, then press **Done.**

Delete a dial-up connection

- 1 Press **Start > Settings > Data Connections > Menu > Edit Connections > Dial-up Connections**.
- 2 Scroll to the connection to delete.
- 3 Press **Menu > Delete**.

VPN connections

Note: if you are using VoqMail Pro, use the VoqMail setup wizard to set up your VPN connection. See [“Setting up a VoqMail account” on page 54](#).

If your company has set up a virtual private network (VPN), you can create a VPN connection to gain access to your company network over an Internet connection.

Create a VPN connection

- 1 Press **Start > Settings > Data Connections > Menu > Edit Connections > VPN Connections > Menu > Add**.
- 2 Enter the requested information as follows, then press **Done**:
 - **Description**—enter a name for the connection.
 - **VPN type**—scroll to the type of VPN.
 - **Server**—enter the VPN server name.
 - **Connects from**—scroll to the type of network from which you will connect to the VPN (typically The Internet).

- **Connects to**—scroll to the type of network to which you will connect (typically My company Network).
- **User name**—enter your user name for the VPN.
- **Password**—enter your password.
- **Domain**—enter the domain name, if required.
- If you selected **IPSec** in VPN type, select the type of authentication, either Pre-Shared Key or Certificate, in **IPSec authentication**. If you selected **Pre-Shared Key**, enter the key.

Note: If you are not sure about the information to enter, ask your network administrator.

Edit a VPN connection

- 1 Press **Start > Settings > Data Connections > Menu > Edit Connections > VPN Connections**.
- 2 Scroll to the connection to edit.
- 3 Press **Menu > Edit**.
- 4 Change any information and press **Done**.

Delete a VPN connection

- 1 Press **Start > Settings > Data Connections > Menu > Edit Connections > VPN Connections**.
- 2 Scroll to the connection to delete.
- 3 Press **Menu > Delete**.

Proxy connections

Proxy connections provide access to the Internet over an existing connection to your company network.

Create a proxy connection

- 1 Press **Start > Settings > Data Connections > Menu > Edit Connections > Proxy Connections > Menu > Add**.
- 2 Enter the requested information as follows, then press **Done**:
 - **Description**—Enter a name for the connection.
 - **Connects from**—Scroll to the type of network from which you will connect.
 - **Connects to**—Scroll to the type of network to which you will connect.
 - **Proxy (name:port)**—Enter the proxy server name and port number in the form: server name:port number.
 - **Type**—Scroll to the type of proxy connection to create.
 - **User name**—Enter your user name for the network to which you will connect.
 - **Password**—Enter your password.

Note: If you are not sure about the information to enter, ask your network administrator.

Edit a proxy connection

- 1 Press **Start > Settings > Data Connections > Menu > Edit Connections > Proxy Connections**.
- 2 Scroll to the connection to edit.
- 3 Press **Menu > Edit**.
- 4 Change any information and press **Done**.

Delete a proxy connection

- 1 Press **Start > Settings > Data Connections > Menu > Edit Connections > Proxy Connections**.
- 2 Scroll to the connection to delete.
- 3 Press **Menu > Delete**.

GPRS connections

If you subscribe to General Packet Radio Services (GPRS), you can set up a GPRS connection to gain access to your company network or the Internet.

When you open a program that connects to the Internet, the phone uses this connection.

Create a GPRS connection

- 1 Press **Start > Settings > Data Connections > Menu > Edit Connections > GPRS Connections > Menu > Add**.

- 2 Enter the requested information as follows and press **Done**:
 - **Description**—enter a name for the connection.
 - **Connects to**—scroll to the type of network to which you will connect.
 - **Access point**—enter the information provided by your system administrator.
 - **User name**—enter the user name for the GPRS network.
 - **Password**, enter the password.
 - **Primary DNS**—enter the primary domain naming system (DNS) address, as provided by your network administrator.
 - **Secondary DNS**—enter the secondary DNS address, as provided by your system administrator.
 - **IP address**—enter the IP address provided by your system administrator.

Note: If you are not sure about the information to enter, ask your network administrator.

Edit a GPRS connection

- 1 Press **Start > Settings > Data Connections > Menu > Edit Connections > GPRS Connections**.
- 2 Scroll to the connection you want to edit, then press **Menu > Edit**.
- 3 Change any information and press **Done**.

Delete a GPRS connection

Press **Start > Settings > Data Connections > Menu > Edit Connections > GPRS Connections > Menu > Delete**.

Adding a URL exception

Some URLs for Web pages on your company intranet may use periods, for example: intranet.companyname.com. To view these pages in Internet Explorer, you must create an URL exception, otherwise, the pages do not display.

Note: You do not need to create URL exceptions for Internet URLs.

Add a URL exception

- 1 Press **Start > Settings > Data Connections > Menu > Work URL Exceptions > Menu > Add**.
- 2 In **URL Pattern**, enter the URL. Separate multiple URLs with a semicolon (;).
- 3 Press **Done**.

Edit a URL exception

- 1 Press **Start > Settings > Data Connections > Menu > Work URL Exceptions**.
- 2 Select the URL to edit.
- 3 Edit the URL, then press **Done**.

Delete a URL exception

- 1 Press **Start > Settings > Data Connections > Menu > Work URL Exceptions**.
- 2 Scroll to the URL to delete.
- 3 Press **Menu > Delete**.

Date and time

Use Date and Time settings to change the local time zone, the current date and time, and to set the alarm.

Set the date and time

- 1 Press **Start > Settings > Date and Time**.
 - **Time Zone**—scroll to your time zone.
 - **Date**—scroll to the month, day, or year and edit the information.
 - **Time**—scroll to a number and edit it.
- 2 Press **Done**.

Set the alarm

- 1 Press **Start > Settings > Date and Time**.
 - **Alarm**—scroll to Off or On.
 - **Alarm time**—set the time for the alarm to go off.
- 2 Press **Done**.

Owner information

Owner Information settings allow you to record personal information such as your name, phone number, and e-mail address. If, for example, you lose your phone, the person finding it can contact you.

Configure owner information

- 1 Press **Start > Settings > Owner Information**.
- 2 Enter your information, then press **Done**.

Power management

Power Management settings provide ways to conserve battery power, such as a timeout for the display and backlight when the phone is idle.

Configure power management settings

- 1 Press **Start > Settings > More > Power Management**.
 - **Main battery**—displays the amount of battery life remaining.
 - **Backlight time out**—select the amount of time the phone is idle before the backlight turns off.
 - **Display time out**—select the amount of time the phone is idle before the display turns off.
- 2 Press **Done**.

Regional settings

Regional settings change the language, date, and time style, as well as number and currency formatting options.

Configure Regional Settings

- 1 Press **Start > Settings > Regional Settings**.
 - **Language**—scroll to the language to use when entering information.
 - **Locale**—scroll to your locale. This changes the remaining settings appropriately.
- 2 Configure other settings in the same manner.
- 3 Press **Done**.

Note: After changing the language, you must turn the phone off and on again for the change to take effect.

Voq software updates

The Voq phone contains code and configuration which over time may require replacement to add or enhance features, or to fix bugs.

To ensure that you are running the latest software or firmware, your phone periodically contacts the Voq Update Server and notifies you if any updates are available. If one is available, your phone displays a screen that asks you to confirm the download and

installation of the update file. Press **Install** to update your phone. If you cancel the VoqUpdate screen, the phone displays it again on a periodic basis. You should install all updates at your earliest convenience to ensure the smooth operation of your phone.

In the event of a major upgrade, you may need to use your PC to download the software or firmware and install it on your phone using ActiveSync. The phone will notify you of any action you need to take.

Change VoqUpdate settings

You can choose how often your phone checks for updates.

- 1 Press **Start > More > VoqUpdate > Menu > Settings**.
- 2 Choose **Daily** or **Weekly**.

Manually check for updates

You can manually check for updates at any time.

- 1 Press **Start > More > VoqUpdate > Scan**.
- 2 The phone checks for updates and notifies you if updates are available.
- 3 If updates are available, press **Install**.

Securing Your Phone

9

Keypad lock
Phone lock
SIM lock
PIN2




Voq



Your Voq phone provides several levels of security to avoid accidental or unintended use of your phone:

- **Keypad lock:** locks the keys to prevent accidental dialing.
- **Phone lock:** locks the phone after a period of inactivity to prevent unauthorized use of your phone.
- **SIM lock:** locks your SIM card to prevent unauthorized use of your SIM. When enabled, you must enter a password when you turn on your phone or if you use the SIM card in another phone.
- **PIN2:** locks specific features of the phone such as call barring. You are prompted for this number only when you try to change settings, not when you start your phone.

Keypad lock

To lock the keypad, on the Home screen, press and hold the . The left soft key command displays **Unlock**.

To unlock the keypad on the Home screen, press **Unlock**, then press the # key.

Keypad lock never requires a password.

Phone lock

Phone lock is a security feature that automatically locks the keypad after a specified period of inactivity. You need a password to unlock the phone. You can still receive calls and make emergency calls when the phone is locked.

Enable the phone lock

- 1 Press **Start > Settings > More > Security > Enable Phone Lock**.
- 2 Fill in the fields:
 - **Lock phone after**—scroll to the amount of time for the phone to be inactive before automatically locking.
 - **Password**—enter the password to unlock the phone. If you do not want to use a password, leave this field blank.
 - **Confirm password**—if you entered a password, enter it again.
- 3 Press **Done**.

Disable the phone lock

- 1 Press **Start > Settings > More > Security > Disable Phone Lock**.
- 2 Enter the password.
- 3 Press **Done**.

Lock your phone with Quick List

Once you select the time delay and create a password, you can quickly enable phone lock from the Quick List, without configuring your settings again.

- 1 Press and hold the Power button to display the Quick List.
- 2 Select **Device lock**.
- 3 Press **Done**.

SIM lock

The Subscriber Identity Module (SIM) card stores all your account information. You can lock your SIM card so that a PIN is required each time someone turns on the phone.

Important: Be sure to make a note of your PIN. With the SIM lock enabled, you will not be able to use your phone without it, except for emergency calls.

Lock the SIM card

- 1 Press **Start > Settings > More > Security > Enable SIM Lock**.
- 2 Enter your PIN.
- 3 Press **Done**.

Unlock the SIM card

- 1 Press **Start > Settings > More > Security > Disable SIM Lock**.
- 2 Enter your PIN.
- 3 Press **Done**.

PIN2

A second PIN number controls specific features of your SIM card such as call barring. You are prompted for this number only when you try to change settings, not when you start your phone.

Change PIN2

- 1 Press **Start > Settings > More > Security > Change PIN2**.
- 2 Fill in the fields:
 - **Old PIN**—enter the current PIN.
 - **New PIN**—enter the new PIN.
 - **Confirm new PIN**—enter the new PIN again.
- 3 Press **Done**.

Browsing the Internet

10

Browsing the Internet
Customizing Internet Explorer



Browsing the Internet

You can browse the Web on your phone using Pocket Internet Explorer. The Favorites list, rather than a home page, is the main screen, so you can easily go to your favorite Web sites.

Note: Pocket Internet Explorer does not support frames on a web page.

Setting up Internet access

When you install the SIM card you received from your service provider, you should be able to access the Internet without any extra configuration, provided you subscribe to a GPRS data service.

For information on manually configuring your Internet connections, see "[Data connections](#)" on page 88.

Open Internet Explorer

Press **Start > Internet Explorer**.

Disconnect from the Internet

If you are viewing a Web page, press **End** to disconnect from the Internet.

Search the Internet

- 1 Flip open the thumbpad.
- 2 Enter the word or words you wish to search.

- 3 Select **Google**. This launches google with your text as the search string.

View a favorite using myVoq

- 1 Open the thumbpad
- 2 Start typing the name of the favorite. For example, **MSN**.
- 3 Highlight the Link, then press **Go**.

View a favorite

- 1 Press **Start > Internet Explorer**.
- 2 Scroll to a favorite and press **Go**.
- 3 To view your Favorites list from a web page, press **Favorites**.

Go to a link

- 1 Open a web page.
- 2 Scroll vertically or horizontally to see all available links.
- 3 Select the link, then press the joystick.

Go to a Web page

- 1 Press **Start > Internet Explorer > Menu > Address Bar**.
- 2 Enter the Web address, then press **Go**.

Return to previous Web pages

On a Web page, press the Back button repeatedly until the page appears. Only pages viewed during the current session are available.

View a list of recently-visited Web pages

- 1 Press **Start > Internet Explorer > Menu > Address Bar > View History**.
- 2 Scroll to the Web page address, then press **Go**.

Note: While you are connected to the Internet, you can change between Pocket Internet Explorer and other programs on your phone by pressing the Home button and navigating to the program you want. This does not close your Internet connection. To return to the Web page you were viewing, press the Back button.

Using the Favorites list

You can save a Web page you may want to visit again as a favorite.

Add a Web page to the Favorites list

- 1 Press **Start > Internet Explorer > Menu > Add Favorite**.
- 2 Fill in the fields, then press **Add**.

Edit a favorite

- 1 Press **Start > Internet Explorer > Favorites**.

- 2 Scroll to the favorite to edit.
- 3 Press **Menu > Edit**.
- 4 Make your changes, then press **Done**.

Delete a favorite

- 1 Press **Start > Internet Explorer > Favorites**.
- 2 Scroll to the favorite to delete.
- 3 Press **Menu > Delete > Yes**.

Create a new folder in Favorites

- 1 Press **Start > Internet Explorer > Menu > Add Folder**.
- 2 Under Name, type a name for the folder, then press **Add**.

Refreshing Web pages

Your phone stores the Web pages that you visit. If you go to a page that is stored on your phone, you see the stored version unless you refresh the page.

When the web page cache is full, the phone replaces the oldest pages with new pages.

Refresh a Web page

- 1 Press **Start > Internet Explorer**.
- 2 Display the Web page.
- 3 Press **Menu > Refresh**.

Customizing Internet Explorer

You can customize Web browsing options, change the network to connect to, and make more memory available on your phone by clearing stored cookies and Web pages.

Change Web page display options

- 1 Press **Start > Internet Explorer > Menu > Options > General**.
- 2 Select the options you want, as described in the following table, then press **Done**.
 - **Show pictures**—Display graphics on Web pages
 - **Play sounds**—Play sounds on Web pages
 - **Fit to screen**—Fit Web pages to the phone display screen
 - **Warn when changing to an insecure page**—Display a warning when moving from a secure to a non-secure Web page
 - **Allow cookies**—Allow Web sites to download cookies to your phone
 - **Language**—Select the character set to use.

Change connection options

- 1 Press **Start > Internet Explorer > Menu > Options > Connections**.

- 2 Select **Automatically detect settings**, or select the network to which Internet Explorer should connect.
- 3 Press **Done**.

Note: To configure network settings, see [“Data connections” on page 88](#).

Clear memory

- 1 Press **Start > Internet Explorer > Menu > Options > Memory**.
- 2 Select the type of memory to clear.
 - **Temporary files**—Deletes personal information about you that is stored for use by various Web sites.
 - **Cookies**—Deletes any cookies stored on your phone.
 - **History**—Deletes the record of web sites you have visited.
- 3 Press **Clear > Yes > Done > Done**.

Playing Music, Games, and More

11

Playing audio and video files

Java MIDlet Manager

Playing Solitaire

Playing Mount Voq

Using the calculator

Recording voice notes and memos

Using your phone as a modem

Adding programs



Voq



The Voq phone can play music, including .mp3 audio files, games, and Java applications written for mobile devices.

Your phone also supports VoqTag files, which are special index applications that let you search and retrieve customized information such as contact information and stock quotes. The possibilities for VoqTag files are limitless. For information on creating your own VoqTag file, see the *VoqTag Development Guide*, available from the Voq website (www.voq.com).

Playing audio and video files

You can play a variety of audio and video files with your phone. You can also copy digital music and videos from your desktop PC to your phone. For information about:

- Copying files with Windows Media Player, see the Media Player Help on your desktop PC.
- Copying files with ActiveSync, see the ActiveSync Help on your desktop PC.

Supported audio and video codecs

Media Player can play files that have been compressed using the following codecs.

Audio codecs:

- Microsoft Windows Media Audio codec version 2.0, 7.0, and 8.0

- Fraunhofer IIS-A MPEG-1 Audio Layer-3 codec

Video codecs:


- Microsoft Windows Media Video codec version 7.0 and 8.0
- Microsoft MPEG-4 video codec version 3.0
- ISO MPEG-4 video codec version 1.0

Supported file formats

Format	File name extensions
Windows Media	.asf, .asx, .wax, .wm, .wma, .wmv, .wmx, .wvx
Moving Picture Experts Group	.mp3

Select and play a file with myVoq

You can quickly find a song using myVoq.

- 1 Press  or open the thumbpad.
- 2 Type the name of the song.
- 3 Select the song.

Select and play a file

- 1 Press **Start > More > Windows Media > Play**.
- 2 Scroll to the file to play, then press **Play**.

Start and pause a file

Press the joystick in, to start or pause a file.

Configure playback settings

- 1 Press **Start > More > Windows Media > Menu > Settings**.
- 2 Fill in the fields:
 - In **Volume**, enter a default volume: 0 is silent and 10 is maximum.
 - To repeat files as soon as they finish playing, check **Repeat**.
 - To randomly shuffle the files that play, check **Shuffle**.
 - To play files while using another program, check **Background play**.
- 3 Press **Done**.

Skip back to the beginning of the current file

Move the joystick to the left.

Skip to the beginning of the previous file

Move the joystick to the left twice.

Skip to the next file in the list

Move the joystick to the right.

Play a streaming media file on a network

- 1 Press **Start > More > Windows Media > Menu > Open URL**.
- 2 Enter the Web page address, then press **Play**.

Play files randomly

Press **Start > More > Windows Media > Menu > Settings > Shuffle > Done**.

Stop playback when using another program

Press **Start > More > Windows Media > Menu > Settings > Background play > Done**.

Using menu commands

When you are choosing or playing a file, you can use the menu commands to start and stop playback, skip to the next or previous file, display information about a file, change volume and playback settings, or add files to your Favorites.

Using Media Player Favorites

You can play your favorite streaming media file on the Internet and add it to Favorites.

Tip: For optimal performance, store your songs on an SD card.

Play a streaming media file

- 1 Press **Start > More > Windows Media > Menu > Open URL**.
- 2 Enter the Web page address.
- 3 Press **Play**.

Add a streaming media file to Favorites

- 1 Press **Start > More > Windows Media > Menu > Open URL**.
- 2 Enter the Web page address.
- 3 Press **Play > Menu > Add to Favorites**.

Play a favorite

- 1 Press **Start > More > Windows Media > Playlist > Menu > Favorites**.
- 2 Select a file and press **Play**.

Delete a favorite

- 1 Press **Start > More > Windows Media > Playlist > Menu > Favorites**.
- 2 Scroll to the file to delete, then press **Menu > Delete**.

Java MIDlet Manager

Your Voq phone is Java enabled. This means you can download and run Java applications that have been written for mobile devices.

The Java MIDlet Manager allows you to install or delete Java applications on your phone. You also use the MIDlet manager to play your Java applications.

Installing Java MIDlets

You can install MIDlets several different ways:

- From an SD memory card
- From the Internet directly to your phone
- From your PC using a USB cable or cradle

Install MIDlets from an SD card

To install from an SD memory card:

- 1 Insert the SD card into your phone.
- 2 Press **Menu > Install**. The Install screen displays a list of available MIDlets.
- 3 Select a MIDlet and press the joystick. Press **Yes** to confirm your choice.

Install MIDlets from the Internet

To install from the Internet:

- 1 Start Internet Explorer and locate a MIDlet you wish to download (this is normally a .jad or a .jar file).
- 2 Click the link to download the file. You will be asked to confirm that you wish to download the files.
- 3 Once your download is complete, the MIDlet Manager prompts you to install the new MIDlet.

Install MIDlets from a PC

To install from a PC:

- 1 Cradle your phone or connect it to your desktop PC using a sync cable.
- 2 Start ActiveSync and copy your MIDlet file(s) from your PC to either of the following locations:
 - Mobile Device\My Smartphone\Storage\
 - Mobile Device\My Smartphone\ Storage\ Program Files\tao\intent\midlets\

Note: If the \midlets folder does not exist, create it first.
- 3 Press **Start > More > Accessories > MIDlet Manager**. The phone displays a list of available MIDlets.
- 4 Select a MIDlet, then press **Menu > Install**.
- 5 Press **Yes** to confirm your choice.

Uninstall MIDlets from the phone

To remove MIDlet files from the phone:

- 1 Press **Start > More > Accessories > MIDlet Manager**. The phone displays a list of MIDlets.
- 2 Select a MIDlet, then press **Menu > Manage > Delete**.
- 3 Press **Yes** to confirm the delete.

Play Java MIDlets

To change display settings:

- 1 Press **Start > More > Accessories > MIDlet Manager**. The phone displays a list of MIDlets.
- 2 Select a MIDlet, then press the joystick.

Change MIDlet display settings

To change display settings:

- 1 Press **Start > More > Accessories > MIDlet Manager**. The phone displays a list of MIDlets.
- 2 Select a MIDlet, then press **Menu > Settings > Display options**.

Upgrade, delete or change security

You can upgrade and delete MIDlets, as well as change security.

- 1 Press **Start > More > Accessories > MIDlet Manager**. The phone displays a list of MIDlets.
- 2 Select a MIDlet, then press **Menu > Manage**.

VoqTag indexes

VoqTag indexes are customized lists of items that you can search. The principle behind a VoqTag index is that item names are stored on the phone while the information relating to the items is stored outside the phone. For example, you could have a VoqTag file with

a list of stocks. When you click a stock, the phone displays a web page with a current stock quote.

In general, you download VogTag indexes from a webserver to your phone. Once the file is installed, you can seamlessly search and display items using myVog.

To download a VoqTag file to your phone:

- 1 Start Internet Explorer.
- 2 Go to the web site that contains the VogTag file. Navigate to the link to the file.
- 3 Click the link to download the file. The phone automatically installs the file.

For more information on VoqTag indexes, visit the Support section of the Voq website at www.voq.com.

Playing Solitaire

The object of Solitaire is to use all the cards in the deck to build up the four suit stacks in ascending order, beginning with the aces. You win the game when all cards are on the suit stacks.

Start a game of Solitaire

- 1 Press **Start > More > More > Games > Solitaire**.
- 2 To start a new game after finishing a game, press **Menu > New Game**.

Move cards

Each card stack has a number or character above it.

- 1 On the keypad, press the number or character of the card to move.
- 2 Press the number or character of the stack to which you want to move the card.

Play Solitaire

Move any aces on the seven stacks to the four card spaces at the top of the screen, and then make any other available plays.

When you have made all available plays, press **Draw** to turn over cards. The card that is face up on the deck is always available for play.

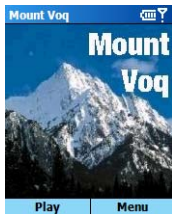
Playing Mount Voq

The object of Mount Voq is to reach the top of the mountain, and to improve your thumb typing speed.

You climb the mountain by typing the letters that float by on your display. If you type a letter before it reaches the other side of the display, the letter disappears and you advance up the mountain. If you fail to type the letter before it reaches the other side, you lose points and retreat down the mountain.

To start playing Mount Voq:

- 1 Press **Start > More > Games > Mount Voq > Play**.

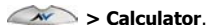


- 2 Start typing the letters you see on the screen.
- 3 To start a new game after finishing a game, press **Menu > New Game**.

Using the calculator

Your phone contains two calculators:

- A basic calculator that you start by pressing **Start > More > Accessories > Calculator**.
- The myVoq calculator that you start by pressing




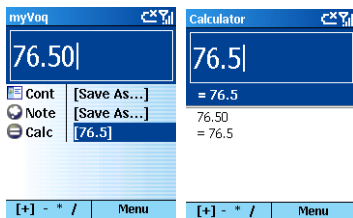
> **Calculator**.

The myVoq calculator displays a running tape of your operations. Use it to calculate a bill. For example, imagine you are sitting in a restaurant with four friends

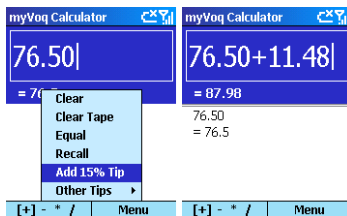
when the bill arrives. If you are splitting the cost of the meal equally, how much does each person pay?

To calculate each person's share of the bill:

- 1 Press  > Using the keypad, type in **76.50** as the amount. To enter a decimal point, press the * key.
- 2 Press the joystick to open the myVoq calculator.

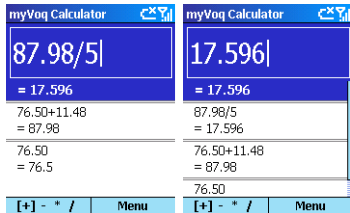


- 3 To calculate the tip, press **Menu**, then scroll to **Add 15% Tip**.

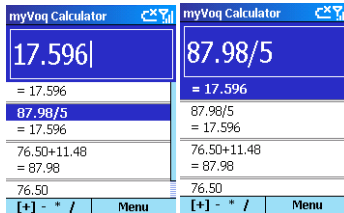


- 4 Press the joystick to choose the tip and complete the calculation.

- 5 Press the joystick again to start another calculation.
- 6 Divide the total by the number of diners, press **[+]-*/** until you display the division symbol.
 - On the keypad, you can also press **#** to scroll through the mathematical symbols.
 - On the thumbpad, press **Function**, then **"F"**.
- 7 Press **5** for the number of people sharing the bill, then press the joystick. Each person pays 17.60.



- 8 Now, you decide to spit the bill by 4 instead of 5. To do this, scroll to your last calculation and press the joystick. The calculator displays the calculation.



- 9 Press **Backspace** to remove the 5, press **4**, then press the joystick. The new total is 21.995 per paying person or 22.00 rounded off.
- 10 To clear the information on the screen, press **Menu > Clear** or **Menu > Clear Tape**.

Recording voice notes and memos

You can use your Voq phone to record short voice notes and conversations. The phone stores your recordings under **Start > Voice Notes**, and names such as Recording 1, Recording 2.

Create a voice note

- 1 Hold the phone as you would for a voice call.
- 2 Press the **Record** button, located on the right side of your phone, twice to begin recording.
- 3 To stop recording, press **Stop**.

To listen to your recording, select it from the All Notes list, press **Menu > Play**.

Rename a recording

- 1 Press the **Record** button on the right side of your phone.
- 2 Select the recording to rename.
- 3 Press **Menu > Rename**.
- 4 In **Name**, type a new name.
- 5 Press **Done**.

Delete a recording

- 1 Press the **Record** button on the right side of your phone.
- 2 Select the recording to delete.
- 3 Press **Menu > Delete > Yes**.

Using your phone as a modem

Using Modem Link, you can use your phone as an external modem for another device or computer by using a serial port, infrared, or USB connection.

Set up an infrared or USB modem connection

Ensure that your phone is not connected to another device.

- 1 Press **Start > More > Accessories > Modem Link**.
- 2 In **Connection**, select **USB** or **IrCOMM**.
- 3 Press **Menu > Activate**.

Set up a serial port modem connection

Ensure that the phone is not connected to another device.

- 1 Press **Start > More > Accessories > Modem Link**.
- 2 In **Connection**, select **Serial (COM1)**.
- 3 Press **Menu > Activate**.

Note: The default baud rate is set for 19,200. Do not change this default unless the port speed of the phone or computer requires you to do so.

Activate the modem link

Press **Start > More > Accessories > Modem Link > Menu > Activate**.

Deactivate the modem link

Press **Start > More > Accessories > Modem Link > Menu > Deactivate**.

Important. Failing to deactivate the modem link when you are finished using it might result in problems with using ActiveSync in the same session.

Adding programs

You can expand the capabilities of your phone by adding new programs to it. You can add programs using:

- ActiveSync
- The Internet
- An SD card

All programs must be compatible with your phone. Consult the program documentation for details.

Add programs with ActiveSync

To add a program to your phone from your desktop PC:

- 1 From your desktop, click **Start > Programs > Microsoft ActiveSync**.
- 2 From the ActiveSync window, click **Tools > Add/Remove Programs**.
- 3 Follow the instructions on the screen. For more information, refer to the ActiveSync online help.

Note: You can also copy files from your PC to your phone. From the main ActiveSync window, click **File > Explore**. For more information, see the ActiveSync online help.

Download a program from the Internet

You can download programs from the Internet using Internet Explorer.

- 1 Press **Start > Internet Explorer**.
- 2 Display the desired web page.
- 3 Select the link to download, then press the joystick. The phone will download the program to your **Start > More > Accessories** folder in a compressed format.
- 4 Navigate to the file, then click it to unpack it.
- 5 Click the new program to run it.

Install a program from an SD card

- 1 Insert the card into your phone.
- 2 Press **Install**.

Removing programs

You can remove programs installed on the phone, with the exception of key applications such as Contacts, Calendar, and Internet Explorer.

To remove a program:

- 1 Press **Start > Settings > More > Remove Programs**.
- 2 Scroll to the program to remove.
- 3 Press **Menu > Remove**.

Remove Programs

You can remove programs that you have installed on the phone but you cannot remove programs that come with the phone.

- 1 Press **Start > Settings > More > Remove Programs**.
- 2 Scroll to the program to remove.
- 3 Press **Menu > Remove**.

Voq™ Accessories

A

Accessories

Accessory Kits

TTY Devices

Using the desktop cradle



Accessories

Your Voq phone comes packed with software and accessories but you can enhance your experience by choosing from a wide range of additional items.

Voq accessories include:

- Mono headset
- Stereo headset
- Sync cable
- AC adapter
- Desktop cradle (includes sync cable and AC adapter)
- Premium carrying case
- Cigarette lighter adapter
- Car kit

Warning! Voq accessories are designed and tested to work with the Voq phone. Non-Voq accessories including third-party earbuds, headsets, and adapters may not work properly. Use of non-Voq accessories may void the Voq warranty.

Mono headset

The small, comfortable mono headset plugs directly into the phone and attaches to your ear for safety and convenience. The headset frees up your hands so you can do the things you want while staying connected.



For maximum sound quality, be sure to push the mono headset connector all the way into the phone so that no rings on the connector are showing.

Stereo headset

The stereo headset provides superior sound quality and hands-free operation. It includes a call “answer/end” button that lets you answer the phone without pulling it out of your pocket. The volume control on the stereo headset is independent of the volume control on the phone.



Warning! Some jurisdictions do not allow you to operate a motor vehicle while wearing a headset. Please check your local regulations.

Sync cable

The sync cable provides ultra fast USB connectivity between your PC and your phone. Use the sync cable to keep your Inboxes, Contacts, Calendar, and Tasks up to date using ActiveSync. You can also use the sync cable to backup data and download programs to your phone.



To attach the sync cable to the phone:

- 1 Hold the phone connector with the Voq label facing up.
- 2 Line up the cable connector with the connector at the bottom of the phone. Push the connector into the phone until it seats firmly.

Note: Always pull the sync cable straight out the phone. Applying pressure sideways can result in broken pins.

AC adapter

Warning! Use of any AC adapter other than the one supplied with the Voq phone or a Voq accessory kit, voids the Voq warranty.

Designed to travel, Voq AC adapters are lightweight, compact, and come with a variety of pin configurations.



Check the adapter label for voltage compliance with your area.

Premium carrying case

Protect your Voq phone in style. This elegant carrying case cushions your Voq phone and fits easily into a pocket or a handbag. You can also clip it to a belt for easy access.



Vehicle adapter

Charge while you're on the road. Plug this adapter into the cigarette lighter of your vehicle. The adapter lets you operate your phone and charge the phone's battery at the same time.



The adapter contains a fuse to protect the phone. To check the fuse, unscrew the silver cap.

When you plug the adapter into the cigarette lighter, the green power LED indicates that you have power.

Desktop cradle

Keep your Voq phone fully charged and synchronized without attaching and detaching cables. The cradle provides convenient, time-saving, desktop access.

For more information about the desktop cradle, see [“Using the desktop cradle” on page 121](#).

Accessory Kits

Voq offers several kits that combine a number of accessories in a single package.

Premium Accessory Kit

The premium accessory kit is a complete set of Voq accessories. This is the most cost-effective way of getting everything you want for your phone. This kit contains:

- Cradle
- Sync cable
- AC adapter
- Stereo headset
- Premium carry case
- Cigarette lighter adapter

Car kit (installed)

The car kit is permanently installed in your car and provides you with hands free use of the phone while charging your battery.

For more information and instructions on installing the car kit, see the *Voq Car Kit Quick Start Guide*.

TTY Devices

The Voq phone includes support for TTY devices. A TTY device (also known as a TDD or Text Telephone), enables people who are hearing- or speech-impaired to communicate by typing messages back and forth over a phone. Unlike SMS or e-mail, the text message is carried over the phone's voice channel, not a data channel. A TTY device is required at both ends of the conversation.

Please check with the manufacturer of your TTY device for connectivity information and to ensure that the TTY device supports digital wireless transmission.

You must enable TTY mode on the Voq phone each time you turn on your phone. To enable TTY:

- 1 Press **Start > More > Accessories > TTY**.
- 2 Switch to TTY mode by selecting **Audio path is in TTY/CTM mode**.

- 3 To run your TTY device, plug the device into the headset jack located on the top left side of the phone.
For more information, please refer to the documentation that comes with your TTY device.

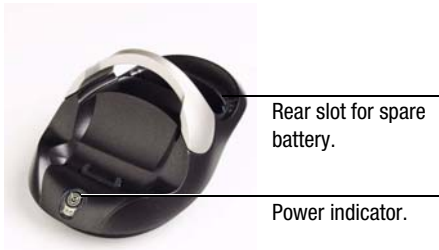
Using the desktop cradle

The optional desktop cradle allows you to synchronize and charge your phone without connecting or disconnecting any wires. With the phone in the cradle, you can still make calls using a headset or the speakerphone. However, you cannot use the thumbpad.

The cradle contains a convenient second slot to charge a spare battery in addition to the phone.

Recharge times:

- Phone - 2 hours
- Spare battery in slot - 5 hours



Warning! Use of any AC adapter other than the one supplied with the Voq phone or a Voq accessory kit, voids the Voq warranty.

To set up the cradle for the first time:

- 1 Remove the cradle components from the packaging.
- 2 Attach the cradle to the PC by inserting the USB connector into a USB port on the PC.
- 3 Attach the AC adapter.
 - a Insert the lead from the AC adapter into the back of the cradle.
 - b Insert the plug from the AC adapter into an electrical wall outlet. If necessary, use a plug adapter for your region.

Setting up the cradle is a one-time operation. Your Voq phone comes with an extra sync cable and an AC adapter.

Charge and sync the phone

Note: If you are charging a battery for the first time, the initial charge must last a minimum of 12 hours.

To charge your phone, lower it into the cradle until the phone seats firmly into the cradle pocket. You should feel a slight click as the connectors meet. A light on the front of the cradle indicates a good connection.

To remove the phone from the cradle, lift the phone up and out. Never pull the phone directly towards you to remove it from the cradle.


When you insert the phone into the cradle, charging begins immediately. If the battery is totally discharged

when you plug in the AC adapter, it will take a few moments for the phone to start up. This is normal and ensures that the phone has sufficient power for reliable operation.




If you have a working e-mail account and have configured ActiveSync on your desktop PC, synchronization also starts. For information on setting up ActiveSync, see [“Synchronizing your Voq phone” on page 74](#).

Charging indicators

Phone

When you insert the phone into the cradle, an LED on the front of the cradle turns on to indicate that the connection is successful. The phone displays all charging indications for the Phone on the status bar at the top of the Home screen.  indicates the battery is charging.

To check the battery level, remove the phone from the cradle. Check the icons at the top of the Home screen:

-  indicates a fully charged battery
-  indicates a partially charged battery
-  indicates a low or discharged battery

Spare battery

The Voq battery pack incorporates new smart chip technology that tracks the number of times you charge your battery and modifies the batteries output accordingly.

When you insert a secondary battery into the cradle:

- a red LED on the cradle indicates that the cradle is charging
- a green LED indicates the battery is fully charged
- a red flashing LED indicates a fault condition.
Remove the battery and re-insert it

Tip: If you have two batteries, alternate your charging method from time to time between the phone and the secondary battery slot in the charger. This can prolong your battery life.

Keystrokes

B

QWERTY thumbpad key strokes

 Voq



QWERTY thumbpad key strokes

Each key on the thumbpad can type more than one letter or character by using the Shift or Function key.

Shift keys

The two Shift keys are located on the outside of the bottom row of keys beside the function keys



- To type an uppercase letter, press the Shift key, then the desired letter key.
- To use Caps lock, press the Shift key twice.

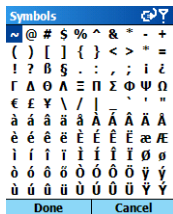
Function keys

The two function keys are located on the bottom row of keys beside the Space key.

Symbol table

To display a symbol table when you are in a text field, press either function key twice.

To insert a character from the symbol table, press the function key twice. Scroll to the character in the table, then press the joystick.



Symbol keys

To type the symbol printed on a key, press the function key, then the desired letter key.

Key	Shift+ Key	Function + Key
1	!	!
2	@	@
3	#	#
4	\$	\$
5	%	%
6	^	^
7	&	&

Key	Shift+ Key	Function + Key
8	*	*
9	((
0))
Up	Select text	Up
Down	Select text	Down
Left	Select text	Left
Right	Select text	Right
Q	Q	~
W	W	{
E	E	}
R	R	£
T	T	
Y	Y	+
U	U	-
I	I	;
O	O	"
P	P	

Key	Shift+ Key	Function + Key
A	A	'
S	S	[
D	D]
F	F	/
G	G	\
H	H	=
J	J	_
K	K	:
L	L	?
Z	Z	Z
X	X	Cut text to clipboard
C	C	Copy text to clipboard
V	V	Paste text from clipboard
B	B	B
N	N	<
M	M	>

Using cut, copy, and paste

You can cut, copy, and paste text from one place to another or from one application to another.

To cut, copy, and paste text:

- 1 Position the cursor beside the text that you want to cut or copy.
- 2 Press and hold the Shift key, then move the joystick left or right to highlight the text you want to cut or copy.
- 3 Press the function key, then the Cut (x) or the Copy (c) key.
- 4 Place the cursor where you want to paste the text.
- 5 Press the function key, then the Paste (v) key.

Regulatory, Safety, and Warranty Information

C



Voq



Important Notice

Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the Voq Professional phone are used in a normal manner with a well-constructed network, the Voq Professional phone should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. Sierra Wireless, Inc., accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the Voq Professional phone, or for failure of the Voq Professional phone to transmit or receive such data.

Safety and Hazards

Do not operate the Voq Professional phone:

- in areas where blasting is in progress
- where explosive atmospheres may be present,
- near medical equipment,
- near life support equipment, or any equipment which may be susceptible to any form of radio interference. In such areas, the Voq Professional phone **MUST BE POWERED OFF**. The Voq

Professional phone can transmit signals that could interfere with this equipment.

Do not operate the Voq Professional phone in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, the Voq Professional phone **MUST BE POWERED OFF**. When operating, the Voq Professional phone can transmit signals that could interfere with various onboard systems.

Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. Voq Professional phones may be used at this time.

The driver or operator of any vehicle should not operate the Voq Professional phone while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some states and provinces, operating such communications devices while in control of a vehicle is an offence.

Limitation of Liability

The information in this manual is subject to change without notice and does not represent a commitment on the part of Sierra Wireless, Inc. SIERRA WIRELESS, INC. AND ITS AFFILIATES SPECIFICALLY DISCLAIM LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR REVENUE OR

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Important safety/compliance information for North American users

Your Voq professional phone complies with U.S. Federal Communications Commission (FCC) and Industry Canada (IC) guidelines respecting safety levels of radio frequency (RF) exposure for mobile phones, which in turn are consistent with the following safety standards previously set by Canadian, U.S., and international standards bodies:

- ANSI/IEEE C95.1-1999, IEEE Standard for Safety Levels with Respect to Human Exposure to Radio Frequency Electromagnetic Fields, 3kHz to 300 GHz

- National Council on Radiation Protection and Measurements (NCRP) Report 86, -1986, Biological Effects and Exposure Criteria for Radio Frequency Electromagnetic Fields
- Health Canada, Safety Code 6, 1999, Limits of Human Exposure to Radio frequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz
- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)

To maintain compliance with FCC and IC RF exposure guidelines, use only the accessories supplied or approved by Sierra Wireless, Inc. The Voq professional phone is designed to be carried in a Sierra-approved holster when carried on your body. When carrying the phone while it is switched on, use the specific Sierra-approved holster that has been tested for compliance. Use of accessories that are not approved by Sierra Wireless, Inc. could void compliance with regulatory rules, and thereby your authority to use this equipment.

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.

CAUTION Unauthorized modifications or changes not expressly approved by Sierra Wireless, Inc. could void compliance with regulatory rules, and thereby your authority to use this equipment.

WARNING (EMI) - United States FCC Information - 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 an appropriate 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 communication.

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

Important safety/compliance information for European users

Your Voq professional phone complies with European Union (EU) guidelines respecting safety levels of radio frequency (RF) exposure for mobile phones, which in turn are consistent with the following safety standards and guidelines previously set by international standards bodies:

- EN 50360, 2001, Product standard to demonstrate the compliance of mobile phones with the basic restrictions related to human exposure to electromagnetic fields (300 MHz - 3 GHz)
- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)
- Official Journal of the European Union, 1999, Council Recommendation of 12 July 1999 on the limitation of exposure of the general public to electromagnetic fields (0 Hz to 300 GHz)

To maintain compliance with EU RF exposure guidelines, use only the accessories supplied or approved by Sierra Wireless, Inc. The Voq professional phone is designed to be carried in a Sierra-approved holster when carried on your body. When carrying the phone while it is switched on, use the specific Sierra-approved holster that has been tested for compliance. Use of accessories that are not approved by Sierra Wireless, Inc. could void compliance with regulatory rules, and thereby your authority to use this equipment.

EU REGULATORY CONFORMANCE

Sierra Wireless, Inc. hereby declares that the A10 Voq Professional Phone is in conformity to all the essential requirements of Directive 1999/5/EC.

The image shows the CE mark, which consists of a stylized 'C' and 'E' inside a circle, followed by the number '0984'.

The Declaration of Conformity made under Directive 1999/5/EC is available for viewing at the following location in the EU community:

Sierra Wireless (UK), Limited
Lakeside House
1 Furzeground Way, Stockley Park East
Uxbridge, Middlesex
UB11 1BD
England

Warranty

Voq phone model numbers

- Model A10 operates in the 900/1800/1900 MHz range for Europe and Asia
- Model A11 operates in the 850/1800/1900 MHz range for North America

Patents

Portions of this product are covered by some or all of the following US patents:

XXXXXXXX and other patents pending.

This product includes technology licensed from:

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Contact Information

Visit our website for up-to-date product descriptions, documentation, application notes, firmware upgrades, troubleshooting tips, and press releases at:

www.voq.com.


Quick Reference

This Quick Reference section is a duplication of the Pocket Reference Guide that you received with your Voq phone and is included here for your convenience.

Keypad text input

To...	Follow these instructions...
Change input modes	Press * (asterisk key). This applies to text fields only.
Type a space	Press # (pound key).
Type punctuation	Press the 1 key repeatedly.
Display character table	Press and hold the # key.

On and Off

To...	Follow these instructions...
Turn On/Off the phone	Press and hold the Power button.
Lock the keypad	Press and hold  .
Unlock the keypad	Unlock > #. Enter password if necessary.
Add/Change/Remove password	Start > Settings > More > Security > Enable/Disable Phone Lock .

Home screen and ring tones

To...	Follow these instructions...
Use the Quick List	Press Power button quickly when phone is on.
Turn the ringer off	Press Power button > Silent .
Turn the ringer on	Press Power button > Normal .










To...	Follow these instructions...
Change the ring sound	Start > Settings > Sounds > Ring tone for line 1 .
Change to vibration alert	Start > Settings > Sounds > Ring tone for line 1 > Vibrate .
Choose/edit an alert profile	Start > Settings > Profiles .
Set the time and date	Start > Settings > More > Date and Time .
Set the alarm clock	Start > Settings > More > Date and Time > Alarm > Alarm Time .
Change the Home screen	Start > Settings > Home Screen .
Change backlight time out	Start > Settings > More > Power Management > Backlight battery time out .



Calendar

To...	Follow these instructions...
Add a new appointment	Start > Calendar > Menu > New > Enter times and reminders > Done .
Change an appointment including reminders	Start > Calendar > Select appointment > Press joystick > Edit > Change fields as required > Done .
Display week view	Start > Calendar > Menu > Week View .


To...	Follow these instructions...
Display month view	Start > Calendar > Menu > Month View .

Voice Calls

To...	Follow these instructions...
Make a call	<ul style="list-style-type: none"> Dial number > Press  Open thumbpad or press  > Start typing name > Select contact > Press  Contacts > Select contact > Press 
Redial	Press  twice.
Receive a call	Press  or Accept .
End a call	Press  .
Call voice mail	Press and hold the 1 key.
Call speed dial number	Press and hold the speed dial key for the contact.
Add a speed dial number	(Add person to Contacts list first.) Contacts > Select contact > Press joystick > Menu > Add Speed Dial > Keypad assignment .
Add a contact	<ul style="list-style-type: none"> Open thumbpad or press  > Type contact details > Cont I [Save As...]. Contacts > New.
Find a contact	Open thumbpad or press  > Type contact name/info > Select contact > Press joystick to display info.

To...	Follow these instructions...
Change default number for a contact	Contacts > Select contact > Move joystick left or right.
Assign special ring to a contact	Contacts > Select contact > Press joystick > Edit > Scroll down to Custom Ring Tone > Done .
Put a caller on Hold	Menu > Hold .
Activate call on Hold	Menu > Unhold .
View previous calls	Start > Call History .
Make a conference call	<ol style="list-style-type: none"> Call the first person. Press Hold. Call the second person while first is on hold. When the second person answers, the screen displays Conference. Press the joystick. Repeat steps to add more people.
Forward calls	Start > Settings > Phone > Call Forwarding > Choose when to forward calls > Check "Enable call forwarding when..." > Enter number > Done .
Turn On speakerphone	Press and hold  for two seconds.
Turn Off speakerphone	Press and hold  for two seconds.


Internet browsing

To...	Follow these instructions...
Go to a favorite using myVoq	Open the thumbpad or press  > Begin typing name > Select favorite > Go .
Go to a web page	Start > Internet Explorer > Menu > Address Bar > Type URL > Go .

E-mail

To...	Follow these instructions...
Configure your e-mail (VoqMail Personal and Pro)	Start > More > VoqMail Settings > Setup Wizard > Follow wizard instructions > Press Next or Previous to move from screen to screen > Finish .
Read your messages	Start > Inbox > Move joystick to select inbox.
Configure how often Voq checks server for e-mail	Start > More > VoqMail > Schedule Settings > Basic .
Manually check for messages	Start > Inbox > Menu > Send/Receive .

myVoq (including sending e-mail and SMS)

The instructions below assume that the myVoq screen is displayed. To display the myVoq screen, flip open the thumbpad when you are in the Home screen or press .

To...	Follow these instructions...
Make a call	Type phone number > Send . Type Contact recipient's name > Send . Type GAL recipient's name > Send .
Send an e-mail	Type message > Menu > Send E-mail > select Contact > Send . Type Contact recipient's name > Send E-mail . Type GAL recipient's name > Send E-mail .


To...	Follow these instructions...
Send an SMS message	Type phone number > Send SMS . Type Contact name > Send SMS . Type GAL recipient's name > Send SMS . Type message > Send SMS > select Contact > Send .
Write a note	Type note > Note 1 [Save As...] > Save .
Add text to a note	Type text > Highlight Notes > Menu > Append Note .
Edit a note	Type name of note > Highlight note > Edit .
Send a note	Type name of note > Highlight note > Menu > Send Email or Send SMS > Enter address/number > Send .
Edit Contact notes	Type contact name > Menu > Notes .
View a file or hear a sound	Type file name > Highlight file > Press joystick.
Repeat the last action	Press the joystick to open History. Press the joystick again to repeat the last action in History.
Launch an URL	Type URL > Go .
Launch a favorite	Type favorite name > Favo 1 [Go...] .
Perform a calculation	Type number > Type operation (e.g. +) > Type number.

VoqMail Professional

VoqMail Pro is an optional upgrade to the VoqMail Personal e-mail application that lets you seamlessly connect to your work e-mail via a secure VPN, and includes other advanced features.

To...	Follow these instructions...
Change custom alert settings	Start > More > VoqMail Settings > Alert Settings > Select alert level to change > Edit.
Add a custom alert to a contact	(Person must be in Contacts list with e-mail address.) Start > More > VoqMail Settings > Contact Alerts > Add > Select a contact > Add.
Add a custom alert to a keyword in message title	Start > More > VoqMail Settings > Keyword Alerts > New > Enter keyword and priority > Done.

Music and Games

To...	Follow these instructions...
Play a song from the playlist	Start > More > Windows Media > Scroll to the file to play > Play.
Skip to: Beginning of current file Beginning of previous file Next file on playlist	Move joystick to the left Move joystick to the left twice Move joystick to the right
Change playback settings	Start > More > Windows Media > Menu > Settings > Set volume or other settings > Done.
Play a streaming media file	Open the thumbpad or press  > Begin typing URL > Select URL > Go.
Play a game	Start > More > Games > Select game.

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