
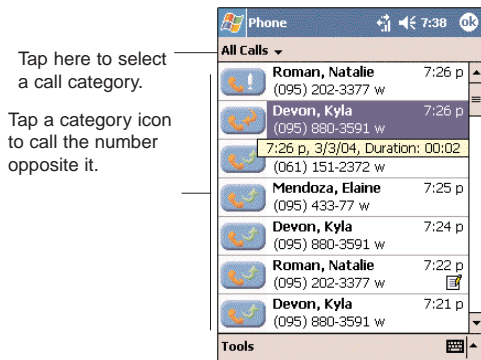



3. Once the number has been selected, make the call by doing any of the following:

- Press the jog dial.
- Press the **Send** button .
- Tap the category icon on the left of the selected number.





3. Once the number has been selected, make the call by doing any of the following:

- Press the jog dial.
- Press the **Send** button .
- Tap and hold the selected number, then select **Call** from the pop-up menu.

## MAKING A CALL USING SIM MANAGER

SIM Manager is a program you can use to view, add, and transfer the contents of your SIM card.



To make a call from SIM Manager:

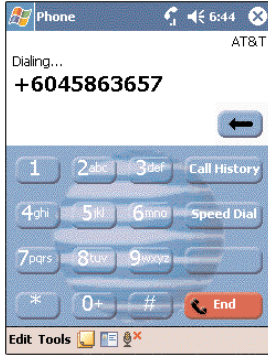
1. Tap , **Programs**, then **SIM Manager** .
2. Select the number you want to call.

Wait for the SIM card contents to load.



## MAKING AN INTERNATIONAL CALL

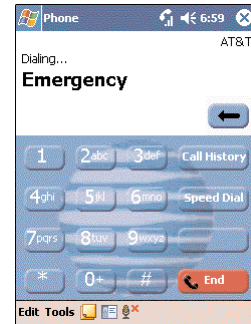
For making a call to an overseas number that is not stored either in your SIM card or on your device, follow the steps below.

1. Tap and hold the **0** key until the '+' sign appears. '+' replaces the international number prefix '00'.
2. Enter the full phone number you want to dial. It includes the country code, area code (without the leading zero), and phone number.
3. Tap  or press the **Send** button .



**To make an emergency call:**

1. Dial the emergency number by using Dialer .
  - For international emergency calls, dial 112.
  - For US/Canada emergency calls, dial 911.
2. Tap  or press the **Send** button .



**MAKING AN EMERGENCY CALL**

Your handset supports the international emergency number 112, and for US/Canada residents, the emergency number 911 as well. You can call these numbers for emergency police, fire, and medical assistance.

**NOTE:** In some cases, additional local emergency numbers may be provided by your mobile phone service provider.

Generally, you can make a call to these two emergency numbers, with or without a SIM card installed on your device, as long as a mobile phone service network is available in your area. However, some mobile phone service providers may require that a SIM card is inserted, and in some cases that the PIN has been entered as well, before an emergency call can be made. Contact your mobile service provider for the requirements applicable to your mobile subscription.

## PHONE FEATURES

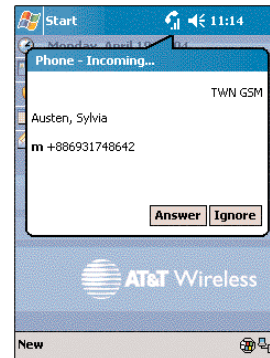
Flexibility is a hallmark of your device's phone function. This is best exemplified in such features as Call Notification, Call Hold and Conference Call, which allows you to attend to more than one call simultaneously—all with a simple tap of your stylus.

Variety is another hallmark of your device's phone function. This is implemented in such range of features as Call Notes, SMS/email Messaging, Voice Mail, and Contacts Integration.

**NOTE:** The availability of some of the phone features described in this section may depend on your mobile service subscription. Contact your mobile service provider for more information.

### CALL NOTIFICATION AND IDENTIFICATION

The Call Notification feature lets you know if another person is trying to call you when you are talking on the phone. When this happens the following callout appears.



The Caller ID feature matches the incoming call number with those stored in Contacts so you know who is calling you.

## CALL HOLD

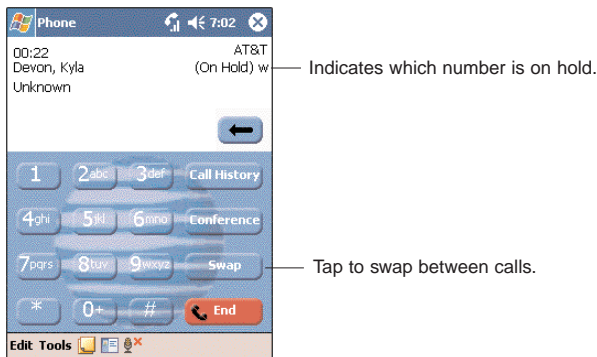
After being notified of an incoming call while already on the phone, you can choose to reject a call by tapping the **Ignore** button on the Call Notification callout, or you can use the Call Hold feature to attend to both calls.

To put a call on hold:

- On the Call Notification callout, tap **Answer** to take the incoming call and put the original one on hold.

To swap between calls:

- To shift between two callers tap **Swap**.

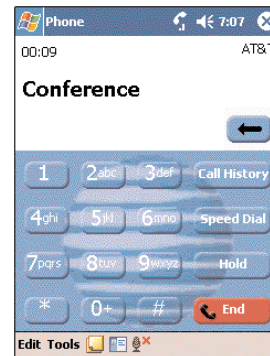


## CONFERENCE CALL

With the Conference Call feature you can create a conversation line between several callers. You can either, put a call on hold, then dial another number and wait for it to be picked up; or accept an incoming call when you already have one in progress.

To set up a conference call:

- During a call with two active numbers, tap **Conference**.  
If the conference connection is successful the word Conference will appear in the input area of the Dialer screen.



To add additional people to a conference call:


You can connect up to six (6) callers at a time in a conference call.

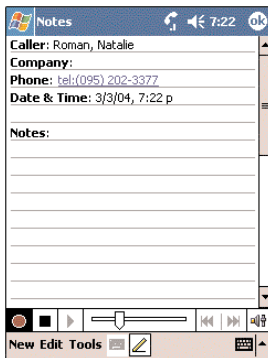
1. During an active conference call, tap **Hold**.
2. Key in the new number.
3. Tap **Resume** to return and continue with the conference call.
4. Repeat steps 1-3 to add more people in the conference call.

## CALL NOTES

The Call Notes feature allows you to create a written or recorded note during a call. The call note will be saved as an attachment to your call as viewed in Call History.

To create a call note:


1. During an active call, tap **Note**  on the command bar.
2. In the Notes window, use any of the input methods to compose your call note.



3. After you finished your call note, tap **OK**.

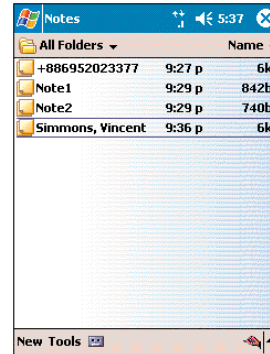
To view a call note:

You can view call notes either from the Call History window or from the Notes program.

- From the Call History window:
  1. Tap **Call History** or rotate up the jog dial.
  2. Select a log item marked with this icon .
  3. Tap and hold the selected log item, then tap **View Note** from the pop-up menu.



- From Notes:
  - In the Notes window, tap the call note from the list. A call note's label corresponds to the name or phone number of the related contact.




## SMS SERVICE

Just like a regular mobile phone, you can send and receive SMS messages using your device. Your SMS account is automatically setup in Inbox when you activated your mobile service subscription.

### To view an SMS message:

You can view an SMS message whether the phone function is on or off.



- When the phone function is on, you can view an SMS message from its notification callout:

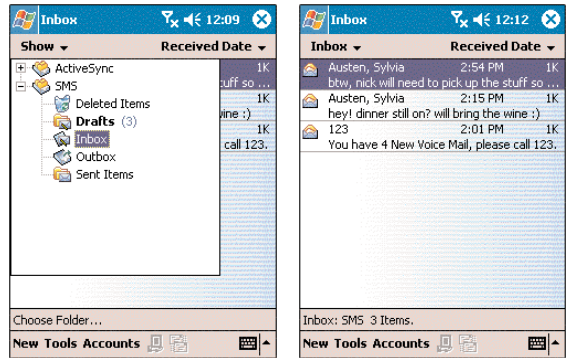
Tap the SMS notification icon  on the navigation bar to display the message.



The SMS Caller Identification feature matches incoming SMS numbers with those stored in Contacts so you know who is sending you a message. Furthermore, the "New SMS message" callout gives you the option to call the SMS sender back, reply, or delete the message.

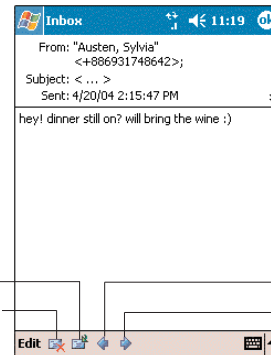
- When the phone function is off, you can still view received SMS message in Inbox:

1. Tap , then **Inbox** .
2. Tap the pick list on the top-left corner to display the navigator panel.
3. Tap **Inbox** under the SMS account.
4. In the message list, tap an SMS message.



Tap to reply, call the sender, or forward the message.

Tap to delete the message.



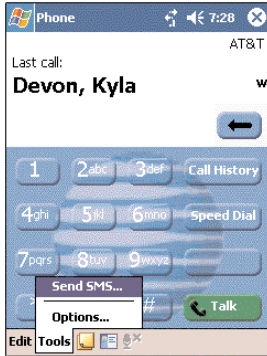
Tap to view the previous message in the list.

Tap to view the next message in the list.

**NOTE:** If the phone function is turned off and you tried to call the sender, send a reply, or forward the message, you will be prompted to turn the phone function on.

**To send an SMS message:**

1. On the Dialer screen's navigation bar, tap **Tools**, then **Send SMS**.



Inbox will be launched displaying a new message window.

2. Tap the double arrows next to the Subject field.
3. Tap the **Account** field, then **SMS**.
4. In the To field, enter the SMS number of one or more recipients, separating them with a semicolon. You can do this in two ways:

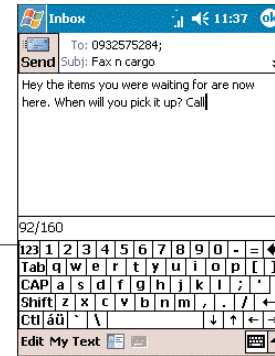
- Manually enter the SMS number using any of the input panel options.
- Tap the **To** field or **Address Book** to display the contact list, then tap a contact from the list.

Tap the **To** field or **Address Book** again to hide the contact list.

5. Compose your message.

The auto-correct feature automatically fixes common spelling errors as you type so your messages are more accurate.

The character counter lets you see and control the size of the message as you compose.



Character counter

To enter preset or frequently used messages, tap **My Text**, then select a message.

To attach a voice recording, tap , then proceed with creating the recording. Refer to page \_\_\_ for detailed instructions.

If you want to know if your SMS message was received, tap the **Edit, Options**, then select the "Request SMS text message delivery notification" check box.

7. Tap when you've finished the message.


If the phone function is turned on, your SMS message will be immediately sent out. If it's off, you will be prompted to turn on the phone function. If you do so, the message will sent out; otherwise when you tap **OK**, the message will be saved in the Drafts folder and you can send it out later.

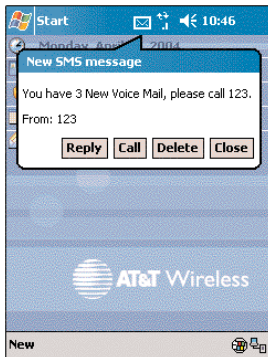
## VOICE MAIL

With the voice mail service you need not miss a message when you miss a call. Unattended calls (i.e., no answer, phone function is turned off or is out of network service) or a busy line will automatically forward callers to your voice mailbox where they can leave their messages.

When you insert your SIM card into your device, it will automatically detect and set as default the voice mailbox number provided by your mobile service provider. By default, the first Speed Dial location is assigned to your voice mailbox.

### To retrieve your voice mails:

- Tap and hold **1** on the Dialer keypad.  
Your voice mail retrieval number is automatically dialed.
- Tap the **SMS Notification** icon  informing you of the new voice mail, then tap **Call** from the "New SMS message" callout



## CONTACTS INTEGRATION

Your device's phone function is integrated with other applications making it easy for you to share contacts—phone numbers—between programs. Listed below are the places where contacts can be stored on your device:

- **Microsoft Contacts**  
Your contacts list contains phone numbers that you can use in Phone.
- **Your SIM card**  
You interchange your SIM card between your PPC4100 and another device; while using the other device you can create new contacts on the SIM card.
- **Call History**  
New contact numbers can be found in incoming or missed calls.

### SHARING CONTACTS IN MICROSOFT CONTACTS

Below are several advantages for exporting contact information to Microsoft Contacts:

- As a backup in case you lose your SIM card while using it with another device.
- If you are using your SIM with another device, you may need the numbers stored in Microsoft Contacts.
- Exporting phone numbers to Microsoft Contacts allows you to create a more detailed record.

### To add contacts to Microsoft Contacts:

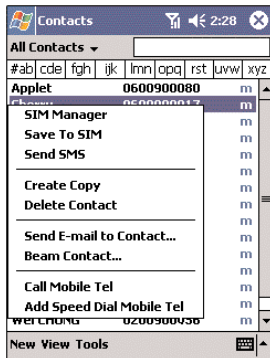
You can choose to create new contacts or add contacts from SIM Manager or from Call History.

- For instructions on creating new contacts, see page 168.
- For instructions on adding Call History items, see page 112.
- For instruction on adding SIM Manager contacts, see page 110.



To export contacts from Microsoft Contacts:

1. Do either of the following:
  - Tap and hold a contact to display the pop-up menu.
  - Tap a contact to select it, then tap the **Tools** menu.
 If you do not select a contact, the first entry on the list will be exported.
2. Select the location where to export the contact.
  - To export a contact to a SIM card:
    - a. Tap **Save To SIM**.



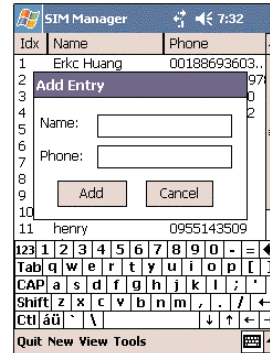
- c. Select a location. You can either:
  - Accept the default location which is the first available position in the Speed Dial list.
  - Use the up and down arrows in the Location field to scroll and select the desired location. If you want to put a number in a position that is already occupied, the new number will overwrite the number already there.
- d. Tap **OK**.

**SHARING CONTACTS IN SIM MANAGER**

SIM Manager enable you to manage all contacts stored in your SIM card with the option to export this information to Microsoft Contacts.

To add contacts to SIM Manager:

1. Tap **New** on the command bar.



- a. A screen appears to display the export status.
- b. After exporting, tap **OK**.
- To export contact to Speed Dial:
  - a. Tap **Add to Speed Dial...**
 A screen appears to display the export status.
- b. In the next screen add the contact details.

2. In the Add Entry box, fill out the Name and Phone fields.
3. Tap **Add**.

**To export SIM Manager contacts:**

You can choose to export individual or all SIM Manager contacts to Microsoft Contacts.

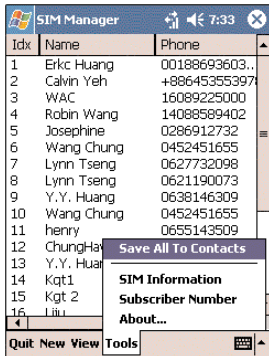
- To export individual SIM Manager contact:
  1. Tap and hold a contact, then from the pop-up menu, select **Save to Contacts**.

A pop-out message will confirm export to Microsoft Contacts.



2. Tap **OK** to close the box.

- To export all SIM Manager contacts:
  1. Tap **Tools** from the command bar, then select **Save All To Contacts**.



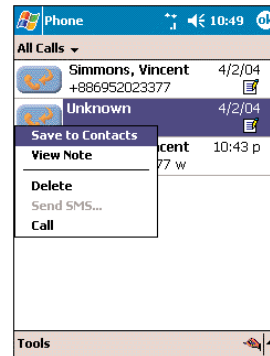
2. After completing the export, tap **OK**.

**SHARING CONTACTS IN CALL HISTORY**

Call History is a record of all incoming, outgoing, and missed calls. You have the option to export new numbers under the Incoming and Missed categories to Microsoft Contacts.

**To export Call History entries to Microsoft Contacts:**

1. Display the Incoming or Missed categories.
2. Tap and hold the number you want to export.
2. In the pop-up menu that appears select **Save to Contacts**.
3. On the Contact screen add additional contact details.



4. Tap **OK** or press the jog dial.

The call details in the Call History for the transferred number will be amended to display the contact name specified.

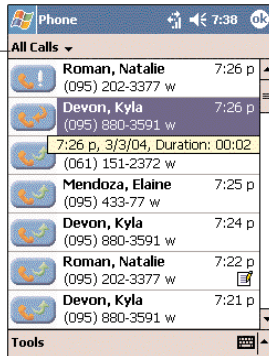
## CONFIGURING CALL HISTORY

All calls made on your device are recorded in Call History. You can refer to it to check call details as well as access any notes taken during a call. You can set a limit on the number of entries or delete them as necessary to save memory space.

### CALL HISTORY CATEGORIES

Entries in the Call History are grouped into the five categories listed below. Tap the pick list on the top-left corner to select a call category.

Tap to select a call category.



ICON	CATEGORY	DESCRIPTION
	All Calls	Shows all calls made to and from your device in a chronological order
	Missed	Shows calls made to your device that were not answered
	Outgoing	Shows all calls made from your device

ICON	CATEGORY	DESCRIPTION
	Incoming	Shows all calls made to your device
	By Caller...	Shows all calls made to and from your device in an alphabetical order based on caller ID.

### CALL DETAILS

Call History allows you to check the date and time a call was made, as well as the duration.



#### To view call details:

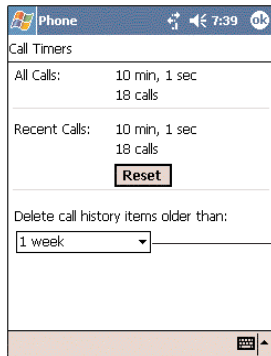
- Find the call you are interested in, then tap it once.

### CALL HISTORY LIMIT

To minimize the memory space occupied by the Call History items, you can set a limit for the number of entries retained after a specific period of time.

#### To set the Call History limit:

- From the command bar, tap **Tools**, then **Call Timers**.
- On the Call Timers window, tap the "Delete call history items older than" pick list, then, tap a time period option.



Tap to select a basis for the call history limit.

3. Tap **OK**.

### DELETING CALL HISTORY ENTRIES

You can choose to delete individual or all Call History entries.

#### To delete individual Call History entries:

- Tap and hold the entry you want to delete, then from the pop-up menu, select **Delete**.

#### To delete all Call History entries:

- From the command bar, tap **Tools**, then **Delete all calls**.



## PHONE PREFERENCES

You can configure most features of your Phone application to suit your preferences. You do this by accessing the Phone option under Settings.

#### To access Phone settings:

- From the Dialer screen's command bar, tap **Tools**, then **Options**.

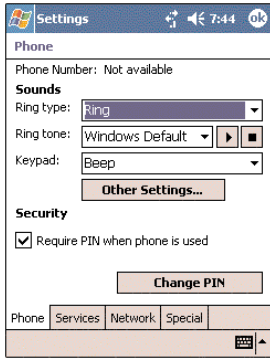
- or -

From any other screen, tap , **Settings**, **Personal** tab, then tap **Phone** .

The Phone Settings window has four tabs—Phone, Services, Network, and Special. Refer to the following sections for the configuration options available for each tab.

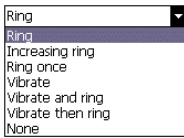
### PHONE TAB

Configure sound and security settings in this tab. The SIM card number is indicated on the first line of this window.



### CONFIGURING RING TYPE, RING TONE, AND KEYPAD SOUNDS

- Under the Sounds option, tap the pick list for each field, then select your choice from the drop-down menu.



Ring Type



Ring Tone



Keypad Sounds

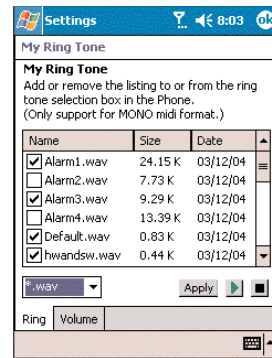
#### To download ring tones:

For a more personalized ring tone, you can choose to download additional sound files to your device. File formats supported include .wav and mono .midi formats. You can download sound files in several ways, including:

- Via synchronization using ActiveSync
- Via Internet access using Pocket Internet Explorer
- Via IR transfer

### VIEWING THE RING TONE LIST

1. Tap , **Settings**, then **Personal** tab.
2. Tap **My Ring Tone** .
2. Tap the **Ring** tab to display the My Ring Tone window.



3. Tap the file format pick list on the lower-right corner of the screen to display the type of ring tone files you wish to display.

A marked check box beside a file indicates that it is included under the “Ring tone” options of Phone Settings.

#### To listen to a ring tone:

- Check the box next to the ring tone file you want to play, then tap . To stop ring tone playback, tap .

#### To add a ring tone to Phone Settings:

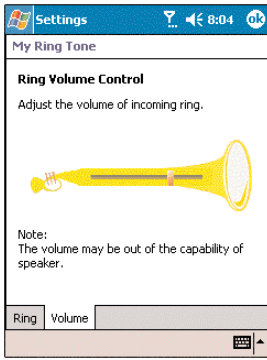
- Select the box next to the ring tone file you want to add, then tap **Apply**.

To remove a ring tone from Phone Settings:

- Deselect the box next to the ring tone file you want to remove, then tap **Apply**.

To adjust the ring tone volume:

1. Tap the **Volume** tab.
2. To adjust the ring tone volume drag the slider .



**CONFIGURING YOUR PIN**

Under the Security options, you can change your PIN and have it enabled or disabled.

To enable your PIN:

- Select the “Require PIN when phone is used” check box.

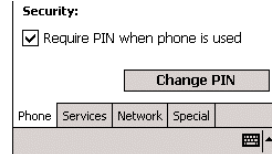
To disable your PIN:

- Deselect the “Require PIN when phone is used” check box.

To change your PIN:

1. Tap the **Change Pin** button. The Dialer screen will be displayed.

2. Enter the old pin, input a new one, then retype it for confirmation.



**SERVICES TAB**

Configure the different phone services in this tab—Call Barring, Caller ID, Call Forwarding, Call Waiting; and Voice Mail and SMS .



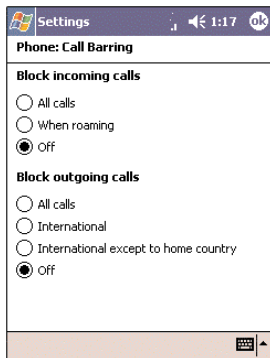
**NOTE:** The availability of some of the phone services described in this section may depend on your mobile service subscription. Contact your mobile service provider for more information.

## CALL BARRING

You have the option to block calls in specific situations.

To enable or disable call barring:

1. Tap **Call Barring** from the services list.
2. Tap the **Get Settings** button (retrieving settings may take a few minutes).
3. In the next screen, define the call barring settings.
  - Block incoming calls
    - All calls - to prevent any calls from coming through
    - When roaming - to block incoming calls when in phone service is in roaming status
    - Off - to accept all incoming calls
  - Block outgoing calls
    - All calls - to prevent any calls from being made from your device
    - International - to block outgoing international calls
    - International except to home country - to block all outgoing international calls other than those being made to the set home country
    - Off - to disable call barring for all outgoing calls



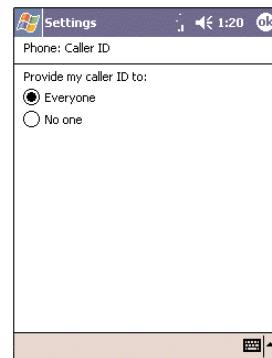
4. Tap **OK**.

## CALLER ID

When this service is enabled and you make a call, your phone number will be displayed on the phone screen of the person you're calling.

To enable or disable Caller ID:

1. Tap **Caller ID** from the services list.
2. Tap the **Get Settings** button (retrieving settings may take a few minutes).
3. In the next screen, define the caller ID settings.
  - Everyone - to enable Caller ID, or
  - No one - to disable Caller ID



4. Tap **OK**.

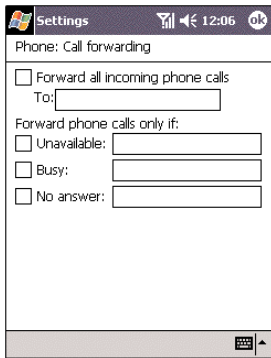
## CALL FORWARDING

This service allows you to forward incoming calls to another phone number. You can choose to forward all calls to the same number or specify a number based on the following conditions:

- Unavailable - the phone function is turned off or is out of network service
- Busy - when you are attending to a phone call
- No answer - when you are not answering your phone calls

To enable or disable call forwarding:

1. Tap **Call Forwarding** from the services list.
2. Tap the **Get Settings** button (retrieving settings may take a few minutes).
3. In the next screen, follow these steps to enable or disable call forwarding:
  - To enable call forwarding:
    - Tap the “Forward all incoming calls” check box, then specify the call forward phone number on the **To** field.
    - or -
    - Tap the check box for one or all particular conditions, then specify the call forward phone number on the box opposite it.
  - To disable call forwarding, deselect all the check boxes.



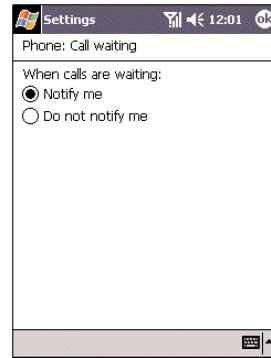
4. Tap **OK**.

**CALL WAITING**

This service allows you to receive another call during an active call.

To enable or disable call waiting:

1. Tap **Call Waiting** from the services list.
2. Tap the **Get Settings** button (retrieving settings may take a few minutes).
3. In the next screen, define the call waiting settings.
  - Notify me - to enable call waiting, or
  - Do not notify me - to disable call waiting



4. Tap **OK**.

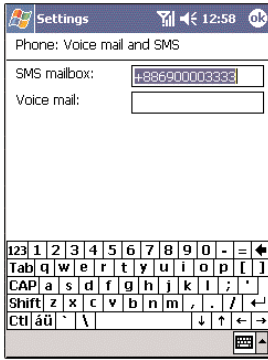
**VOICE MAIL AND SMS**

By default your device will automatically detect and set the voice mail and SMS access numbers provided by your mobile service provider. You can view these numbers for your reference.

To view voice mail and SMS access numbers:

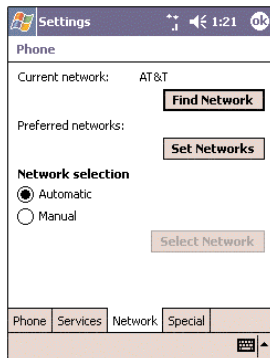
1. Tap **Voice Mail and SMS** from the services list.
2. Tap the **Get Settings** button (retrieving settings may take a few minutes).





## NETWORK TAB

This tab allows you to configure settings related to mobile service networks. The currently activated network is indicated on the first line of this tab.



### To find a network:

Do this when the network status is currently out of network service and you want to conduct a search.

- Tap the **Find Network** button (search process may take a few minutes).

### To select a network:

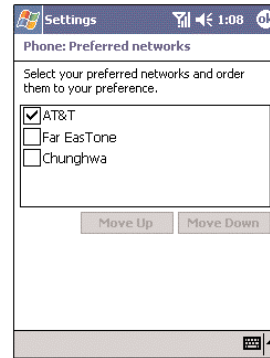
Set the mode for conducting a network search.

- Under “Network selection”, tap either **Automatic** or **Manual**. Retrieving network settings may take a few minutes if you select Manual.

### To set preferred networks:

If there are many mobile phone service providers available in your area, you can configure this function to select your preferred ones and set its priority level.

1. Under Network selection, tap the **Set Networks** button.

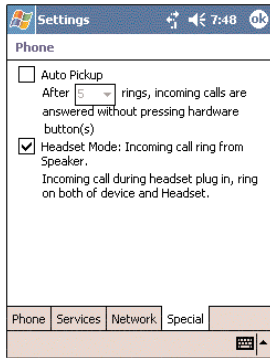


2. To include a listed network as a preferred network, tap the check box opposite it.

3. To set the priority level, tap a preferred network, then tap the **Move Up/Move Down** buttons.

## SPECIAL TAB

In this tab you can enable the auto-pickup function as well as set the ringing mode for incoming calls when the stereo headset or the earphone microphone is plugged into the device.



- Select the Auto Pickup check box to accept an incoming call after a specified number of rings without pressing any hardware or software button.
- Select the Headset Mode check box to set ringing for incoming calls to emit from both the device speaker and from the stereo headset/earphone microphone.

## NOTES

## CHAPTER 6

### CUSTOMIZING YOUR HANDSET


You can customize your PPC4100 based on your personal requirements and preferences as well as depending on your usual work modes. Customize your device by either adjusting the device settings or by adding/removing programs.

1. Adjusting Settings
2. Adding Programs
3. Removing Programs


## ADJUSTING SETTINGS

You can adjust the settings of your handset to suit the way you work. Adjusting certain settings, such as backlight, auto power off timer, system volume, and processor speed, from the factory default settings may decrease your standby time.

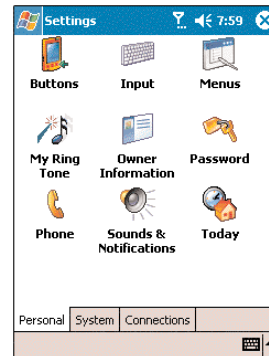
To access Settings:

- Tap , then **Settings**.

The Settings window has three tabs—Personal, System, and Connections, each of which has its own set of options.

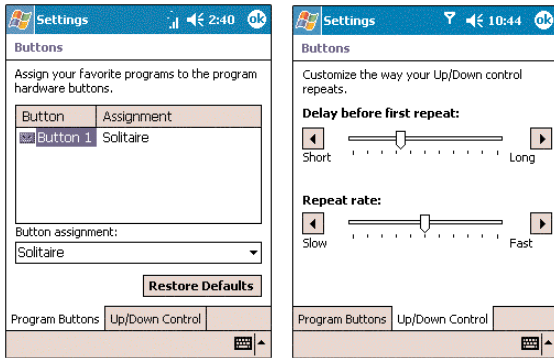
The following sections illustrate the configuration page for each Settings option. For detailed instructions on these pages, access the page from your device, tap , then **Help**.

### PERSONAL TAB




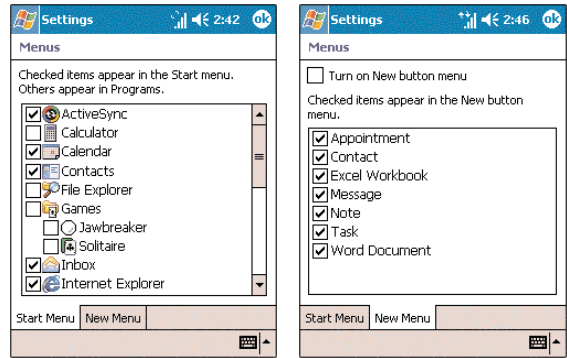
## **BUTTONS**

Assign the Send/End button on the headset stereo/earphone microphone unit to commonly-used programs. You can also adjust the onscreen scrolling speed here.



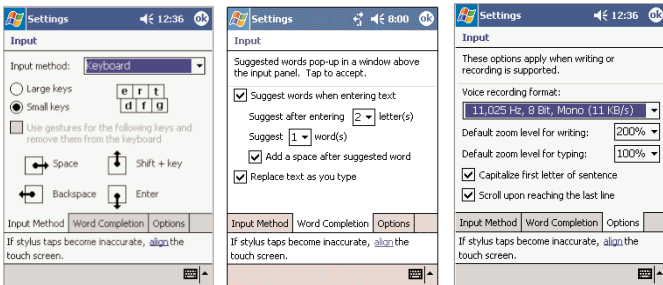
## **MENUS**

Customize what appears on the  menu, and enable a pop-up menu from the New button.



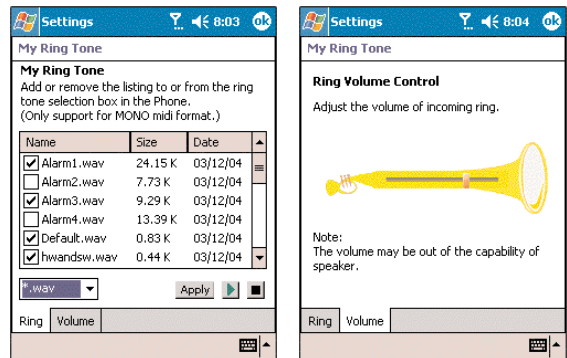
## **INPUT**

Select an input method, options for word completion and other related settings.



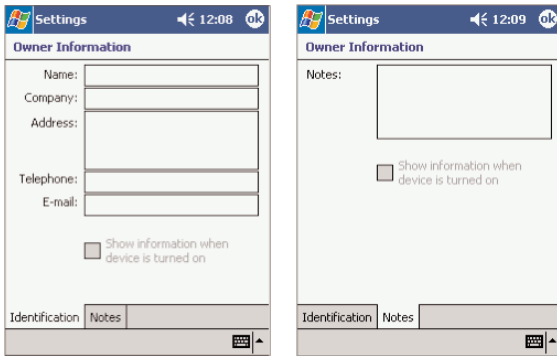
## **MY RING TONE**

Manage and listen to all ring tones stored on your device, as well as adjust the phone volume.



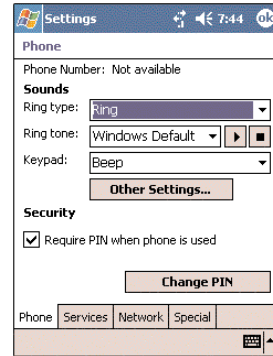
## OWNER INFORMATION

Enter personal information and customize text display when device is turned on.



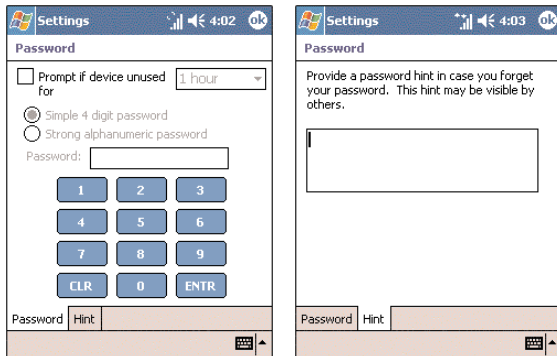
## PHONE

Set up the phone function of your device. For more information on this Settings option, see page 116.



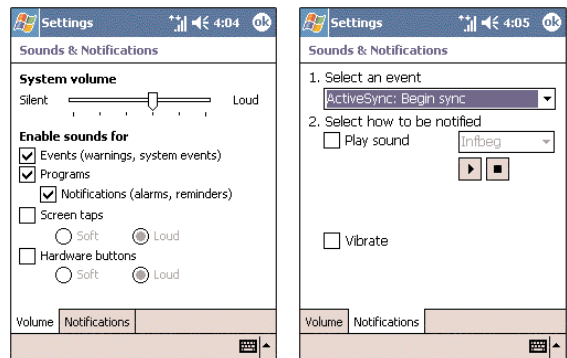
## PASSWORD

Set a password to prevent unauthorized access to your device. You also have the option to set a password hint to serve as a reminder in case you forget your password.



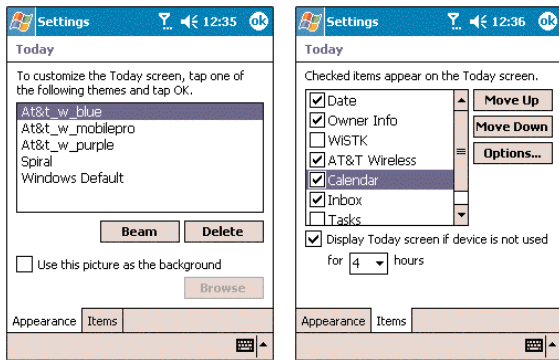
## SOUNDS & NOTIFICATION

Set the volume level for system sounds and select the types of action you want to hear sounds for. You can also define how you want to be notified about different events. Options for personalizing sound notifications are also available.

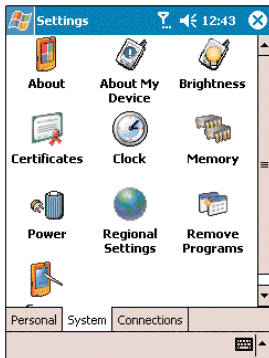


## TODAY

Customize the look and the information that is displayed on the Today screen.

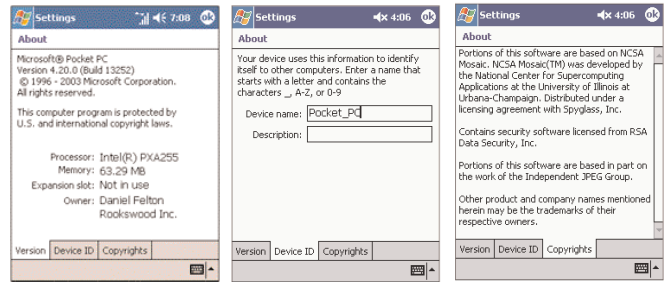


## SYSTEM TAB



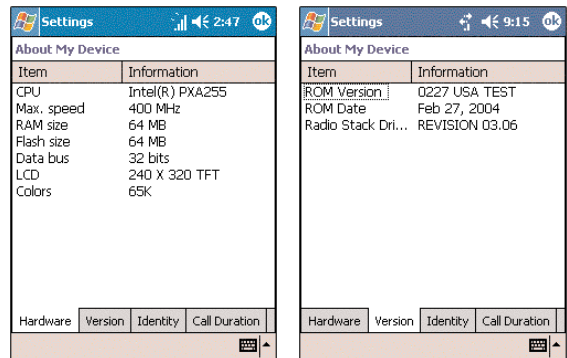
## ABOUT

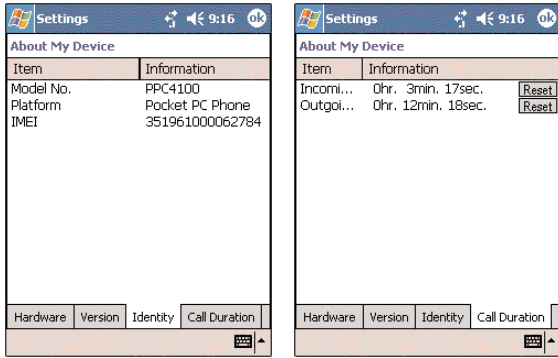
Displays your device's version and copyright information; includes an option to define a device ID.



## ABOUT MY DEVICE

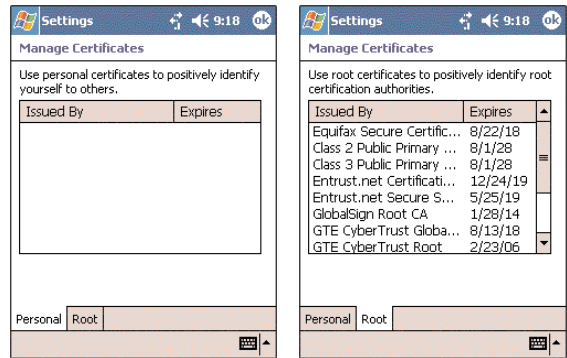
Displays your device's hardware, version, and model information. Also displays a log showing the duration of all calls received and made on your device.





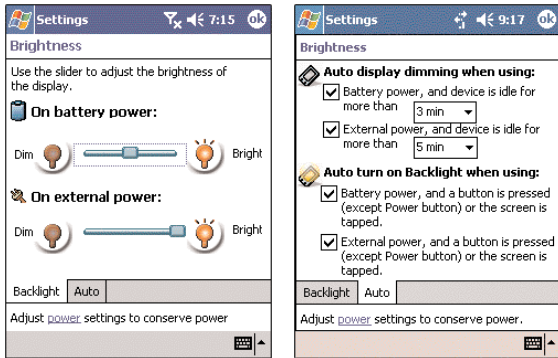
## CERTIFICATES

View and manage the public key certificates available on your device.



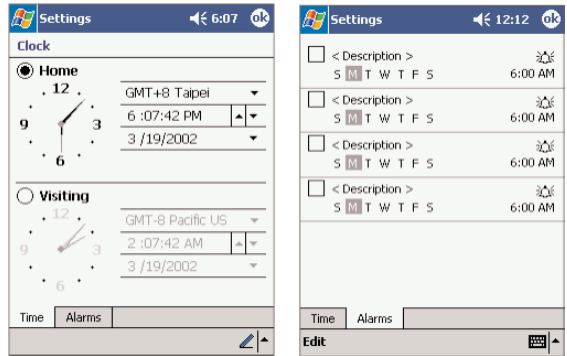
## BRIGHTNESS

Define settings for the display brightness and backlight control.



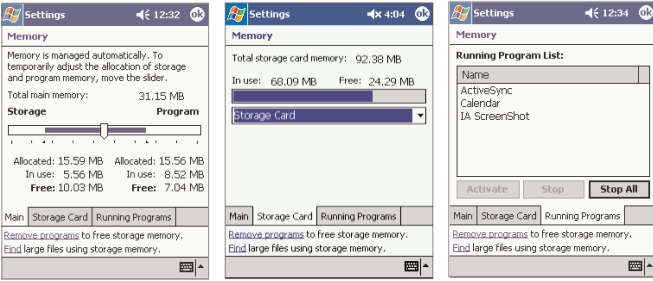
## CLOCK

Change the time and set alarms.



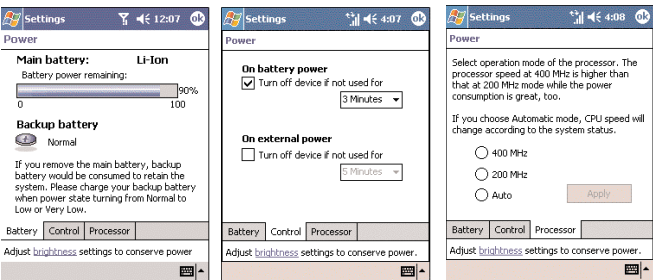
## MEMORY

Adjust allocation of storage and main memory.



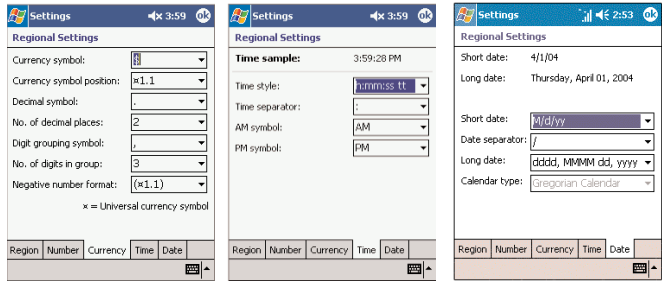
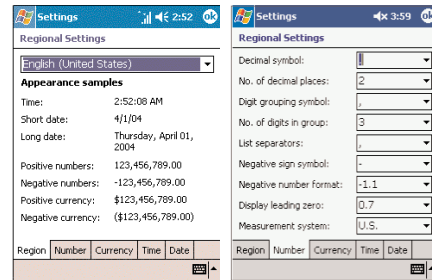
## POWER

View the power level for both the main and backup battery. To minimize power consumption, you can define settings for the auto-off function and CPU operation mode.



## REGIONAL SETTINGS

Set default number and time display formats and other related options.



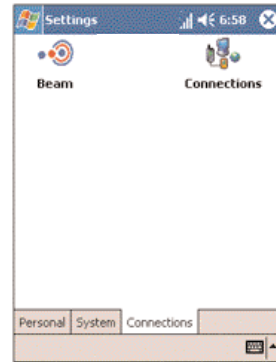


## REMOVE PROGRAMS

Removes programs from storage memory.



## CONNECTIONS

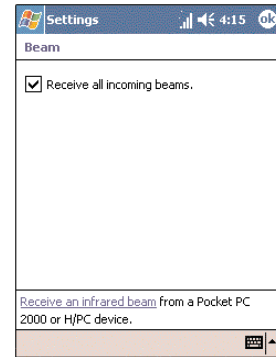
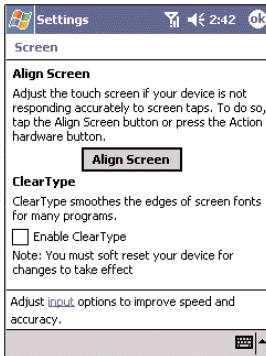


## BEAM

Define settings for the beam function.

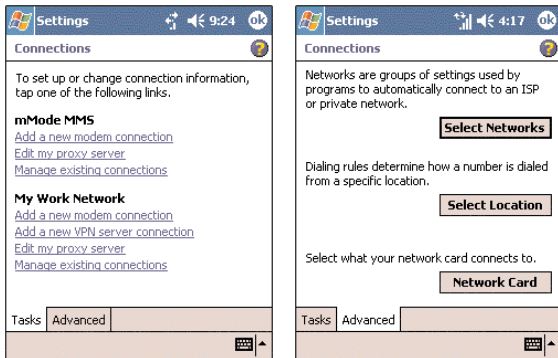
## SCREEN

Recalibrate screen and enable the ClearType feature.



## CONNECTIONS

Adjust settings for connecting to your ISP or to a local network.





## ADDING PROGRAMS

### ADDING PROGRAMS TO YOUR DEVICE

Programs bundled with your device at the factory are stored in ROM (read-only memory). You cannot remove these programs, and you'll never accidentally lose ROM contents. ROM programs can be updated using special installation programs with a \*.xip extension. All other programs and data files installed to your device after factory installation are stored in RAM (random access memory). You can install any program created for your device, as long as it has enough memory. The most popular place to find software for your device is on the Pocket PC Web site (<http://www.microsoft.com/mobile/pocketpc/>). You can add programs to your device either by using ActiveSync or by downloading the program from the Internet.

#### To add a program using ActiveSync:

Before installing a program on your device, you must first install the appropriate software for your device on your computer.

1. Determine your device and processor type so that you know which version of the software to install.
  - a. Tap , **Settings**, then **System** tab.
  - b. Tap **About** .
  - c. In the Version tab, make a note of the processor information.
2. Download the program to your computer (or insert the CD or disk that contains the program into your computer).


You may see a single \*.xip, \*.exe, or \*.zip file, a Setup.exe file, or several versions of files for different device types and processors. Be sure to select the program designed for a Pocket PC and your device's processor type.

**NOTE: Read any installation instructions, Read Me files, or documentation that come with the program. Many programs provide special installation instructions.**

3. Connect your device to your computer.
4. Double-click the \*.exe file.



- If the file is an installer, the installation wizard will begin. Follow the directions on the screen. Once the software has been installed on your computer, the installer will automatically transfer the software to your device.

- If the file is not an installer, you will see an error message stating that the program is valid but it is designed for a different type of computer. You will need to move this file to your device. If you cannot find any installation instructions for the program in the Read Me file or documentation, use ActiveSync Explorer to copy the program file to the Program Files folder on your device. For more information on copying files using ActiveSync, see ActiveSync Help.

5. Once installation is complete, tap , **Programs**, then the program icon to launch it.

To add a program directly from the Internet:

1. Determine your device and processor type so that you know which version of the software to install.

- a. Tap , **Settings**, then **System** tab.
- b. Tap **About** .
- c. In the Version tab, make a note of the processor information.


**NOTE: Read any installation instructions, Read Me files, or documentation that come with the program. Many programs provide special installation instructions.**

2. Download the program to your device straight from the Internet using Pocket Internet Explorer.


You may see a single \*.xip, \*.exe or \*.zip file, a Setup.exe file, or several versions of files for different device types and processors. Be sure to select the program designed for a Pocket PC and your device's processor type.

3. Tap the file, such as a \*.xip or \*.exe file. The installation wizard will begin.
4. Follow the onscreen instructions.

## ADDING A PROGRAM TO THE START MENU

You can choose what program icons should appear on the  menu based on which ones you use most often.




To add a program to the Start Menu program using Settings:


1. Tap , then **Settings**, then **Personal** tab.
2. Tap **Menus** .

3. In the Start Menu tab, select the check box for the programs you wish to add.

If you do not see the program you want, you can either use File Explorer on your device to move the program to the Start Menu folder, or use ActiveSync on your computer to create a shortcut to the program and place the shortcut in the Start Menu folder.


To add a program to the Start Menu using File Explorer on your device:

1. Tap , **Programs**, then **File Explorer** .
2. Tap the **My Device** icon  on the command bar.
3. Open the path: **Windows | Start | Programs**.
4. Tap and hold the program you want to add to the menu, then tap **Cut** on the pop-up menu.
5. Open the path: **Windows | Start Menu**.
6. Tap and hold a blank area of the window, then tap **Paste** on the pop-up menu.

The program will now appear on the  menu.

To add a program to the Start Menu using ActiveSync on your computer:



1. Use the Explorer in ActiveSync to explore your device's files and locate the program.
2. Right-click the program, then click **Create Shortcut**.
3. Move the shortcut to the Start Menu folder in the Windows folder.

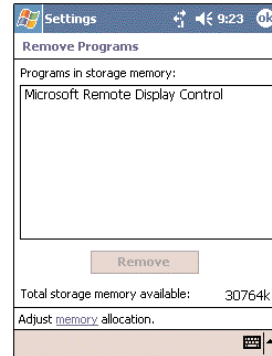
The shortcut now appears on the  menu. For more information on using ActiveSync, see ActiveSync Help on your computer.

## REMOVING PROGRAMS

To save storage space on your device, you may want to remove programs that are rarely or never used. You can choose to reinstall them later as long as you keep the installation file for the removed program.

### REMOVING A PROGRAM FROM YOUR DEVICE

1. Tap , **Settings**, then **System** tab.
2. Tap **Remove Programs** .



3. Tap the program you wish to remove.
4. Tap the **Remove** button.

If the program does not appear in the list of installed programs, use File Explorer on your device to locate the program:

1. Tap and hold the program.
2. Tap **Delete** on the pop-up menu.

# NOTES

## CHAPTER 7

### GETTING CONNECTED

You can use your PPC4100 to exchange information with other mobile devices and connect to your computer, a network, or the Internet. You have the following connection options:

- Use the infrared (IR) port on your device to send and receive files from another IR-enabled device.
- Connect to your mobile Internet service provider (ISP). Once connected, you can send and receive email messages by using Inbox and view Web or WAP pages by using Pocket Internet Explorer.

The communication software for creating an ISP connection is already installed on your device. Your service provider will provide software needed to install other services, such as paging and fax services.

- Connect to the virtual private network (VPN) at the company or organization where you work. Once connected, the added security of a VPN means that you can access the full resources of your company's network. For example, you can use File Explorer to access the files of computers on that network.

1. Infrared Connection
2. Internet Connection
3. Network Connection
4. Start a Connection
5. End a Connection
6. Email Server Connection

## INFRARED CONNECTION

Using infrared, you can send and receive information, such as contacts and appointments from another IR-enabled device.

### SENDING INFORMATION

1. Switch to the program where you created the item you want to send and locate the item in the list.
2. Align the IR port —◀ of your device with that of the IR-enabled device so that they are unobstructed and within a close range.



3. Tap and hold the item, then tap **Beam Item** on the pop-up menu.

-or-

Send items (but not folders) using File Explorer.

- Tap and hold the item you want to send, then tap **Beam File** on the pop-up menu.

## RECEIVING INFORMATION

1. Align the IR port of your device with that of the IR-enabled device so they are unobstructed and within a close range.
2. Have the owner of the other device send the information to you. Your device will automatically receive it.
3. On the Receiving Data pop-up, tap **Yes**.



## INTERNET CONNECTION

Your PPC4100 allows you to connect to your mobile ISP, and use the connection to send and receive email messages and view Web or WAP pages.

For more information on the various wireless data communication programs bundled with your device, see Chapter 10 on page 195.

## NETWORK CONNECTION

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If you have access to a network at work, you can send email messages, view Intranet pages, synchronize your device, and possibly access the Internet. You can connect to a network by creating a modem connection via a RAS account. Before you can create this modem connection, your network administrator will need to set up a RAS account for you. Your network administrator may also give you VPN settings.

### CREATING A MODEM CONNECTION TO A NETWORK

1. Ask your network administrator for the following information:

- Dial-up access telephone number
- User name and password
- Domain name
- TCP/IP settings

2. Tap , **Settings**, then the **Connections** tab.

3. Tap **Connections** .

4. In the Connections window, tap the **Add a new modem connection** link, either in the mMode MMS or My Work Network list.

5. In the Make New Connection window, enter a name for the connection.

6. In the Select a modem list, select your modem type.

If your modem type does not appear, try re-inserting the modem card. If you are using an external modem that is connected to your device with a cable, select **Hayes Compatible on COM1**.

7. Tap **Next** to continue configuring your modem connection depending on the modem type you selected.

You need not change any settings in Advanced. Most ISPs now use a dynamically assigned address. If the ISP you are connecting to does not use a dynamically-assigned address, tap **Advanced**, then the **TCP/IP** tab, and enter the address. When finished, tap **OK**.

8. Tap **Finish** to create the new modem connection.



## START A CONNECTION

---

To start a connection, simply start using one of the following programs. Your device will automatically begin connecting. Once connected, you can:

- Send and receive email messages by using Inbox.

Before you can use Inbox, you need to provide the information it needs to communicate with the email server.

For instructions, see "Connecting Directly To An Email Server" on page 202.

- Visit Web and WAP pages by using Pocket Internet Explorer.

For more information, refer to page 196.

- Send and receive instant messages (IM) with MSN® Messenger.


For more information, refer to page 208.

**NOTE: A pop-up screen will appear once you begin connecting and will disappear when the connection is complete.**

## END A CONNECTION

---

To terminate a connection, do any of the following:


- When connected via cable or cradle, detach your device from the cable or cradle.
- When connected via infrared, move your device away from the computer.
- When connected via dial-up or VPN, tap the Connection icon  on the navigation bar, then tap **End**.
- When connected via a network (Ethernet) card, remove the card from your device.
- When connected via a wireless network, switch off the connection.

## EMAIL SERVER CONNECTION

You need to set up a connection to an email server so that you can send and receive email messages by using a modem or network connection and Inbox on your device. The ISP or network must use a POP3 or IMAP4 email server and an SMTP gateway.

You can use multiple email accounts to receive your messages. For each email account you intend to use, first set up and name the email service. If you use the same service to connect to different mailboxes, set up and name each mailbox connection.

### SETTING UP AN EMAIL ACCOUNT

Follow the procedures to set up a POP3 or IMAP4 email account. For an explanation on any of the setup screens, tap , then **Help**.

1. In Inbox, tap **Accounts** on the command bar.

2. Tap **New Account**.

3. Fill out the email address field, then tap **Next**.

This will initiate auto-configuration which attempts to connect your device to your email server and automatically download the necessary email connection settings. If auto-configuration is successful you can begin sending/receiving emails straight away. If unsuccessful you will need to manually enter the settings.

4. Fill out the following fields: Your Name, User name, Password.

Select the Save Password check box unless you wish to be prompted when you get your mail.

5. Tap **Next**.

6. From the Account type drop-down menu, select the service type that your email provider supports (POP3 or IMAP4).

7. Fill out the Name field for your email account, then tap **Next**.

8. Enter your email provider's server name information for incoming and outgoing mail.

**NOTE:** If your mail service provider does not provide an outbound/SMTP server, AT&T Wireless customers can enter "smtp.attwireless.net" for the outgoing mail server setting.

If you want to enable automatic connection and checking of your emails, tap **Options**, then select the "Connect and check for messages every:" check box.

**NOTE:** Connecting automatically may result in higher connection charges.

8. Tap **Finish**.

To send and receive email:


- While in the Inbox folder, tap the **Send/Receive** icon



or tap **Accounts**, then **Connect**.

## HELP ON CONNECTING

More information on the procedures described here, as well as information on additional procedures, can be found in the following locations:

- The section on "Inbox" on page 201.
- Online Help of your device. Tap , **Help**, then **Inbox** or **Connections**.
- ActiveSync Help on the your computer. In ActiveSync, click **Microsoft ActiveSync Help** on the Help menu.

## NOTES

## CHAPTER 8

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### MICROSOFT POCKET OUTLOOK

This chapter describes the Microsoft Pocket Outlook programs.

1. Pocket Outlook Overview
2. Calendar
3. Contacts
4. Tasks
5. Notes

## POCKET OUTLOOK OVERVIEW

Microsoft Pocket Outlook includes Calendar, Contacts, Inbox, Notes and Tasks. You can use these programs individually or in tandem with each other. For example, email addresses stored in Contacts can be used to address email messages in Inbox.



Using ActiveSync, you can synchronize information from Microsoft Outlook or Microsoft Exchange on your PC with your device. You can also synchronize this information directly with a Microsoft Exchange server. Each time you synchronize, ActiveSync compares the changes you made on your device and PC or server and updates both locations with the latest information. For information on using ActiveSync, see ActiveSync Help on your computer.

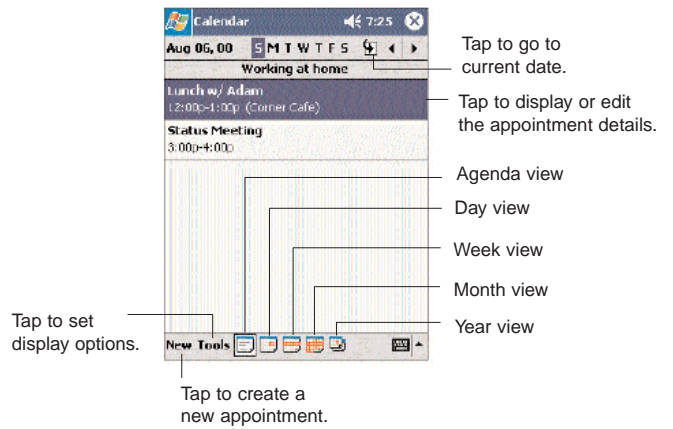
**NOTE: For more information on using any of the Pocket Outlook applications, open the program, tap Start, then Help.**

## CALENDAR

Calendar enables you to conveniently manage your schedules and appointments or any other activities associated with a time and date. You can schedule appointments, including meetings and other events. Checking your appointments is easy using one of several views—Agenda, Day, Week, Month, and Year. Switch display views by tapping any of the view icons on the command bar.

To open Calendar:

- Tap , then **Calendar** . Calendar will open to today's schedule.



**NOTE: You can customize the Calendar display, such as changing the first day of the week, by tapping Options on the Tools menu.**

## SCHEDULING AN APPOINTMENT

You can use Calendar to create an appointment schedule.

### To create an appointment:

1. If you are in Day or Week view, tap the desired date and time for the appointment.

2. Tap **New**.

3. Using the soft keyboard, enter a description and a location.

To select a field, tap it.

4. If needed, tap the date and time to change them.

5. Enter other desired information.



You will need to hide the input panel to see all available fields.

6. To add notes, tap the **Notes** tab.

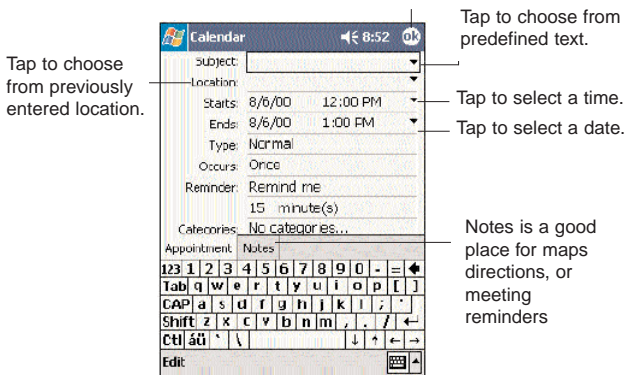
You can enter text, draw, or create a recording.

7. After completing the details, tap **OK**.

If you select "Remind me" in an appointment, your device will remind you according to the options set in

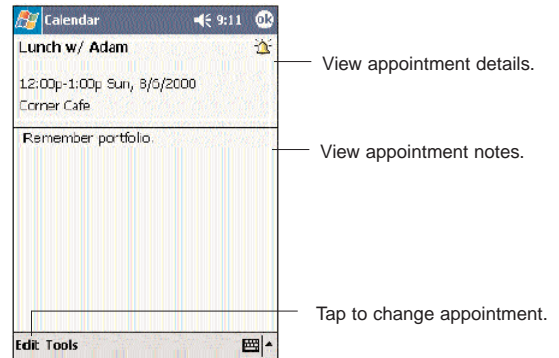
 **Settings, Personal tab, Sounds & Notifications** .

Tap to return to the calendar main window (the appointment is saved automatically).



## USING THE CALENDAR SUMMARY SCREEN

When you tap an appointment in Calendar, a summary screen is displayed. To change the appointment, tap **Edit**.



## CREATING A MEETING REQUEST

You can use Calendar to set up meetings with users of Outlook or Pocket Outlook. The meeting request will be created automatically and sent when you synchronize Inbox or when you connect to your email server. Indicate how you want meeting requests sent by tapping **Tools**, then **Options**. If you send and receive email messages through ActiveSync, select **ActiveSync**.

### To schedule a meeting:

1. Create an appointment.

2. In the appointment details, hide the input panel, then tap **Attendees**.

3. Select the check box before the email address of the contacts you want to send a meeting request to.

4. Tap **OK** twice—once to return to the appointment details page and another to save the appointment.



The meeting request is created automatically and placed in the Outbox folder.

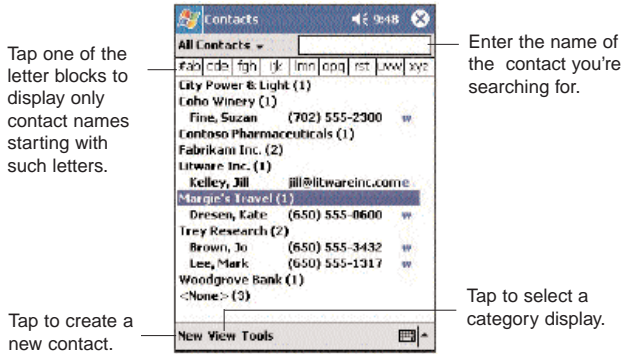
# CONTACTS

## KEEPING TRACK OF FRIENDS AND COLLEAGUES

Contacts maintains a list of your friends' and colleagues' contact information. Using your device's infrared (IR) port, you can quickly share this list with other Windows-based, IR-enabled device users.

### To open Contacts:

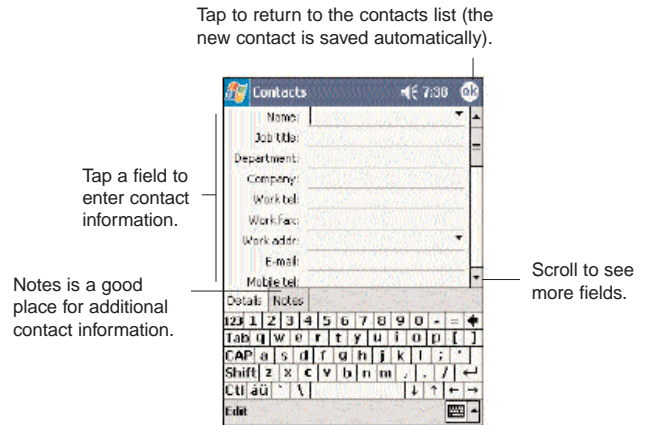
- Tap , then **Contacts** .
- Contacts will open to the contact list. To change the way information is displayed in the list, tap **Tools**, then **Options**.



## CREATING A CONTACT

1. Tap **New**.
2. Using the soft keyboard, enter a name and other contact information.  
You will need to scroll down to see all available fields.
3. To assign the contact to a category, scroll to and tap **Categories** and select a category from the list.

- In the contact list, you can display contacts by category by tapping the pick list on the top-left corner.
4. To add notes, tap the **Notes** tab.
5. After completing the details, tap **OK**.



## FINDING A CONTACT

- There are several ways to find a contact. You can do any of the following. In the contact list:
- Rotate up and hold the jog dial until large type letters appear on the screen. Release the jog dial once the letter for the contact you're looking for is displayed. The first contact name starting with that letter will automatically be selected.
  - Tap one of the letter blocks displayed across the top of the screen.
  - Use the Smart Lookup function by entering the first few letters of the contact you're looking for in the search box under the navigation bar. To show all contacts again, clear text from the box or tap the button to the right of the box.


- Tap the category pick list on the top-left corner of the screen and select the type of contact that you want displayed.

To show all contacts, select **All Contacts**.

To view a contact that is not assigned to a category, select **No Categories**.

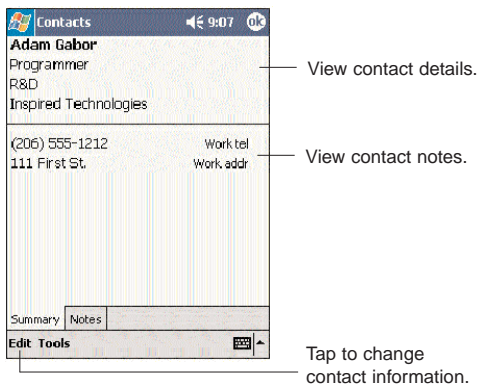
- To view the names of companies your contacts work for, in the command bar, tap **View**, then **By Company**.

The number of contacts that work for that company will be displayed to the right of the company name.

- Tap , then **Find**, enter the contact name, select **Contacts** for the type, then tap **Go**.

### USING THE CONTACTS SUMMARY SCREEN

When you tap a contact in the contact list (or select it using the jog dial), a summary screen is displayed. This is referred to as a contact card. To change the contact information, tap **Edit**.



### CALLING A CONTACT

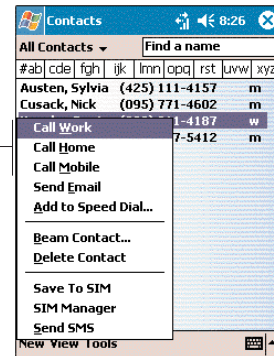
You can make a call to a contact using either the contact list or the contact card.

#### To make a call from the contact list:

There are several ways to make a call from the contact list.

- Using commands in the pop-up menu
  1. Tap and hold a contact to display a pop-up menu of actions.

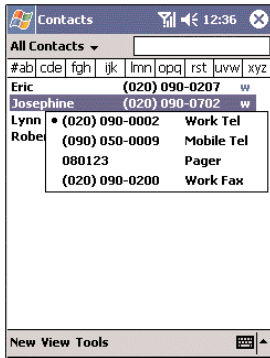
Tap any of the Call options to make a call.



2. Tap any of the **Call** options to make a call.

- Using the contact list abbreviation
  1. Tap the letter in the right column next to the contact you want to call. On the pop-up menu, phone numbers for this contact are displayed, with a dot next to the priority number.
  2. Tap which number to call.






The letter that appears opposite a contact entry corresponds to a particular contact information. These are as follows:

- w            -        Work phone number
- w2          -        Second work phone number
- h            -        Home phone number
- h2          -        Second home phone number
- m           -        Mobile phone number
- pgr         -        Pager phone number
- e            -        Email address
- e2          -        Second email address
- e3          -        Third email address
- sms         -        SMS address
- web         -        Web page

• Using the hardware buttons

1. Rotate the jog dial up/down to scroll through the contact list and select the contact you want to call.

2. Press the **Send** button  twice—once to launch Phone and another to make the call. The call will be made to that contact's priority number.

To make a call from a contact card:

- Tap any of the listed phone numbers.
- Rotate the jog dial up/down to scroll through the listed numbers and select one, then press the jog dial to make the call.

**SENDING A MESSAGE TO A CONTACT**

You can send an email or SMS message to a contact using either from the contact list or from a contact card.

To send a message from the contact list:

1. Tap and hold a contact to display a pop-up menu of actions.

- or -

Rotate the jog dial up/down to scroll through the list and select a contact, then press the jog dial to display a pop-up menu of actions.

2. Tap **Send Email** or **Send SMS**.

- or -

Rotate the jog dial up/down to select either Send option, then press the jog dial to enable it.

Inbox will open to a new message window with the To field automatically filled out with the selected contact's email/SMS address.

3. Proceed to composing the message. Go to page \_\_\_ for more information.

To send a message from a contact card:

1. Tap any of the listed email/SMS addresses.

- or -

Rotate the jog dial up/down to scroll through the listed email/SMS addresses and select one, then press the jog dial.

Inbox will open to a new message window with the To field automatically filled out with the selected contact's email/SMS address.

3. Proceed to composing the message. Go to page \_\_\_ for more information.

### BEAMING A CONTACT CARD

You can send a contact card to other IR-enabled device from either the contact list or from the contact card.

#### To beam a contact card from the contact list.

1. Tap and hold a contact to display a pop-up menu of actions.

- or -

Rotate the jog dial up/down to scroll through the list and select a contact, then press the jog dial to display a pop-up menu of actions.

2. Tap **Beam Contact**.

- or -

Rotate the jog dial up/down to select **Beam Contact**, then press the jog dial to enable it.

From the pop-up menu, select **Beam Contact**, then press the jog dial.

2. Align the IR port —∠ of your device with that of the IR-enabled device so that they are unobstructed and within a close range.

#### To beam an open contact card:

1. Tap **Tools**, then **Beam Contact**.



2. Align the IR port —∠ of your device with that of the IR-enabled device so that they are unobstructed and within a close range.

## TASKS

### KEEPING A TO DO LIST

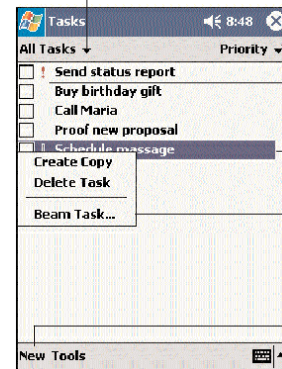
Use Tasks to keep track of what you have to do and prioritize them based on their importance and urgency.

#### To open Tasks:

- Tap , then **Tasks** .

Tasks will open to the tasks list. To change the way information is displayed in the list, tap **Tools**, then **Options**.

Select the category of tasks you want displayed in the list.



Select the sort order of the list.

Indicates high priority.

Tap to display or edit the task details.

Tap and hold to display a pop-up menu of actions.

Tap to create a new task.

### CREATING A TASK

1. Tap **New**.

2. Using the input panel, enter a description.

3. You can enter a start date and due date or enter other information by first tapping the field.

If the soft keyboard is open, you will need to hide it to see all available fields.

4. To assign the task to a category, tap **Categories** and select a category from the list.

In the task list, you can display tasks by category by tapping the pick list on the top-left corner.

5. To add notes, tap the **Notes** tab.

You can enter text, draw, or create a recording.

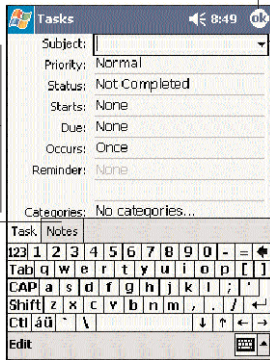
6. After completing the details, tap **OK**.

Tap to return to the tasks list (the new task is saved automatically).

Tap a field to enter task information.

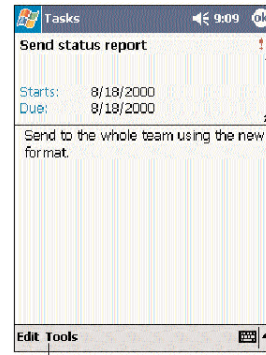
Tap to choose from predefined subjects.

Notes is a good place for additional task information.



## USING THE TASKS SUMMARY SCREEN

When you tap a task in the task list, a summary screen is displayed. To change the task, tap **Edit**.



View task details.

Tap to show and hide additional summary information

View task notes.

Tap to change task information.



**TIP:** To quickly create a task with only a subject, tap **Entry Bar** on the Tools menu. Then, tap **Tap Here** to add a new task and enter your task information.

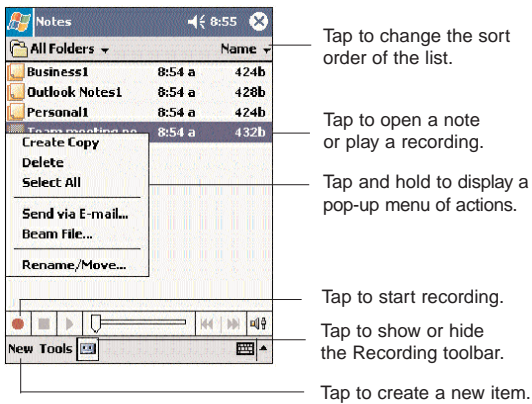
# NOTES

## CAPTURING THOUGHTS AND IDEAS

Quickly capture thoughts, reminders, ideas, drawings, and phone numbers with Notes. You can create a written note or a recording. You can also include a recording in a note. If a note is open when you create the recording, it will be included in the note as an icon. If the note list is displayed, it will be created as a stand-alone recording.

### To open Notes:

- Tap , then **Notes** . Notes will open to the note list.

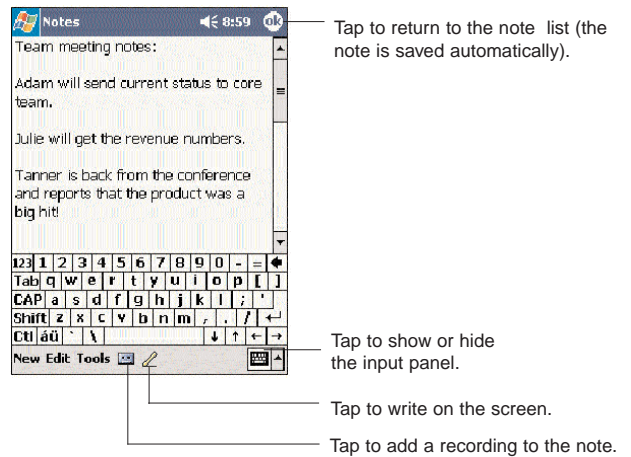


- Tap to change the sort order of the list.
- Tap to open a note or play a recording.
- Tap and hold to display a pop-up menu of actions.
- Tap to start recording.
- Tap to show or hide the Recording toolbar.
- Tap to create a new item.

## CREATING A NOTE

1. Tap **New**.
2. Create the note by writing, drawing, typing, or recording.

For more information about using the input panel, writing and drawing on the screen, and creating a recording, go to Chapter 4 on page 65.



- Tap to return to the note list (the note is saved automatically).
- Tap to show or hide the input panel.
- Tap to write on the screen.
- Tap to add a recording to the note.

## NOTES

## CHAPTER 9

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### COMPANION PROGRAMS

This chapter describes the companion programs available on your device—Pocket Word, Pocket Excel, Windows Media Player for Pocket PC and Microsoft Reader—as well as reference on how to access the Office Online site.



1. Pocket Word
2. Pocket Excel
3. Windows Media Player for Pocket PC
4. Microsoft Reader
5. Office Online

## POCKET WORD

With Pocket Word you can:

- Create new documents on your device or you can copy documents from your PC to your device.
- Synchronize documents between your PC and your device so that you have the most up-to-date content in both locations.

To open Word:


- Tap , **Programs**, then **Pocket Word** . Word will open to the Pocket Word file list.

### CREATING A NEW DOCUMENT

- In the document list window, tap **New**. A blank document appears. Or, if you've selected a template for new documents in the Options dialog box, that template appears with appropriate text and formatting already provided.

You can save a document you create or edit in a variety of formats, including:

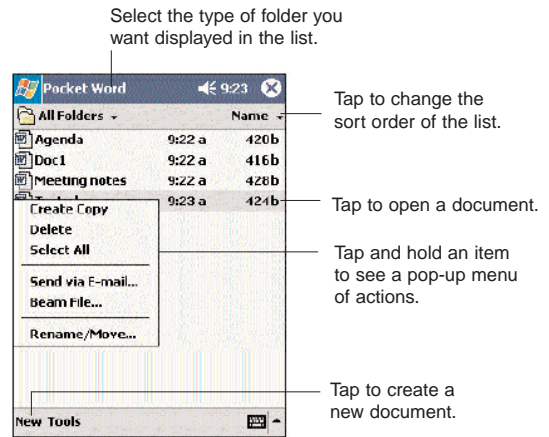
- Word (.doc)
- Pocket Word (.psw)
- Rich Text Format (.rtf)
- Plain Text (.txt)

Pocket Word provides basic formatting options, such as font style, paragraph alignment, and bullet options, in its toolbar. You can show and hide this toolbar by tapping the **Show/Hide Toolbar** icon  on the command bar.

### USING THE POCKET WORD FILE LIST

Pocket Word contains a list of the files stored on your device. The file list is the default window when you open Pocket Word. Everytime you tap **OK** in an open document, the file list will again be displayed.

- Tap a file in the list to open it. You can open only one document at a time; when you open a second document, you'll be asked to save the first.
- To delete, make copies of, and send files, tap and hold a file in the list, then select the appropriate action on the pop-up menu.



### ENTERING INFORMATION

You can enter information in Pocket Word in one of four modes—typing, writing, drawing, and recording—which are displayed on the View menu.

If you're opening a Word document created on a computer, select **Wrap to Window** on the View menu so that you can see the entire document.

You can change the zoom magnification by tapping **View, Zoom**, then select the percentage you want. Select a higher percentage to enter text and a lower one to see more of your document.

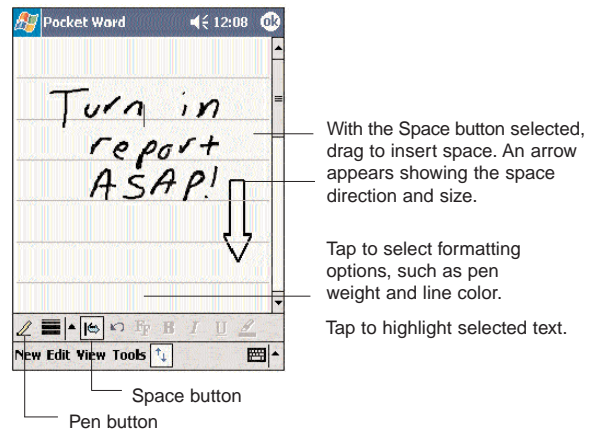
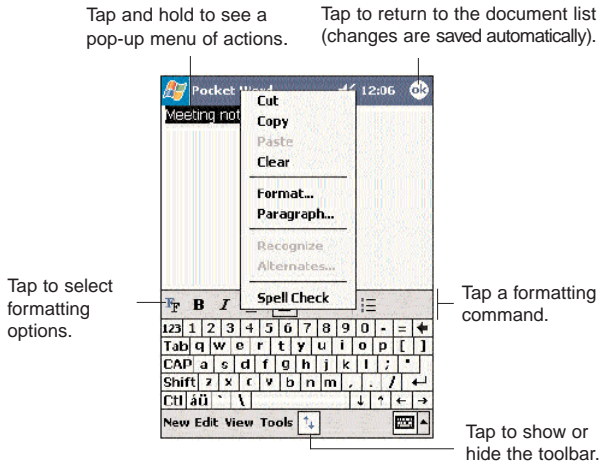
### Typing Mode

- Using the input panel, enter typed text into the document.
- To format existing text and to edit text, first select the text. You can select text as you do in a Word document, using your stylus instead of the mouse to drag through the text you want to select.
- To find text in a document, tap **Edit**, then **Find/Replace**.

### Writing Mode

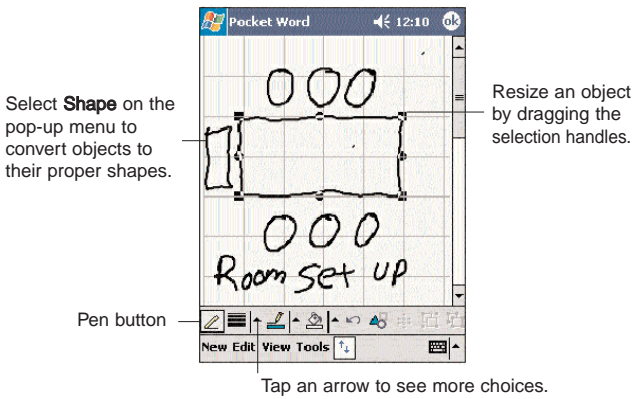
In writing mode, use your stylus to write directly on the screen. Ruled lines are displayed as a guide, and the zoom magnification is greater than in typing mode to allow you to write more easily.

If you cross three ruled lines in a single stylus stroke, the writing becomes a drawing, and can be edited and manipulated as described in the following section. Written words are converted to graphics (metafiles) when a Pocket Word document is converted to a Word document on your computer.



### Drawing Mode

In drawing mode, use your stylus to draw on the screen. Gridlines appear as a guide. When you lift your stylus off the screen after the first stroke, you'll see a drawing box indicating the boundaries of the drawing. Every subsequent stroke within or touching the drawing box becomes part of the drawing.



### Recording Mode



In recording mode, you can embed a recording into your document. Recordings are saved as .wav files. For more information on recording, see page 79.

## POCKET EXCEL

With Pocket Excel you can:

- Create new spreadsheets on your device or you can copy spreadsheets from your PC to your device.
- Synchronize spreadsheets between your PC and your device so that you have the most up-to-date content in both locations.

To open Excel:


- Tap , **Programs**, then **Pocket Excel** . Excel will open to the Pocket Excel file list.

### CREATING A NEW SPREADSHEET

- In the Pocket Excel file list, tap **New**.  
A blank spreadsheet appears. Or, if you've selected a template for new spreadsheets in the Options dialog box, that template appears with appropriate text and formatting already provided.

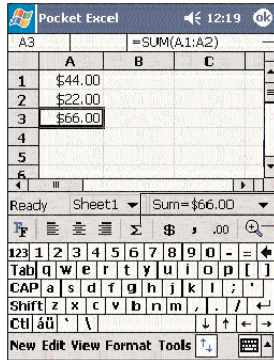
You can save a workbook you create or edit it in a variety of formats, including:

- Pocket Excel (.pxl)
- Excel (.xls)

Pocket Excel provides fundamental spreadsheet tools, such as formulas, functions, sorting, and filtering, in its toolbar. You can show and hide this toolbar by tapping the **Show/Hide Toolbar** icon  on the command bar.



Tap to return to the spreadsheet list (changes are saved automatically).



Cell contents appear here as you enter them.

AutoSum button

Zoom button

#### 4. Tap **OK**.

Every time you open the workbook, you will need to enter the password, so choose one that is easy for you to remember but hard for others to guess.

#### TIPS FOR WORKING IN POCKET EXCEL

Note the following when working in large worksheets in Pocket Excel:

- View in full-screen mode to see as much of your worksheet as possible.
  - Tap **View**, then **Full Screen**.
  - To exit full screen mode, tap **Restore**.
- Show and hide window elements.
  - Tap **View**, then tap the elements you want to show or hide.
- You might want to freeze the top and left-most panes in a worksheet to keep row and column labels visible as you scroll through a sheet.
  1. Select the cell where you want to freeze panes.
  2. Tap **View**, then **Freeze Panes**.
- Split panes to view different areas of a large worksheet.
  1. Tap **View**, then **Split**.
  2. Drag the split bar to where you want it. To remove the split, tap **View**, then **Remove Split**.
- Show and hide rows and columns.
  - To hide a row or column:
    1. Select a cell in the row or column you want to hide.
    2. Tap **Format, Row** or **Column**, then **Hide**.
  - To show a hidden row or column:
    1. Tap **Tools**, then **Go To**.
    2. Type a reference that is in the hidden row or column.
    3. Tap **Format, Row** or **Column**, and then **Unhide**.

#### USING THE POCKET EXCEL FILE LIST

Pocket Excel contains a list of the files stored on your device. The file list is the default window when you open Pocket Excel. Everytime you tap **OK** in an open workbook, the file list will again be displayed.

- Tap a file in the list to open it. You can open only one workbook at a time; when you open a second workbook, you'll be asked to save the first.
- To delete, make copies of, and send files, tap and hold a file in the list, then select the appropriate action from the pop-up menu.

#### PROTECTING YOUR WORKBOOKS

If your workbook contains sensitive information, you can protect it with a password. Follow the steps below:

1. Open the workbook.
2. Tap **Edit**, then **Password**.
3. Enter a password, then verify it.

## WINDOWS MEDIA PLAYER

Use Microsoft Windows Media Player for Pocket PC to play digital audio and video files (Windows Media and MP3 files) that are stored on your device or on a network.

To open Windows Media Player:

- Tap , then **Windows Media** .

Tap to go to <http://windowsmedia.com>.



Tap to shift to full screen mode.

Indicates the progress of the current track.

Tap to stop playback.

Tap to play or pause.

Tap to adjust volume.

Tap to display the playlist window.

Tap to select playback mode and program settings.

Tap to toggle the sound on/off.

Tap to skip to the next track.

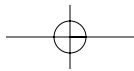
Tap to skip to the previous track.

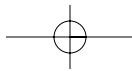
Windows Media Player 9 Series for Pocket PC supports the breakthrough Windows Media Audio and Video 9 Series for the highest quality audio and video. The Player's improved performance offers faster more flexible playback that can be seen playing content stored on your device, or playing back content from the Web, wired or wirelessly, at data rates of 300Kbps.

With multiple-bit-rate (MBR) support, Windows Media Player 9 Series for Pocket PC automatically determines the bit rate best suited for a user's device and connection and adjusts the playback accordingly.

Support for playback of Windows Media Audio and Video 9 Series codecs, which gives users 20 percent improvements in audio compression and as much as 50 percent for video compared with previous versions. The new media player also offers enhanced performance for video playback, improved networking support, better Web streaming and an enhanced user interface.

<http://www.microsoft.com/windows/windowsmedia/software/pocket/9Series.aspx>






## MICROSOFT READER

Use Microsoft Reader for Pocket PC to read eBooks on your device. You can also download books from your favorite eBook Web site to your computer. Then, use ActiveSync to copy the book files to your device. The books appear in the Reader Library, where you can tap them in the list to open them.

To open Microsoft Reader:

- Tap , **Programs**, then **Microsoft Reader** .

### USING GUIDEBOOK

Guidebook contains all the information you'll need to use the Microsoft Reader.

To open Guidebook:

- Tap **Help** on the Reader command bar.  
-or-

On a book page, tap and hold on the book title, then tap **Help** on the pop-up menu.

### GETTING BOOKS ON YOUR PPC4100

You can purchase and download book files from the Web to your PC and then synchronize them with your device. To do so, you need to activate your device (you only need to activate it once), secure an activated copy of MSReader for your PC, and then set up synchronization for files in ActiveSync.

To get books on your device:

1. Open ActiveSync on your computer then check that you have selected **Synchronize Files** - if you have done so it will appear under Information Type; if you have not, click **Options, Sync options**, then select **Files**, then **OK** from the pop-up menu.
2. To activate your device, open a web browser, then go to <http://das.microsoft.com/activate/> and follow the instructions.
3. Go to one of the Microsoft Reader ebook sites ([www.microsoft.com/reader/shop.asp](http://www.microsoft.com/reader/shop.asp)) and follow the instructions in the site for choosing, purchasing and downloading an ebook to your computer.

**NOTE:** If you do not have a copy of MSReader on your PC, go to one of the retailers listed above and download a free copy. You can also download ebook files from your favorite eBook retailer and follow the instructions to download the ebook files.

4. Use Windows Explorer on your computer to locate the MSReader My Library folder and the Pocket\_PC My Documents folder.
5. Find the book title in the My Library folder, and then copy it to the Pocket\_PC My Documents folder.
6. Use ActiveSync to download the files from your computer to your device as described in the Read Me file in the MSReader folder. Some sample books and a dictionary are included in the MSReader folder. This folder is located in the Extras folder on the PPC4100 Companion CD.

## USING LIBRARY

The Library is your Reader home page; it displays a list of all books stored on your device or storage card.

### To open Library:

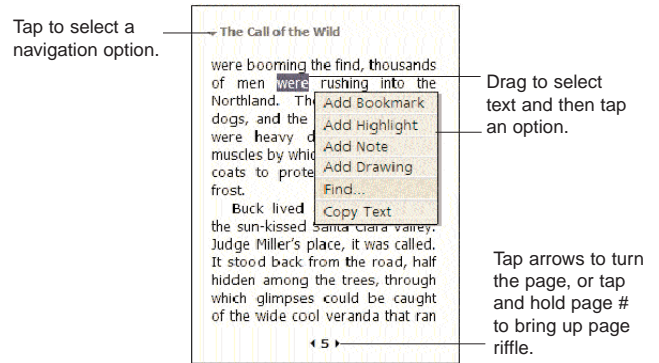
- On the Reader command bar, tap **Library**.
- or-
- On a book page, tap the book title, and then tap **Library** on the pop-up menu.



In addition to the text, each book page includes a page number and book title. Navigation options are listed in the bottom portion of the cover page. Page through the book by:

- Using the jog dial
- Tapping the page number on each page

The first time you open a book, the table of contents, if there is one, will be displayed. Subsequently, whenever you open the book, you'll be automatically taken to the last page read.



### To open a book:

- Tap a book title in the Library list.

## READING A BOOK

Each book consists of a cover page, an optional table of contents, and the pages of the book. You can:

- Annotate the book with highlighting, bookmarks, notes, and drawings.
- Search for text and look up definitions for words.

## USING THE READER FEATURES

Reading a book electronically gives you several options not available with paper books. These options are available from any book page. Select text by dragging across the text on the page. Then, tap an option on the pop-up menu, as described in the following sections.

### To copy text:

You can copy text from books that support this feature into any program that accepts text.

1. On a book page, select the text you want to copy.

## 2. Tap **Copy Text** on the pop-up menu.

The text can be pasted into the program of your choice.

### To search for text:

1. Tap **Find** on the pop-up menu.
2. Enter the word you want to search for.
3. Tap the desired Find option.

Reader highlights matching text on the page.

- To close Find, tap outside the box.
- To return to your original page, tap the title, then tap

**Return** on the pop-up menu.

### To view book annotations:

To see a list of a book's annotations, including bookmarks, highlights, text notes, and drawings:

1. Tap **Annotations Index** on the book's cover page.
2. Tap an entry in the list to go to the annotated page.

### Bookmarks

When you add a bookmark to a book, a color-coded bookmark icon appears in the right margin. From anywhere in the book, tap the bookmark icon to go to the bookmarked page. You can add multiple bookmarks to a book.

### Highlights

When you highlight text, it appears with a colored background.

### Notes

When you attach a note to text, you enter the text in a note pad that appears on top of the book page. A Note icon will appear in the left margin. To show or hide the note, tap the icon.

### Drawings

When you add a drawing, a Drawing icon appears in the bottom-left corner of the page, and drawing tools appear across the bottom of the page. Draw by dragging your stylus.

### **REMOVING A BOOK**

When you finish reading a book, you can delete it to save space on your device. If a copy of the book is stored on your computer, you can download it again at any time.

1. Tap and hold the title in the Library list.
2. Tap **Delete** on the pop-up menu.

## OFFICE ONLINE

Microsoft Office users can keep themselves abreast with the latest information on using Office programs by accessing the Office Online site at <http://office.microsoft.com>.



- Learn what third-party downloads, templates, Web services, and other products can you use with your Office programs
- Enter the online Office discussion groups where you can share information with other Office users
- Subscribe to any Microsoft Office newsletter to keep yourself up-to-date with the latest about Microsoft Office
- Get Office technical support and learn simple troubleshooting procedures
- Send product feedback and product inquiries to the Microsoft Office technical staff
- Link to other Microsoft Office-related sites

With all the wealth of resources available on Office Online, users can get the best performance out of their Office products, and enjoy doing it too!

In this site, Office users can:

- Read the latest Microsoft Office new updates
- Access how-to articles and neat tips and tricks in using Office programs
- Go through useful training materials for you to learn how to use an Office program at your own pace
- Download templates for your calendar, resume, presentations and more
- Download clipart and media files for your creative projects
- Download Office updates, add-ins, converters, viewers, and more



# NOTES

# CHAPTER 10

## WIRELESS DATA PROGRAMS

Your PPC4100 has built-in support for a range of wireless data communication programs:

- Use Pocket Internet Explorer to browse the Web and view WAP-enabled sites.
- Use Inbox to send and receive email/SMS messages.
- Use MSN Messenger to send and receive instant messages.
- Use ActiveSync to remotely synchronize with your PC.
- Send and receive information from another IR-compatible Windows-powered device.

This chapter describes how to use Microsoft Pocket Internet Explorer, Inbox, MSN Messenger, and Terminal Services Client.

1. Pocket Internet Explorer
2. Inbox
3. MSN Messenger
4. Terminal Services Client

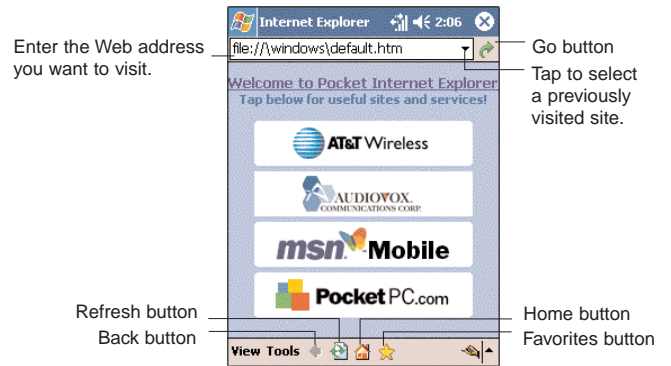
## POCKET INTERNET EXPLORER

Use Pocket Internet Explorer to view Internet or intranet sites from your device. You can download files and programs when browsing these sites. During synchronization with your computer, you can choose to download your favorite links and mobile favorites that are stored in the Mobile Favorites subfolder of Internet Explorer on your computer.

Pocket Internet Explorer includes support for XHTML Basic, Cascading Style Sheets, WML 2.0, JScript 5.5 and IPv6.

To open Pocket Internet Explorer:

- Tap , then **Internet Explorer** .



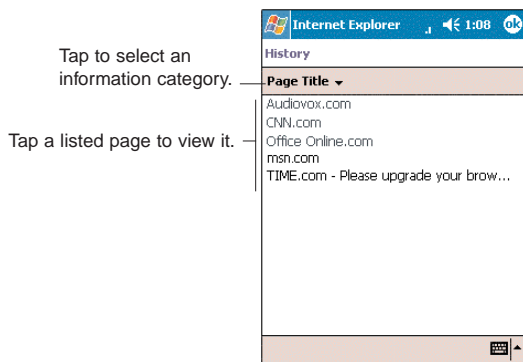
## BROWSING THE INTERNET

To connect and start browsing, do one of the following:

- Tap **Favorites** , then tap the favorite you want to view.
- Tap **View**, then **Address Bar**. In the address bar that appears at the top of the screen, enter the Web address you want to visit and then tap **Go** .
- Tap the Address Bar pick list to choose from previously entered addresses.

## VIEWING THE HISTORY LIST


- Tap **View**, then **History**.



To change the number of days of links stored in the History list and clear the History list:

1. In the Pocket Internet Explorer main window, tap **Tools, Options**, then **General** tab.
2. Tap the pick list under History to set the number of days of links.  
Tap **Clear History** to delete the stored links.
4. Tap **OK**.

## MOBILE FAVORITES

1. To display the Mobile Favorites navigation window tap **Favorites** .



2. Tap the page you want to view.

You'll see the page that was downloaded the last time you synchronized with your computer. If the page is not on your device, the favorite will be dimmed. You will need to synchronize with your computer again to download the page to your device, or connect to the Internet to view the page.

To add a favorite link:

1. While on the page you want to add, tap and hold on the page.
2. Tap **Add to Favorites** from the pop-up menu.
3. Make the changes you want on the Name and Address fields
4. In the "Create in" box, select the folder where you want the link to be stored.
5. Tap **Add**.

## MOBILE FAVORITES FOLDER

Only items stored in the Mobile Favorites subfolder of the Favorites folder of Internet Explorer on your computer will be synchronized with your device. This folder was created when you selected the Favorites information type for ActiveSync synchronization with your computer.

### Favorite Links

During synchronization, the list of favorite links in the Mobile Favorites folder on your computer is synchronized with Pocket Internet Explorer on your device. Both locations are updated with changes made to either list each time you synchronize. Unless you mark the favorite link as a mobile favorite, only the link will be downloaded to your device, and you will need to connect to your ISP or network to view the content.

### Mobile Favorites

If you are using Microsoft Internet Explorer 5.0 or later on your computer, you can download mobile favorites to your device. Synchronizing mobile favorites downloads Web content to your device and enables you to view pages while you are disconnected from your ISP and computer. To quickly create mobile favorites, use the Internet Explorer plug-in installed with ActiveSync.

### To create a mobile favorite:

1. In Internet Explorer on your computer, click **Tools**, then **Create Mobile Favorite**.
2. To change the link name, enter a new name in the Name box.
3. Optionally, in Update, select a desired update schedule. If you did not specify an update schedule, you will need to manually download content to keep the information updated on both your computer and device. Before synchronizing with your device, in Internet Explorer on your computer, click **Tools**, then **Synchronize**. You will see the last time content was downloaded to the computer, and you can manually download content if needed.
4. Click **OK**.

Internet Explorer downloads the latest version of the page to your computer.

**TIP:** You can add a button to the Internet Explorer toolbar for creating mobile favorites. In Internet Explorer on your computer, click **View**, **Toolbars**, then **Customize**.

### To download a mobile favorite:

1. Right-click the mobile favorite, then click **Properties**.
2. In the Download tab, specify the number of links deep you want to download.
  - To conserve device memory, go only one level deep.
3. Synchronize your device and computer.
  - Mobile favorites that are stored in the Mobile Favorites folder in Internet Explorer are downloaded to your device.

To save device memory in downloading mobile favorites:  
 Mobile favorites take up storage memory on your device. To minimize the amount of memory used, observe the following:



- In the settings for the Favorites information type in ActiveSync options, turn off pictures and sounds, or stop some mobile favorites from being downloaded to your device.
- Limit the number of downloaded linked pages. In Internet Explorer on the computer, right-click the mobile favorite you want to change and then click **Properties**. In the Download tab, specify 0 or 1 for the number of linked pages you want to download.

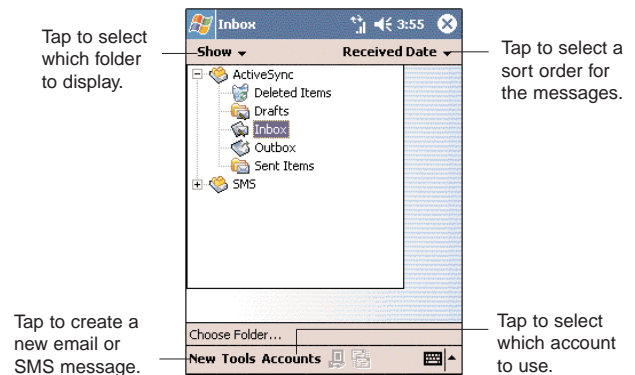
## INBOX

Use Inbox to:

- Send and receive email messages by connecting directly to an email server through an Internet service provider (ISP) or a network.
- Synchronize email messages with Microsoft Exchange or Microsoft Outlook on your computer.
- Send and receive SMS messages through your mobile service subscription. Inbox supports 8 bits data with class 0, 1, 2, 3, as well as USDA (Unstructured Supplementary Service Data).

To open Inbox:

- Tap , then **Inbox** .



Tap the pick list on the top-left corner to display the folder navigator.

Tap the pick list on the top-right corner to select a sort order for the messages—From, Received Date, or Subject.

## SYNCHRONIZING EMAIL MESSAGES

Email messages can be synchronized as part of the general synchronization process. You will need to enable Inbox synchronization in ActiveSync.

### To enable Inbox synchronization in ActiveSync:

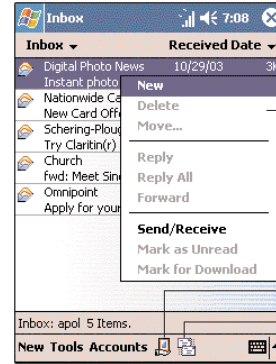
1. Open ActiveSync on your computer.
2. Click **Options**.
3. Under the Desktop area, select the check box before Inbox.
4. Click **OK**.

### During synchronization:

- Messages are copied from the mail folders of Exchange or Outlook on your computer to the ActiveSync folder in Inbox on your device. By default, you will receive messages from the past three days only, the first 100 lines of each message, and file attachments of less than 100 KB in size.
- Email messages in the Outbox folder on your device are transferred to Exchange or Outlook, and then sent from those programs.
- Email messages in subfolders must be selected in ActiveSync on your computer in order to be transferred. You can also synchronize email messages with your computer from a remote location.

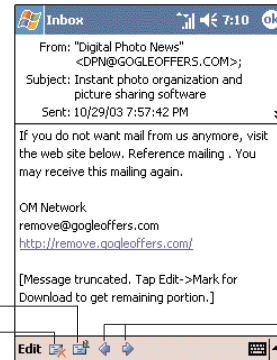
## USING THE MESSAGE LIST

The messages you receive are displayed in the message list. By default, the most recently received messages are displayed first in the list.



- Tap to select the sort order for messages.
- Tap and hold a message to display a pop-up menu of actions.
- Tap to connect to the selected service.
- Tap to connect and to send and receive e-mail.

When you receive a message, tap it to open it. Unread messages are displayed in bold.



- Tap to return to the message list.
- Tap to reply to or forward this message.
- Tap to delete this message.
- Tap to view the previous or next message.

When you connect to your email server, by default, you'll receive messages from the last five days only, the first 100 lines of each new message, and file attachments of less than 100 KB in size. The original messages remain on the email server or your computer.

You can mark the messages that you want to retrieve in full during your next synchronization or email server connection. Follow the steps below:


1. In the message list, tap and hold the message you want to retrieve.
2. On the pop-up menu, tap **Mark for Download**. The icons in the Inbox message list give you visual indications of message status.
3. Specify your downloading preferences when you set up the service or select your synchronization options. You can change them at any time:
  - Change options for Inbox synchronization using ActiveSync options.
  - To change options for direct email server connections. In Inbox on your device:
    1. Tap **Tools**, then tap **Options**.
    2. On the Accounts tab, tap the service you want to change.
    3. To remove a service, tap and hold the service, then select **Delete**.

### CREATING AN EMAIL/SMS MESSAGE

Whether you want to send an email or SMS message, you do so by changing the Account option. To do so, tap the double arrows next to the Subject field, then tap the Account field to choose what service you want.

The procedure on the next page applies to creating an email message. For procedures on how to create an SMS message, go to page \_\_\_\_.

### To create an email message:

1. In the command bar, tap **New**.
2. Tap the double arrows next to the Subject field.
3. Tap the **Account** field, then **ActiveSync**.
4. Enter the email address of your intended recipients in the To, Cc, and/or Bcc fields. You can do this in different ways.
  - Manually enter the address using any of the input panel options.
  - Type the first few letters of an email address that is stored in Contacts. The auto-suggest feature suggests email addresses as you type so that you find them more quickly.
  - Tap the **To** field or **Address Book**  to display the contact list, then tap a contact from the list.


Tap the **To** field or **Address Book**  again to hide the contact list.


Make sure multiple email address within the same field are separated with a semicolon.

5. Compose your message.

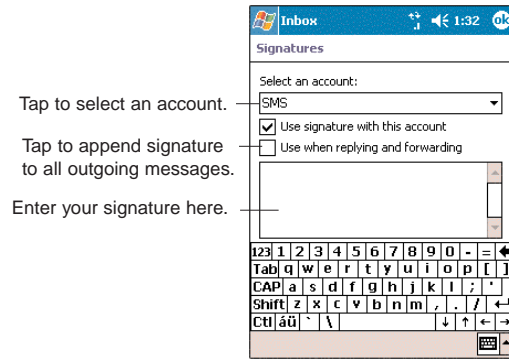
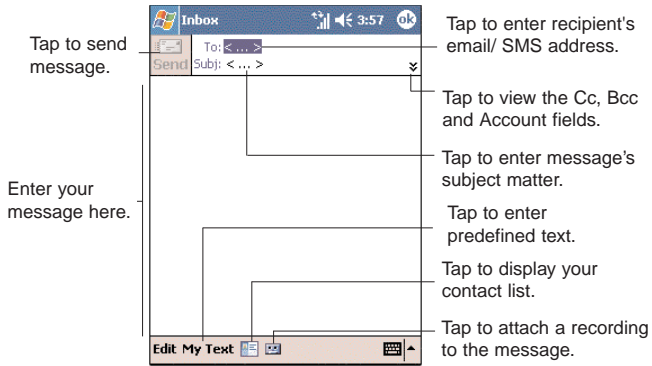
The auto-correct feature automatically fixes common spelling errors as you type so your messages are more accurate.

To enter preset or frequently used messages, tap **My Text**, then select a message.

To attach a voice recording, tap  on the command bar, then proceed with creating the recording. Refer to \_\_\_\_ for detailed instructions.

7. Tap  when you've finished the message.

If you are working offline, the message will be moved to the Outbox folder and will be sent the next time you're online.



### CREATING A MESSAGE SIGNATURE

You can personalized your email and SMS messages by appending a signature to it. The signature support of your device allows you to create different signatures for your email and SMS account. This feature also eliminates the need to re-type a closing for every message.

To create a signature:

1. In the message list, tap **Tools**, **Options**, then the **Message** tab.
2. Tap **Signatures**.
3. Tap the pick list to select which account to create a signature for.
4. Select the "Use signature with this account" check box. The soft keyboard will automatically be displayed.
5. Enter a signature in the box.

You can use the signature for new messages only, or you can select the "Use signature when replying and forwarding" check box to append it to all outgoing messages.

6. Tap **OK**.

### MANAGING EMAIL MESSAGES AND FOLDERS

By default, messages are displayed in one of five folders for each service you have created—Inbox, Deleted Items, Drafts, Outbox, and Sent Items.

- The behavior of the Deleted and Sent Items folders depends on the options you have chosen. To set these options, in the message list:
  1. Tap **Tools**, then **Options**.
  2. On the Message tab, select your options.
- If you want to organize messages into additional folders, tap **Tools**, then **Manage Folders** to create new folders.
- To move a message to another folder, in the message list, tap and hold the message and then tap **Move to** on the pop-up menu.



### Folder behavior with a direct connection to an email server:

The behavior of the folders you create depends on whether you are using ActiveSync, SMS, POP3, or IMAP4 account.

- If you use ActiveSync, email messages in the Inbox folder in Outlook will automatically be synchronized with your device. You can select to synchronize additional folders by designating them for ActiveSync. The folders you create and the messages you move will then be mirrored on the server. For example, if you move two messages from the Inbox folder to a folder named Family, and you have designated Family for synchronization, the server creates a copy of the Family folder and copies the messages into that folder. You can then read the messages while away from your computer.
- If you use SMS, messages are stored in the Inbox folder.
- If you use POP3 and you move email messages to a folder you created, the link is broken between the messages on your device and their copies on the email server. The next time you connect, the email server will see that the messages are missing from the device's Inbox and delete them from the server. This prevents you from having duplicate copies of a message, but it also means that you will no longer have access to messages that you move to folders created from anywhere except your device.
- If you use IMAP4, the folders you create and the email messages you move are mirrored on the server. Therefore, messages are available to you anytime you connect to your email server, whether it is from your device or from your computer. This synchronization of folders occurs whenever you connect to your mail server, create new folders, or rename/delete folders when connected.

## MSN MESSENGER

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MSN Messenger on your device is an instant messaging program that lets you:

- See who is online
- Send and receive instant messages
- Conduct instant message conversations with groups of contacts

### REQUIREMENTS TO USE MSN MESSENGER



- For MSN Messenger Service, a Passport. If you have a Hotmail® or MSN account, you already have a Passport.

Sign up for a Microsoft Passport account at (<http://www.passport.com/>). Get a free Microsoft Hotmail email address at (<http://www.hotmail.com/>).

- For Exchange Instant Messaging Service, an Exchange account.

To set up an Exchange account, see your network administrator.

To open MSN Messenger:

- Tap , **Programs**, then **MSN Messenger** . The MSN Messenger main window appears.



Tap anywhere on the screen to sign in.

Tap to access program options.

### SETTING UP AN ACCOUNT

Before you can use MSN Messenger, you must set up the instant messaging accounts. connect, you must enter Passport or Exchange account information.

#### To set up an account and sign in:

1. In the MSN Messenger main window, tap **Tools**, then **Options**.
2. Tap the **Accounts** tab.
3. Select the Enable MSN Messenger Service and/or the Enable Exchange Instant Messaging check box(es).
4. Enter your your sign-in name and password for the selected account(s).
5. If you selected both accounts, under the "Sign in using this account first" line, select which account to sign in to first.
4. Tap **OK**.

### SIGNING IN TO YOUR ACCOUNT

1. Tap anywhere on the MSN Messenger main window
2. Enter your sign-in name and password.

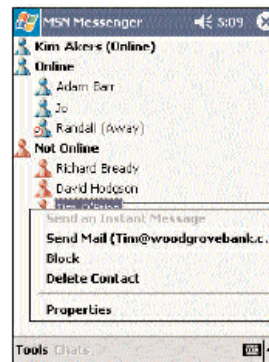
Select the "Save password" check box so you need not enter these information again the next time you sign in.

### 3. Tap **Sign in**.

If you already use MSN Messenger on your computer, your contacts will show up on your device without being added again.

### WORKING WITH CONTACTS

The MSN Messenger window shows all of your messenger contacts at a glance, divided into Online and Not Online categories. From this view, while connected, you can chat, send an email, block the contact from chatting with you, or delete contacts from your list using the pop-up menu.



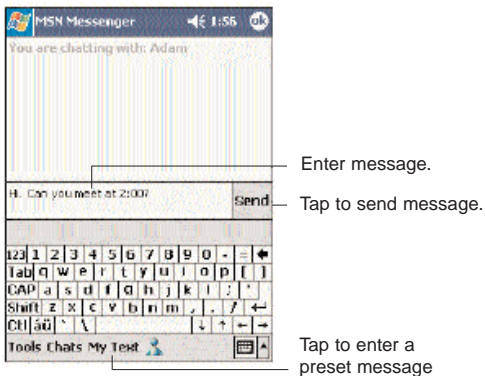
Tap a contact to start a chat.

Tap and hold to display a pop-up menu of actions.

- To see others online without being seen, in the Tools menu, tap **My Status** and select **Appear Offline**.
- If you block a contact, you will appear offline but will remain on the blocked contact list.
- To unblock a contact, tap and hold the contact, then tap **Unblock** on the pop-up menu.

## CHATTING WITH CONTACTS

1. To open a chat window, tap a contact name.
2. Enter your message in the text entry area at the bottom of the screen, or tap **My Text** to enter a preset message.
3. Tap **Send**.



## TIPS WHEN CHATTING WITH CONTACTS

- To invite another contact to a multi-user chat, in the Tools menu, tap **Invite** and tap the contact you want to invite.
- To switch back to the main window without closing a chat, tap the **Contacts** button.
- To return back to your chat window, tap **Chats** and select the person with whom you were chatting.
- To see if the contact you are chatting with is responding, look for the message under the text entry area.

## SIGNING OUT OF YOUR ACCOUNT



- Tap **Tools**, then **Sign Out**.

## TERMINAL SERVICES CLIENT

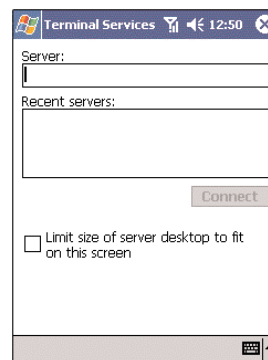
You can use Terminal Services Client to log onto a Windows NT server type PC that is running Terminal Services software and use all of the programs that are available on that PC from your device. For example, instead of running Microsoft Pocket Word, you can run the PC version of Microsoft Word and access all of the .doc files on that PC from your device.

**NOTE: You cannot use Transcriber when entering information in Terminal Services. You must use Keyboard, Block Recognizer, or Letter Recognizer.**

## CONNECTING TO A TERMINAL SERVER

1. Start a remote connection to the server via your wireless modem connection.
2. Tap , **Programs**, then **Terminal Services Client** .

The Terminal Services Client main window appears.



3. To connect to a server you have previously connected to, tap a server in Recent Servers.

To connect to a new server, enter the server's name in the Server box.


Select the "Limit size of desktop to fit on the screen" check box only when using applications that have been specifically sized for use with Pocket PC.

**NOTE:** If the network administrator has configured Terminal Services Client to reconnect to disconnected sessions, and you previously disconnected from a Terminal Server without ending the session, the Terminal Services Client reconnects to that session.

#### 4. Tap **Connect**.


##### To disconnect without ending a session:

The following commands must be accessed from the Start menu in the Terminal Services window used to access the PC's commands. Do not use the Start menu on your mobile device.

1. In the Terminal Services Client window, tap , then **Shutdown**.
2. Tap **Disconnect**.

**NOTE:** If the network administrator has configured Terminal Services Client to reconnect to disconnected sessions, you will be reconnected to this session the next time you connect to this server.

##### To disconnect and end a session:

1. In the Terminal Services Client window, tap , then **Shutdown**.
2. Tap **Log Off**.

## NAVIGATING INSIDE TERMINAL SERVICES CLIENT


Once connected to the server, the PC's screen may more than fill your device's screen.

- If scroll bars are displayed on the server's screen, you will see more than one set of scroll bars on your device—one to scroll information on the PC, and the other one to scroll the PC display through the Terminal Services window in Terminal Services Client.
- To ensure you are scrolling the PC display through Terminal Services Client, use the four directional buttons at the bottom of the Terminal Services Client screen.
- To better-fit information on your mobile device's screen, select the "Limit size of server desktop to fit on this screen" option. For best effect, programs on the PC should be maximized.

## TIPS WHEN USING TERMINAL SERVICES CLIENT

### To improve display performance:

Display performance is improved by decreasing the time it takes for the screen to be refreshed on the PC.

1. On your PC, select , **Settings**, then **Control Panel**.
2. Click **Display**.
3. Deselect the "Clear the Transition effects for menus and tool tips" check box.

### To improve browser performance:

The level of Internet Explorer's performance on your PC is improved by decreasing the time it takes for Web pages to be refreshed.

1. In Internet Explorer on your PC, select **Tools**, then **Internet Options**, then **Advanced**.
2. Deselect the "Use smooth scrolling" check box.

## NOTES

# CHAPTER 11

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## USER SUPPORT

This chapter contains contact information for any technical assistance or update inquiry you may have in using your PPC4100, as well as troubleshooting instructions for simple problems.

1. Customer Support
2. Troubleshooting

## CUSTOMER SUPPORT

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If you encounter a problem with your device, do not call for technical assistance until you have reviewed the following troubleshooting section. If the problem still persists, contact your local dealer or distributor. For information on how and where to contact the service centers available in your area, go to the Audiovox web site at <http://www.audiovox.com>

## TROUBLESHOOTING

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### TROUBLESHOOTING REMINDERS

When a troubleshooting procedure requires uninstalling the battery pack or resetting the device, note the following:

- If the procedure requires uninstalling the battery pack, first turn the device off. Once it is off, wait for five (5) seconds to allow the device to completely enter sleep mode before removing the battery pack from its bay.
- If the procedure requires resetting the device, be reminded that the hold switch does not lock the reset button; you can still reset your device even if the hold switch is enabled.



### TROUBLESHOOTING PROCEDURES

The following sections described a list of possible situations that may arise during the use of your handset. Easy answers and solutions are provided for each one.



#### BATTERY PROBLEM

Memory on your Pocket PC Phone is shared between storage memory and program memory. Storage memory is used to store the information you create and programs you install. Program memory is used to run programs on your device. Your device automatically manages the allocation between storage and program memory.

To view memory allocation and availability:

1. Tap , **Settings**, then **System** tab.
2. Tap **Memory** .



### Battery loses power

When the main battery is low, you will see a low battery icon  /  in the navigation bar and a pop up screen that tells you to recharge the battery as soon as possible. Your device uses both a detachable and rechargeable main battery pack and an embedded backup battery cell. When the main battery pack is removed or is completely drained out, your device will shutdown. The backup battery cell will then have 30 minutes to retain data after which you risk losing all data on the internal memory of your device.






#### Tips on how to make battery charge last longer

To make your battery charge last as long as possible, observe the guidelines listed below.

- Use external power whenever possible.
  - Use the AC adapter to plug your device into external power whenever possible, especially when:
    - Establishing a remote connection
    - Using the backlight
    - Watching/listening to audio and video files
    - Connecting to a computer
- Shorten auto suspend time.
  - While on battery power, your device automatically suspends operation if you haven't touched the hardware buttons or used the stylus for a specified period. Maximize battery life by shortening the time.

1. Tap , **Settings**, then **System** tab.
2. Tap **Power** .
3. On the Control tab, adjust the setting on the "On battery power" check box.

If the device lapses into sleep mode, allow ample time before turning it back on to allow for a smoother power mode transition. The device wakes up from sleep mode when any of the following events occur:

- The Power button  or the volume rocker key is pressed.
  - The Send  or End  buttons are pressed.
  - The device is docked into the cradle.
  - A storage card is inserted into the SD/MMC slot.
  - An incoming call is received by your device.
  - A preset alarm event is activated.
- Turn off sounds you don't need.
    - Your device emits sounds in response to a number of events, such as warnings, appointments, and screen taps or hardware button actions. Optimize battery life, by turning off any sounds you don't need.
      1. Tap , **Settings**, then **Personal** tab.
      2. Tap **Sounds & Notifications** .
      3. Clear the check boxes on both the Volume and Notifications tabs.
  - Disable the phone function when no SIM card is installed on your device.

### PASSWORD PROBLEM

#### Forgotten password




If you forget your password, you'll need to clear your device's memory by hard resetting it. For instructions, see page 26.

## MEMORY PROBLEM

### Device memory run out

If you receive a message stating that storage or program memory is unavailable, try the following solutions.

#### To find space in storage memory:





- Move data to an SD or MMC storage card.
  1. Insert a storage card to your device's SD/MMC slot.
  2. Tap , **Programs**, then **File Explorer** .
  3. Locate the file you want to move.
  4. Tap and hold the file, then tap **Cut** from the pop-up menu.
  5. Tap the **Storage Card** icon  on the command bar.
  6. Open the My Documents folder, tap **Edit**, then **Paste**.

**NOTE:** Files stored in folders other than My Documents or stored in folders within subfolders in My Documents may not show up in the list view of some programs.

**TIP:** When using Notes, Pocket Word, or Pocket Excel, you can also move files by opening the item and tapping **Tools**, then **Rename/Move**.

- Move email attachments.
  1. Insert a storage card to your device's SD/MMC slot.
  2. In Inbox, tap **Tools**, then **Options**.
  3. On the Storage tab, select the "Store attachments on storage card" check box.



All attachments are moved to the storage card, and new attachments are automatically stored on the storage card.

- Set programs such as Notes, Pocket Word, and Pocket Excel to automatically save new items on the storage card. In the program's file list, tap **Tools**, then **Options**.
- If you are copying files from your computer or another device to your handset, try adjusting the slider in the Memory setting.
  1. Tap , **Settings**, then **System** tab. .
  2. Tap **Memory** .
  3. On the Main tab, check whether the slider can be adjusted manually before copying files.
- Delete unnecessary files.
  1. Tap , **Programs**, then **File Explorer** .
  2. Locate the file for deletion.
  3. Tap and hold the file, then tap **Delete** on the pop up menu.

#### To find space in program memory:

- Stop programs you are not currently using.
 

In most cases, programs automatically stop to free needed memory. However, in some situations, such as when confirmation dialog boxes are waiting for a user response, the program may not be able to automatically stop. To check the state of your active programs:

  1. Tap , **Settings**, then **System** tab.
  2. Tap **Memory** .
  3. On the Running Programs tab, tap the program you want to view, then tap **Activate**.
  4. Close any open windows or messages and return the program to list view.



If this doesn't work, you can stop the program manually.

1. Close all open confirmation dialog boxes and return the program to list view.

2. Stop the program by tapping **Stop** or **Stop All** on the Running Programs tab.

- Clear storage memory as described in the preceding section.

This will free some storage memory so that it can be allocated to program memory.


- Soft reset your device. For instructions, see page 25.

## SCREEN PROBLEMS

### Screen freezes or responds slowly

Perform a soft reset on your device. For instructions, see page 25.

### Screen is blank

Press and hold the **Power** button  for a full second. If that doesn't work:

- Make sure that the SIM card holder is closed.
- If you are using the device on battery power, shift the device to AC power.
- Soft reset the device. For instructions, see page 25.

### Screen is dark

Prolonged exposure to direct sunlight may cause your device screen to temporarily darken. This is normal for LCD screens and is not permanent.

### Screen is hard to read

If you're having a hard time viewing a document in:

- Notes - try changing the size of the view. To do this, tap a zoom percentage on the Tools menu.
- Pocket Word and Pocket Excel - try changing the size of the view. Tap **View, Zoom**, then select a zoom percentage.
- Pocket Internet Explorer - try changing the font size. Tap **View, Text Size**, then select a size.
- Pocket Outlook - try changing the font size. To do this within Calendar, Tasks, or Contacts, tap **Tools, Options**, then select the "Use large font" check box.

## TAPPING AND WRITING PROBLEMS

### Inaccurate response to stylus taps

Recalibrate the screen. For instructions, see page 23.

### Slow or no response

Perform a soft reset on your device. For instructions, see page 25.

## IR CONNECTION PROBLEM

### Failure to beam information

If you're having difficulty transferring information via IR, try the following:

- Transfer only one file or no more than 25 contact cards at a time.
- Align your device's IR port with that of the receiving device so that they are unobstructed and within a close range.
- Adjust the room lighting. Some types of light interfere with IR connections. Try moving to a different location or turning off some lights.

## PHONE CONNECTION PROBLEM

If you have a problem using the phone function, try the following:

- Check if your device's wireless connection to your mobile service provider is switched on and the signal unobstructed.
- Contact your mobile phone service provider for assistance.

## INTERNET CONNECTION PROBLEM

If you're having difficulty establishing Internet connection, try the following:

- Make sure you have properly set up a connection to your device's ISP.
- Check if your device's wireless connection to your mobile service provider is switched on and the signal unobstructed.

**NOTE:** When your device is docked in the USB cradle while the GPRS function is on, you will not be able to browse web pages.


- Verify your user name and password with your device's ISP.
- Verify with your device's ISP that the network you are trying to connect to is available, or try to connect to it using another device or from a computer.

## NETWORK CONNECTION PROBLEM

If you're having network connection problems, try the following:

- Check if your device's wireless connection to your mobile service provider is switched on and the signal unobstructed.

- Verify that you have added necessary server information.

1. Tap , **Settings**, then **Connections** tab.

2. Tap **Connections** .

Most networks use DHCP, so you need not change these settings unless your network administrator instructs you to do so.

- If the option Network Connection is not listed as a connection method in the ActiveSync dialog box when starting synchronization, wait for a few minutes and try again. Also, if synchronization does not start right away, the network is probably busy, and it may take a minute for your device to connect to the network.
- Verify your user name and password with your network administrator.
- Verify with your network administrator that the network you are trying to connect is available, or try to connect to it using another device or from a computer.
- You may need to change your device name if you are trying to connect to a network and cannot because another Pocket PC phone with the same name is already connected. To change your device's name:

1. Tap , **Settings**, then **System** tab.

2. Tap **About** .

3. On the Device ID tab, enter a new name on the "Device name" field.

4. Tap **OK**.



Additional troubleshooting information is available in Connections Help of your device and on the ActiveSync Help on your computer.

### CABLE AND CRADLE PROBLEM

The following solutions may help if you encounter problems when connecting to your computer.

- Make sure that your device is turned on.
- Check that you do not have any other active connections.

1. Tap , then **Today** .

2. Tap  or  on the command bar.

3. On the pop up menu, tap **Disconnect**.

- Make sure that the cable is securely plugged into the computer's COM port.
- Plug the other end of the cable securely into the universal connector on the base of your device. If you are using the USB cradle, check that your device is properly attached to the cradle.

Additional troubleshooting information is available in Connections Help of your device and on the ActiveSync Help on your computer.

## NOTES

# CHAPTER 12

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## SAFETY INFORMATION

This chapter contains information on safety instructions as well as related safety notices. Information on product warranty is also included.

1. Safety Information
2. SAR Information
3. FDA Consumer Update

## SAFETY INFORMATION

Read The Information In This Chapter Before Using  
Your PPC4100 Pocket PC Phone

### RADIOFREQUENCY (RF) ENERGY EMISSION

All portable computers produce low levels of RF energy due to the generation of digital timing pulses by its clock oscillator circuits. Your wireless handheld portable Pocket PC phone is a low power radio transmitter and receiver. When it is ON, it receives and also sends out RF signals.

In August 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for handheld wireless phones. Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

- ANSI C95.1 (1992)
- NCRP Report 86 (1986)
- ICNIRP (1996)


Those standards were based on comprehensive and periodic evaluations of the relevant scientific literature. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the ANSI Standard (C951). Nevertheless, we recommend that you use a hands-free kit with your Pocket PC (such as an earpiece or headset) to avoid potential exposure to RF energy.

Your device has been equipped with internal shielding to minimize stray emissions of RF energy. However, using your device can still be limited in the some instances.

### When boarding aircraft

- Most airline regulations prohibit the on-board use of portable PCs (and all other portable electronic devices that could potentially emit stray RF energy), particularly during take-offs and landings, to prevent any possible interference with the reception of signals by airborne electronic navigational devices.
- FCC regulations prohibit using your device while in the air. Turn your device OFF before boarding an aircraft.
- Always request and obtain prior consent and approval of an authorized airline representative before using your device aboard an aircraft.
- Always follow the instructions of the airline representative whenever using your device aboard an aircraft, to prevent any possible interference with airborne electronic equipment.

### When inside hospitals and other health care facilities

- Turn your device OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy. "device OFF" means to turn the radio standby switch "OFF", then turn the power off by pressing the **Power** button .
- Always comply with posted prohibitions of the use of RF-emitting devices in hospitals and other medical facilities. Failure to follow such directives could result in the interference with medical equipment and/or devices.

**Posted facilities**

Turn your device OFF in any facility where posted notices require so.

**Blasting areas**

To avoid interfering with blasting operations, turn your device OFF when in a "blasting area" or in areas posted "Turn off two-way radio". Obey all signs and instructions.

**Within certain radius from some electronic equipment**

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your device including:

- **Pacemakers**

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

Never come closer than six (6) inches to a person with a heart pacemaker implant when using this device. Failure to do so could result in interference with the function of the pacemaker.

Persons with pacemakers

- Should ALWAYS keep the device more than six inches from their pacemaker when the device is turned ON.
- Should not carry the device in a breast pocket.
- If you have any reason to suspect that interference is taking place, turn your device OFF immediately.

- **Hearing aids**

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your service provider (or call the customer service line to discuss alternatives).

- **Other medical devices**

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

- **Motor vehicles**

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

**USAGE PRECAUTIONS**

Failure to follow the directions below could result in death or catastrophic bodily injury.

- Never use your device while driving an automobile or any other moving vehicle. Always pull out of traffic and come to a stop in a legally permissible and safe location before using your device. Failure to do so could result in serious bodily injury in a traffic accident.

## Driving Safety

When driving:

- Always secure your device in its softcase.
- Never place your device on the passenger seat or any place else in the car where it can become a projectile during a collision or stop.
- An airbag inflates with great force. **DO NOT** place objects, including both installed or portable wireless equipment, in the area over the airbag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

Talking on your Pocket PC phone while driving is extremely dangerous and is illegal in some states. Remember, safety comes first. Check the laws and regulations on the use of phones in the areas where you drive. Always obey them.

If you must use the phone function while driving, please:

- Give full attention to driving. Driving safely is your first responsibility.
  - Use hands-free features by attaching the earphone microphone and enabling the speed dial and auto-pick up functions.
  - Pull off the road and park before making or answering a call, if driving conditions so require.
- Never use your device while walking. Usage while walking could result in bodily injury caused by inattention to automobile traffic or other pedestrian hazards.
  - Never use your device in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always marked clearly. Potential areas may include:

- Fueling areas (such as gasoline stations)
- Below deck on boats
- Fuel or chemical transfer or storage facilities
- Vehicles using liquefied petroleum gas (such as propane or butane)
- Areas where the air contains chemicals or particles (such as grain, dust, or metal powders)
- Any other area where you would normally be advised to turn off your vehicle engine

## STORAGE PRECAUTIONS

Failure to follow the directions below could result in serious bodily injury and/or property damage due to battery liquid leakage, fire or rupture:

- Never store or transport flammable liquids, gases or explosive materials in the same compartment of your automobile as the device or any of its accessories, as possible sparking in the PC could cause ignition or explosion.
- Never drop your device or subject it to severe shock. Dropping your device or subjecting it to severe shock could cause the built-in battery to leak, ignite and/or rupture.
- Always immediately remove your device and its battery from the vicinity of any source of heat, such as an open flame, in the event the built-in battery leaks liquid or emits an unusual odor. Continued use of your device under either of these conditions could cause ignition (i.e., fire) of the leaked battery liquid, or rupture.

- Never touch any fluid that might leak from the built-in battery. Such liquid when in contact with the eyes or skin, could cause injury to the skin or eyes. Should the liquid come into contact with the eyes, irrigate the eyes thoroughly with clean water and immediately seek medical attention. In the event the liquid comes into contact with the skin or clothing, wash it away immediately with clean water.
- Never allow metallic objects, such as staples and paper clips, to enter inside your device. Metallic objects, such as staples and paper clips, if allowed to enter your device, could cause the generation of excess heat or fire.
- Never connect terminals (metal parts) to metallic objects (such as wires). Connecting terminals to metal objects could cause excessive heat or fire.
- Always immediately disconnect the AC adapter from the power outlet, then detach the battery in the event the device emits an unusual odor or sound or generates smoke.

## USAGE INSTRUCTIONS

- Always use authorized Audiovox accessories and optional devices when operating this device, as the use of incompatible auxiliary equipment could result in fire, electric shock or other bodily injury. The use of unauthorized accessories will also void your warranty.
- Never attempt to disassemble, repair or make any modification to your device. Disassembly, modification or any attempt at repair could cause bodily injury or property damage, as well as damage to the device itself.

- Your device is not a toy. Never allow children to play with your device. Misuse, rough or improper handling of your device by children could result in serious bodily injury for any of the enumerated safety warnings in this manual. In addition, always keep all accessories and components out of the reach of small children as small parts might present a choking hazard. Seek immediate medical attention if choking occurs or if any small part has been swallowed.
- Never raise the sound volume level too high when using your device with earphones. An excessive sound volume level could cause damage to your hearing.
- Never touch the liquid that might leak from a broken liquid crystal display. Contact with this liquid could cause a skin rash. If the crystal display liquid should come into contact with the skin or clothing, wash it immediately with clean water.

## DEVICE DAMAGE AND/OR DATA LOSS PREVENTION

Note the following to reminders to protect your device from device and/or to prevent data loss.

### Do not use or store your device:

- Anywhere it may be exposed to water, such as a bathroom or sauna.
- In conditions of high humidity, such as in the rain or fog
- Where your device will be exposed to extremely high temperatures, such as near a fire or equipment that emits high temperatures
- In direct sunlight or in a sealed automobile left in the sun
- Where your device will be exposed to extremely low temperatures
- Dusty locations and sites subject to strong vibration.



Under certain conditions, data may be lost, including:

- Failure to follow all instructions for use and warnings in this manual
- Misuse of your device
- Subjecting the device to static electricity and/or noise
- Total loss of electric charge in the built-in battery
- Servicing of your device.
- Use of your device in locations where the following ambient environmental conditions are exceeded:
  - Under normal operational use ambient temperatures not less than 32°F and not in excess of 104°F (0°C and 40°C);
  - With humidity of not less than 30% or in excess of 80%; and
  - When charging the battery ambient temperatures not less than 41°F and not to exceed 95°F (5°C and 35°C).

**NOTE: It is normal for the AC adapter to become warm when charging. Disconnect the power plug from the outlet when not in use.**

Failure to follow the safety instructions below can result in product failure, malfunction or data loss:

- Avoid connecting your device to an external device such as a computer in an environment likely to be affected by static electricity. For example, during low-humidity weather, shuffling your shoes upon a rug can produce static electricity. Before you handle your computer, you should touch a grounded object to discharge any static electricity from your body.

- Do not subject your device to sudden and severe temperature changes. This could result in moisture condensation in the device that could cause damage to your device, computer function loss, and/or the loss of data. In the event of moisture condensation, allow your device to dry out completely.
- Do not use this equipment in an extreme environment where high temperature or high humidity exists, such as near a heater or in a closed car parked in the sun.
- Take care not to sit on device when it is located in the back pocket of your trousers, skirt, etc.
- Do not place objects on top of your device or drop them on top of your device.
- Never paint or apply any foreign substance to this device as this can clog and damage moving parts.
- Clean terminals (metallic parts) on a regular basis with a dry cotton swab. Dirty terminals could affect battery charging.
- Never use organic solvents such as benzene or paint thinner to clean your device. Use of these solvents can cause deformation or discoloration. Wipe dirty parts with a soft dry cloth.
- Do not wipe the display with a damp or wet cloth or touch the display with damp or wet hands. Wiping or touching the display under this condition can cause product failure or malfunction. Always use a soft dry cloth to wipe the display.
- When using a storage card with your device:
  - Be sure to read the relevant instruction manual and ensure that you know the proper procedures for their use and compatibility with your device.
  - Never subject the card to any severe shock while connected to your device. Such a shock can cause damage to the card.

- Do not carry your device with the card connected to it. This can result in the damage or loss of the card.
- When the device is operating, do not insert or remove the storage card into or out of the SD/MMC expansion slot or connect or disconnect the device from the cradle as this may cause loss of stored data, or product failure/malfunction.
- Never connect cradle terminals with metallic objects, such as wires. Connecting these terminals with metallic objects may cause the production of excess heat, burns and damage to the charger, and/or your device.

### ANTENNA INFORMATION

The design of your Pocket PC phone complies with FCC guidelines and international standards. Unauthorized antennas modifications, or attachments could impair call quality, damage the device, or result in violation of FCC regulations. Do not use the device with a damaged antenna. If a damaged antenna comes into contact with the skin, a minor burn may result. Use only the supplied or an Audiovox approved replacement antenna. Please contact your local dealer for replacement antenna.

### Vehicle Mounted External Antenna

When using an optional vehicle mounted external antenna, a minimum separation distance of 7.9 inches (20 cm) must be maintained between the user/ bystander and the vehicle mounted external antenna to satisfy FCC RF exposure requirements.

### BATTERY PACK INFORMATION

Your device uses a removable and rechargeable Lithium Ion battery pack. When a replacement pack is needed, please request the dealer from whom your device was purchased to assist you. Use only manufacturer approved batteries.

#### Battery Pack Reminders

- Never use a damaged or worn out battery.
- Use the battery only for its intended purpose.
- Never expose the battery terminals to any other metal object. This can short circuit the battery.
- Avoid exposure to temperature extremes. A phone with a hot or cold battery may temporarily not work (or charge), even if the battery is fully charged. Always allow it to cool down or warm up first and keep the battery between 41°F and 95°F (5°C and 35°C).
- When not in use, store the battery uncharged in a cool, dark, dry place.
- The battery is a self-contained unit. Do not attempt to open its case.
- Battery operating time gradually decreases. You may need to buy a new battery.
- Never dispose of the battery with ordinary waste.
- Never dispose of a battery in a fire!
- Dispose of used batteries in accordance with local regulations.
- Recycle! Lithium ion batteries are recyclable. When you replace your built-in battery, please request the repair center to recycle the battery in accordance with RBRC standards. When disposing of the battery by yourself, please call RBRC at (800) 822-8837 for tips on the proper disposal of the lithium ion battery.

## AC ADAPTER PRECAUTIONS

- Never attempt to disassemble or repair an AC adapter, and never alter the power cords or plugs as exposure to electric shock hazards may result.
- Always contact an authorized Audiovox service center, if repair or replacement is required.
- If the plug will not fit into the available outlet, have a proper outlet installed by a qualified electrician. Improper connection can result in the risk of electric shock.
- Never allow the AC adapter to come into contact with water or any other liquid. Water or any other liquid in contact with the AC adapter can create a risk of fire or electric shock.
- Never allow the AC adapter to come into contact with water or any other liquid. Water or any other liquid in contact with the AC adapter can create a risk of fire or electric shock.
- Always use an authorized Audiovox AC adapter to avoid any risk of fire or damage to your device or battery. Bodily injury or property damage may occur as a result of the use of an unauthorized and incompatible AC adapter.
- Never use an AC adapter if it has a damaged or worn power cord or plug. The use of damaged or worn power cords or plugs could result in electric shock, burns or fire. Contact an authorized Audiovox service center immediately to obtain a suitable replacement.
- Never connect or disconnect the AC adapter with wet hands. Connecting or disconnecting the AC adapter to a power source with wet hands could cause electric shock.
- Never attempt to connect or disconnect the power plug with damp or wet hands. Connecting or disconnecting the power plug with damp or wet hands could result in an electric shock.
- Always unplug the AC adapter from the power source before attempting any cleaning in order to avoid the risk of electric shock. Always use a soft dry cloth to clean the equipment, after it has been unplugged.
- Never attempt to use an unauthorized AC adapter with your device in order to avoid any risk of bodily injury or property damage. Since unauthorized accessories have different specifications, they may be incompatible with your device.
- Never place an AC adapter on a wooden surface (or any other surface that could be marred by exposure to heat) while it is in use. Since the surface temperature of the AC adapter increases during normal use, always rest it on a suitable heat-insulating material.
- Never cover the AC adapter with any object while it is in use, and never place it adjacent to a heat source. An excessive temperature increase could detrimentally affect its performance.
- Never place the power supply cable near a heat source, as damage to the cord or to its insulation could result.
- Always use a surge protector when utilizing the AC adapter during an electrical storm. Otherwise, a power surge could result in the loss of stored data.
- Always use a surge protector when utilizing the AC adapter near an electrical noise source such as high voltage line or power source. Otherwise, a power surge could result in loss of stored data.
- In order to avoid any possibility of a fire, always insert the power plug into household electric outlet supplying 120V AC.

- When travelling abroad, never plug the AC adapter into a power source that does not correspond to both the voltage and the frequency specified on the rating plate of the AC adapter, as equipment damage and fire will result. When you connect to a power supply of more than 125V AC, change the power supply cable with one that corresponds to the power supply specification. Failure to do so could cause a fire.
- Never drop the AC adapter or subject it to severe shock. This may cause ignition or electric shock, as well as damage to the adapter.
- Always locate the power supply cable in an area where it will not be stepped on, tripped over, or otherwise subjected to damage or stress.
- Never place heavy objects on a power supply cable, as this could result in damage to the cord.
- Never bend or twist a power supply cable, and never pull on a power supply cable in an attempt to remove an AC adapter or accessory plug from a socket. Always grasp the AC adapter or the accessory plug directly when unplugging the power supply cable in order to avoid damaging the cable.
- Always ensure the power plug pins are clean and free of dust or other foreign material by wiping the pins with a clean dry cloth. Dust or other foreign material accumulation on the power plug pins could cause fire.
- Be certain to insert the power plug deeply into a socket. Failure to do so could cause a fire and an electric shock.
- Always disconnect the AC adapter from the power source when it is not in use.

## PHONE OPERATION

When speaking into the device microphone or the headset microphone, a minimum separation distance of 1 inch (2.5 cm) must be maintained between the user's face and the device, including its antenna, to comply with the FCC exposure limits.

Your handset is not designed for held-to-ear use and should never be used against the ear. In front of your face, hold the device keeping distance from your body. In front of your face, hold the device wearing the earpiece keeping distance from your body.

**NOTE: Do not touch the antenna unnecessarily when using the phone function. Contact with the antenna affects call quality and may cause the device to operate at a higher power level than otherwise needed.**

### Body-worn Operation

Your Pocket PC phone was tested for typical body-worn operations with the back of the device kept 1.5 cm from the body. To comply with FCC RF exposure requirements, a minimum separation distance of 1.5 cm must be maintained between the user's body and the back of the device, including the antenna. Third-party belt-clips, holsters and similar accessories containing metallic components shall not be used. Body-worn accessories that cannot maintain 1.5 cm separation distance between the user's body and the back of the device, and have not been tested for typical body-worn operations may not comply with FCC RF exposure limits and should be avoided. For more information about RF exposure, please visit the FCC web site at [www.fcc.gov](http://www.fcc.gov).

## PHONE USAGE REGULATIONS

Never violate any of the following FCC Rules and Regulations when using your Pocket PC phone. The following offenses are punishable by fine, imprisonment, or both:

- Using obscene, indecent, or profane language.
- Using the unit to give off false distress calls.
- Wiretapping or otherwise intercepting a telephone call, unless that person has first obtained the consent of the parties participating in the call.
- Making anonymous calls to annoy, harass, or molest other people.
- Charging to an account without authorization to avoid payment for service.
- Refusing to yield a party line when informed that it is needed for an emergency call (It is also unlawful to take over a party line by stating falsely that it is needed for an emergency).

## SAR INFORMATION

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### THE PPC4100 POCKET PC MEETS THE GOVERNMENT'S REQUIREMENTS FOR EXPOSURE TO RADIO WAVES.

Your Pocket PC phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency energy set by the FCC. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted with the phone transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. This is because the phone is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

**NOTE: In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.**

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., worn on the body) as required by the FCC for each model. The highest SAR value for this Pocket PC phone tested when being worn on the body, as described in this manual, is 1.32 W/kg. (Body-worn measurements differ among phone models, depending upon available accessories and FCC requirements). While there may be differences between the SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

The FCC has granted an Equipment Authorization for this Pocket PC phone with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/fccid> after searching for FCC ID PU5SP230A.

Additional SAR information can be found on the Cellular Telecommunications & Internet Association (CTIA) web-site at <http://www.phonefacts.net>.

## FDA CONSUMER UPDATE

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The following are taken from the U.S. FDA - Center for Devices and Radiological Health consumer update on wireless phones.

### **Do wireless phones pose a health hazard?**

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, however, that wireless phones are absolutely safe. Wireless phones emit low levels of radiofrequency energy (RF) in the microwave range while being used. They also emit very low levels of RF when in the stand-by mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

### **What is FDA's role concerning the safety of wireless phones?**

Under the law, FDA does not review the safety of radiation-emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless phones are shown to emit RF energy at a level that is hazardous to the user.

In such a case, FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace or recall the phones so that the hazard no longer exists. Although the existing scientific data do not justify FDA regulatory actions, FDA has urged the wireless phone industry to take a number of steps, including the following:

- Support needed research into possible biological effects of RF of the type emitted by wireless phones;
- Design wireless phones in a way that minimizes any RF exposure to the user that is not necessary for device function; and
- Cooperate in providing users of wireless phones with the best possible information on possible effects of wireless phone use on human health.

FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Federal Communications Commission
- Occupational Safety and Health Administration
- National Telecommunications and Information Administration

The National Institutes of Health participates in some interagency working group activities, as well.

FDA shares regulatory responsibilities for wireless phones with the FCC. All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. FCC relies on FDA and other health agencies for safety questions about wireless phones.

FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than do the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless phones. Base stations are thus not the subject of the safety questions discussed in this document.

#### **What kinds of phones are the subject of this update?**

The term "wireless phone" refers here to hand-held wireless phones with built-in antennas, often called "cell," "mobile," or "PCS" phones. These types of wireless phones can expose the user to measurable RF energy because of the short distance between the phone and the user's head.

These RF exposures are limited by FCC safety guidelines that were developed with the advice of FDA and other federal health and safety agencies. When the phone is located at greater distances from the user, the exposure to RF is drastically lower because a person's RF exposure decreases rapidly with increasing distance from the source. The so-called "cordless phones", which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures far below the FCC safety limits.

**What are the results of the research done already?**

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods.

Animal experiments investigating the effects of RF energy exposures characteristic of wireless phones have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer-causing chemicals so as to be pre-disposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless phones, so we don't know with certainty what the results of such studies mean for human health.

Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless phones and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless phone RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period of phone use in these studies was around three years.

**What research is needed to decide whether RF exposure from wireless phones poses a health risk?**

A combination of laboratory studies and epidemiological studies of people actually using wireless phones would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but 10 or more years' follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop - if they do - may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless phones. Many factors affect this measurement, such as the angle at which the phone is held, or which model of phone is used.

**What is FDA doing to find out more about the possible health effects of wireless phone RF?**

FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to RF energy. FDA has been a leading participant in the World Health Organization's International Electromagnetic Fields (EMF) project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The project has also helped develop a series of public information documents on EMF issues.



FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless phone safety. FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts to independent investigators. The initial research will include both laboratory studies and studies of wireless phone users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

#### **How can I find out how much radiofrequency energy exposure I can get by using my Pocket PC phone?**

All phones sold in the United States must comply with FCC guidelines that limit RF energy exposures. FCC established these guidelines in consultation with FDA and the other federal health and safety agencies. The FCC limit for RF exposure from wireless telephones is set at a SAR of 1.6 watts per kilogram (1.6 W/kg). The FCC limit is consistent with the safety standards developed by the Institute of Electrical and Electronic Engineering (IEEE) and the National Council on Radiation Protection and Measurement. The exposure limit takes into consideration the body's ability to remove heat from the tissues that absorb energy from the wireless phone and is set well below levels known to have effects.

Manufacturers of wireless phones must report the RF exposure level for each model of phone to the FCC. The FCC web site (<http://www.fcc.gov/oet/rfsafety>) gives directions for locating the FCC identification number on your phone so you can find your phone's RF exposure level in the online listing.

#### **What has FDA done to measure the radiofrequency energy coming from wireless phones?**

The IEEE is developing a technical standard for measuring the RF energy exposure from wireless phones and other wireless handsets with the participation and leadership of FDA scientists and engineers. The standard, "Recommended Practice for Determining the Spatial-Peak Specific Absorption Rate (SAR) in the Human Body Due to Wireless Communications devices: Experimental Techniques", sets forth the first consistent test methodology for measuring the rate at which RF is deposited in the heads of wireless phone users. The test method uses a tissue-simulating model of the human head. Standardized SAR test methodology is expected to greatly improve the consistency of measurements made at different laboratories on the same phone. SAR is the measurement of the amount of energy absorbed in tissue, either by the whole body or a small part of the body. It is measured in watts/kg (or milliwatts/g) of matter. This measurement is used to determine whether a wireless phone complies with safety guidelines.

#### **What steps can I take to reduce my exposure to RF energy from my Pocket PC phone?**

If there is a risk from these products-and at this point we do not know that there is-it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to RF energy. Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using your device's phone function will reduce RF exposure.

If you must conduct extended conversations using your Pocket PC phone every day, you could place more distance between your body and the device, since the exposure level drops off dramatically with distance. It is also advisable to carry your Pocket PC phone away from your body.

Again, the scientific data do not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from using your Pocket PC phone.

#### **What about children using wireless phones?**

The scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to RF energy, the measures described above would apply to children and teenagers using your Pocket PC phone. Reducing the time of using the phone function and increasing the distance between the user and the Pocket PC phone, will reduce RF exposure.

Some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

#### **What about wireless phone interference with medical equipment?**

RF energy from wireless phones can interact with some electronic devices. For this reason, FDA helped develop a detailed test method to measure electromagnetic interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless telephones.

This test method is now part of a standard sponsored by the Association for the Advancement of Medical instrumentation (AAMI). The final draft, a joint effort by FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless phone EMI. FDA has tested hearing aids for interference from handheld wireless phones and helped develop a voluntary standard sponsored by the IEEE. This standard specifies test methods and performance requirements for hearing aids and wireless phones so that no interference occurs when a person uses a compatible phone and a compatible hearing aid at the same time. This standard was approved by the IEEE in 2000.

FDA continues to monitor the use of wireless phones for possible interactions with other medical devices. Should harmful interference be found to occur, FDA will conduct testing to assess the interference and work to resolve the problem.

### Where can I find additional information?

For additional information, please refer to the following online resources:

- FDA web page on wireless phones:  
<http://www.fda.gov/cdrh/phones/index.html>
- FCC RF Safety Program:  
<http://www.fcc.gov/oet/rfsafety>
- International Commission on Non-Ionizing Radiation Protection:  
<http://www.icnirp.de>
- WHO International EMF Project:  
<http://www.who.int/emf>
- National Radiological Protection Board (UK):  
<http://www.nrpb.org.uk>

## NOTES

## CHAPTER 13

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### WARRANTY INFORMATION

This chapter contains information your device's product warranty, detailing its coverage and limitations.

1. Warranty Protection
2. 12 Month Limited Warranty

## WARRANTY PROTECTION

Read your Warranty carefully, with the special consideration to paragraph seven of the Limited Warranty for your unit.

“Warranty does not apply to... or to any product or part thereof which has suffered through alteration... mishandling, misuse, neglect or accident”.

Many companies are making look alike accessories and in some cases, promoting that their product is equal to or better than the Audiovox product. Be careful. Some of these products may not be compatible to use with your Audiovox product and may damage the unit or cause it to malfunction. If service is required on your unit and it is determined that a non-Audiovox accessory has created the problem with your unit, the Warranty will not apply. In addition, if the unit has already suffered irreversible damage by reason of a non-compatible accessory, the Warranty will be voided. To protect your Warranty, use only compatible accessories which cannot damage or interfere with the functioning of your Audiovox product.



### AUDIOVOX COMMUNICATIONS CORP.

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16808 Marquardt Avenue, Cerritos, California 90703, 562-802-5100  
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5155 Spectrum Way, Unit #5, Mississauga, Ontario  
Canada L4W 5A1, 800-465-9672

## 12 MONTH LIMITED WARRANTY

Audiovox Communications Corp. (“Audiovox”) warrants to the original retail purchaser (“Purchaser”) that this Audiovox product will be free from defects in materials and workmanship under normal consumer use for one year from the date of original purchase from Audiovox or an Audiovox authorized reseller. Your dated sales receipt showing the date of purchase is your proof of the purchase date.

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Audiovox is not liable for any damages caused by the product or the failure of the product to perform, including lost profits, lost savings, incidental damages or consequential damages. Audiovox is not liable for any claim made by a third party or made by you for a third party.

This Warranty extends only to product purchased in the United States and Canada and it is not transferable or assignable.

This limited warranty does not apply to physical damage to the surface of the product, including breakage, cracks or scratches on the LCD touchscreen or outside casing. This limited warranty also does not extend to any product from which the electronic or mechanical serial number has been removed or to any product that has been:

- Damaged or rendered defective by misuse, abuse, accident or other external causes such as fire, flooding, dirt, sand, weather conditions, battery leakage, blown fuse, theft or improper usage of an electrical source;
- Subjected to unauthorized modification, alteration or repair;
- Damaged from moisture, humidity or extreme environmental conditions; or,
- Operated in an unsuitable environment or in a manner for which it is not intended.

Purchasers will be charged for all product repairs for damage or failure not covered by this limited warranty.

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If you need more information, send your inquiries to:

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(800) 229-1235

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connector of your device.

