Samsung Smartphone
SPH-i300

User's Guide

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FCC RF EXPOSURE INFORMATION

WARNING! Read this information before using your phone

In August 1996 the Federal Communications Commission (FCC) of the United States with its action in Report and Order FCC 96-326 adopted an updated safety standard for human exposure to radio frequency electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both U.S. and international standards bodies. The design of this phone complies with the FCC guidelines and these international standards.

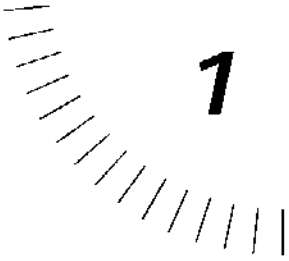
Use only the supplied or an approved antenna. Unauthorized antennas, modifications, or attachments could impair call quality, damage the phone, or result in violation of FCC regulations.

Do not use the phone with a damaged antenna. If a damaged antenna comes into contact with the skin, a minor burn may result. Please contact your local dealer for replacement antenna.

Body-worn Operation

This device was tested for typical body-worn operations with the back of the phone kept 1.8 cm. from the body. To maintain compliance with FCC RF exposure requirements, use only belt-clips, holsters or similar accessories that maintain a 1.8 cm. separation distance between the user's body and the back of the phone, including the antenna, whether extended or retracted. The use of third-party belt-clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

For more information about RF exposure, please visit the FCC website at www.fcc.gov



CHAPTER 1
Getting Started

Congratulations on your purchase of the Smartphone. Your Smartphone combines two leading edge technologies, giving you the convenience of a digital phone and an electronic organizer in a single handset.

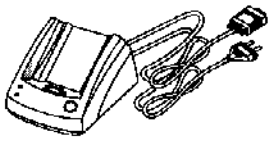
This chapter explains the physical buttons and controls on your Smartphone, how to use the Smartphone for the first time, and how to install the Palm Desktop Software.

As you use your Smartphone, you'll soon appreciate its many time saving features.

Unpacking

Check to make sure that all of the following items are included in the box when you unpack it.

Smartphone with a stylus



Cradle

Standard battery

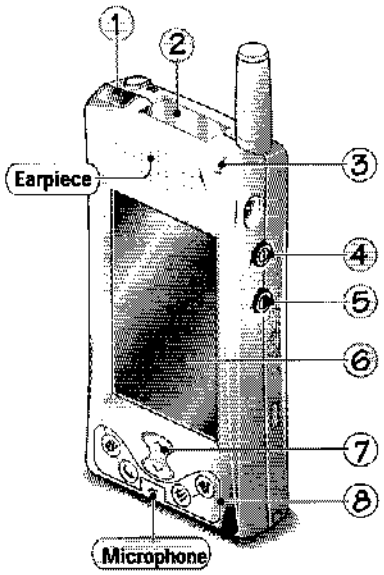
This guide

Palm Desktop
CD-ROM

Your Smartphone

The following illustrations show the main elements of your phone.

Front View



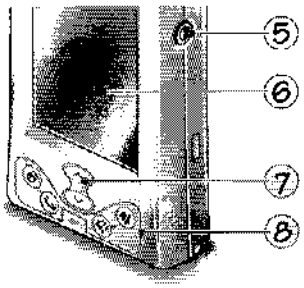
1. **Infrared port :** Uses infrared technology to transmit data to and receive data from other Palm Computing connected devices. See "Beaming information" on page xx for more information.

2. **Phone LCD :** Turns on when the phone's power is on. Displays signal strength indicator.

3. **Lamp :** Flashes to indicate an incoming call or message. Also lights up for a few seconds when you reset the phone.

4. **Power button :** Turns the main screen on or off and controls the backlight feature. If the screen is turned off, pressing the power button turns the screen on and returns you to the last screen you viewed.

   If the Smartphone screen is turned on, pressing the power button turns the screen off. Holding the power button down for about two seconds turns the backlight on or off.



5. Contrast button : Shows the onscreen contrast control so you can adjust the screen for the clearest screen display as required by the lighting conditions or temperature of the environment where you use your Smartphone. See "Adjusting Screen Contrast" later in this chapter for more information.

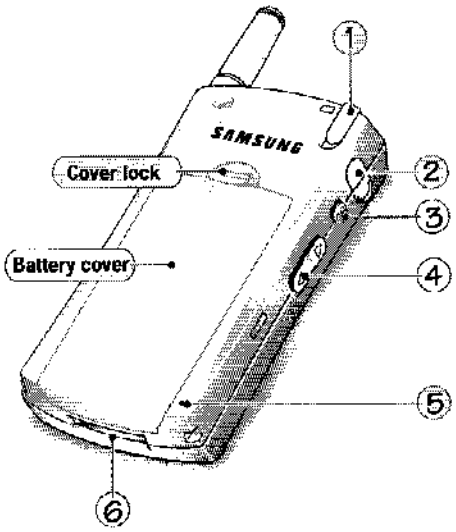
6. Smartphone screen : Displays the applications stored in your Smartphone. It is touch-sensitive and responds to the stylus or your finger.

7. Scroll buttons : Displays text and other information that extends beyond the area of the Smartphone screen. Pressing the **V** button scrolls down to view information below the viewing area, and pressing the **Λ** button scrolls up to view the information above the viewing area.

8. Application buttons : Activate the individual Smartphone applications that correspond to the icons on the buttons: Date Book, Address Book, To Do List, and Phone. See "Buttons Preferences" on page xx for details on reassigning these buttons to activate any application on your Smartphone.

Tip: If your Smartphone is turned off, pressing any application button activates the Smartphone and opens the corresponding application.

Rear View



1. Stylus : The stylus is stored in this slot. Slide it in and out of this slot. Hold it as you would a pen or pencil.

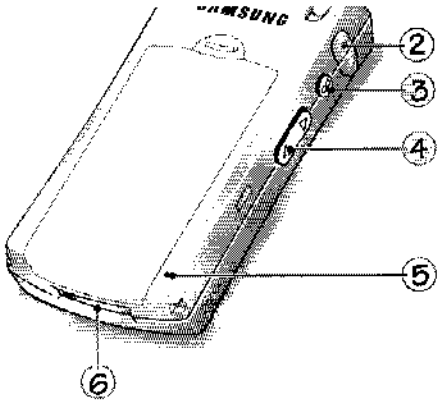
Like using a mouse to click elements on a computer screen, using the stylus to tap elements on the Smartphone touch-screen is the basic action that gets things done on your Smartphone.

Important:
Always use the point of the stylus for tapping or making strokes on the Smartphone screen. Never use an actual pen, pencil, or other sharp object on write on the touch-sensitive screen.

With your Smartphone screen turned on, you can tap the screen to do many operations, such as the following:

- Open applications
- Choose menu commands
- Initiate a global Find operation
- Select options in dialog boxes
- Open the onscreen keyboards

Just as you can drag the mouse to select text or move objects on your computer, you can also drag the stylus to select text. You can also use the stylus to drag the slider of any scroll bar.



2. **Ear-microphone jack :** Connects to the optional ear-microphone which allows you to converse without using your hands.

3. **Voice record button :** In Standby mode, press and hold to record up to 60 seconds of voice memo. During a call, press it to record phone conversation. A total of 12 memos including phone conversation can be recorded.

4. **Volume buttons:** Adjusts voice volume during a phone conversation. In Standby mode, press to adjust key beep volume.

5. **Reset button :** Under normal use, you should not have to use the reset button. See page xx for information about when and how to use the reset button.

6. **Serial connector :** Connects your Smartphone to the cradle, which in turn connects to the back of your computer and through the AC adapter to the wall current. This allows you to recharge your Smartphone as well as update the information between your Smartphone and computer using HotSync technology.

Connecting the Cradle

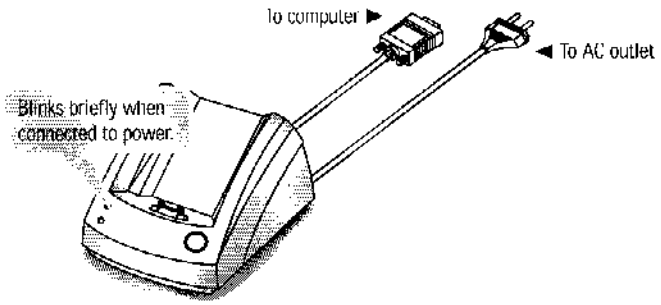
Your package includes a cradle for storing the Smartphone, recharging its battery, and synchronizing information with your computer. If you don't plan to synchronize your Smartphone with a computer, use the cradle to recharge the battery.

If you are planning to synchronize data between the Smartphone and your computer, refer to Chapter 12 "Exchanging and Updating Data Using HotSync Operations."

1

To connect the cradle to AC power:

Plug the power cable from the cradle into a power outlet. When the power is connected properly, the battery charge indicator lights on the cradle blink once.



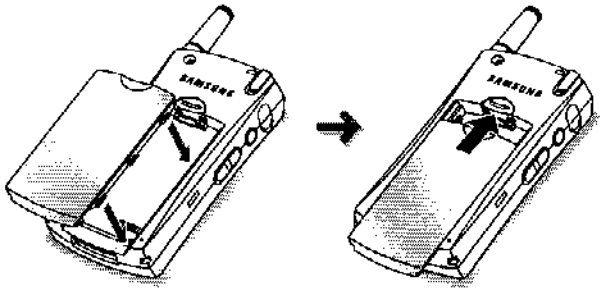
Installing and Charging the Battery

The battery in a new Smartphone is delivered partially charged. Before first use, you must install the battery. Place the Smartphone in the cradle, and fully charge the battery.

To install the battery:

1. Hold the Smartphone so the keypad faces away from you.

2. Put the battery into the battery slot.

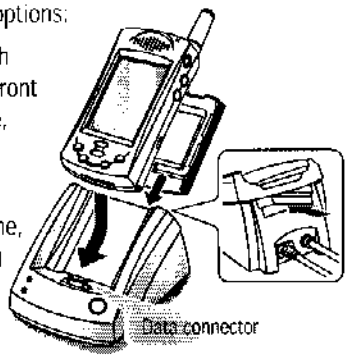


3. Slide it up gently until it snaps into place.

Note: In addition to the main battery you just installed, the Smartphone has an internal backup battery. During shipment, this backup battery may have become discharged. If so, the Smartphone will not power up immediately after you install the main battery. Just put the phone in the cradle as explained in the next section; the backup battery will recharge in five to ten minutes.

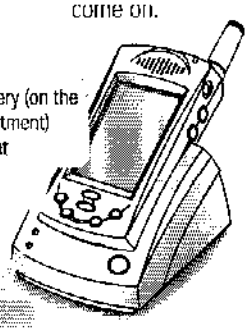
To charge the battery:

1. Select one of the following options:
   - Slide the entire phone with battery attached into the front compartment of the cradle, bottom first, over the data connector.
   - Slide a single battery (alone, not attached to the phone) into the rear compartment of the cradle.



1

2. The battery charge indicators on the left side of the cradle come on.



The light is red while the battery is charging. It turns green when the battery is fully charged. Charging the main battery completely takes two to three hours.

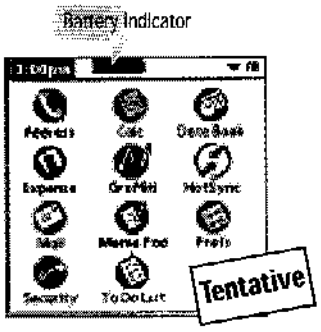
3. When the indicator light turns green, remove the phone from the cradle by gently pulling it straight up.

   Once the battery is charged, you can use the Smartphone in the cradle or out of the cradle for all functions. If you have purchased an extra battery, you can charge it in the cradle while you are using the Smartphone.

   Note: Leaving the battery in the cradle once it is fully charged does not harm the battery. For more information on battery safety, see page xx.

Viewing the Remaining Battery Power

- The battery charge level is displayed at the top of the main screen.
- The number of blocks represent the battery charge level.
  Example: Battery fully charged
  Battery low
- When the battery drops to a low level, the phone beeps and the battery icon turns to .
- When the battery is fully discharged, a warning tone sounds three times and the power turns off.
- When the phone application turns power on, the small phone LCD at the top of the Smartphone also shows the battery indicator.



Palm Desktop Software

Palm Desktop software includes the same main applications as your Smartphone. Address Book, Date Book, To Do List, Memo Pad, Expense, and desktop e-mail connectivity. You can use the HotSync feature of this software to back up and exchange data between your Smartphone and your computer.

It's a good idea to back up your data in case something happens to the data on your Smartphone. Changes you make on your Smartphone or Palm Desktop software appear in both places after you synchronize.

With Palm Desktop software, you can do the following:

- Work with your Smartphone applications on your computer. Palm Desktop software duplicates the Date Book, Address Book, To Do List, and Memo Pad applications on your Smartphone, so that you can view, enter, and modify any data stored on your Smartphone.
- Back up the data stored on your Smartphone with HotSync technology and synchronize the data on your Palm Desktop software. Synchronization is a one-step procedure that ensures your data is always safe and up-to-date. See "Exchanging and Updating Data: HotSync Operations" in Chapter x for more information.
- Import and export data, so you can easily transfer data from other desktop applications into any of your main applications. See "Importing Data" in Chapter x for more information.
- Print your Date Book, Address Book, To Do List, and Memo Pad information on any printer.

System Requirements

To install and operate Palm Desktop software on Windows, your computer system must meet the following requirements:

- Windows 95 or later, Windows NT 4.0.
- IBM-compatible 486 computer or higher.
- 8 MB RAM (memory) minimum, 16 MB recommended (required with Windows NT 4.0).
- 20 MB available hard disk space.
- VGA monitor or better (the Palm Quick Tour requires a 256 color video display).
- CD-ROM drive (you can also download the Palm Desktop software from http://www.palm.com), or order 3.5-inch floppy disks from ???.
- Mouse pointing device.
- One available serial port.

In addition, the following equipment is optional:

- Palm Modem .
- Windows-compatible printer.

Installing Palm Desktop Software

The following instructions guide you through installing Palm Desktop software so that you can transfer data from your computer to your Smartphone.

After installation, refer to the online Help in Palm Desktop software for information on how to use the software.

To ensure a safe and uninterrupted installation of Palm Desktop software, do the following before installing:

- Turn off your computer and connect the cradle to it. Do not place your Smartphone in the cradle until instructed.
- If you are installing from floppy disks (rather than the CD included in the box), make sure that the original Palm Desktop software disks are write-protected, and then make backup copies of them. When you have finished, use the copies to install the software, and store the original disks in a safe place. Refer to your computer's manual or operating system documentation for information on locking or copying diskettes.
- Do not copy the Palm Desktop software files to your computer's hard disk. You must use the installer to place the files in their proper locations and to decompress the files.

To install Palm Desktop software:

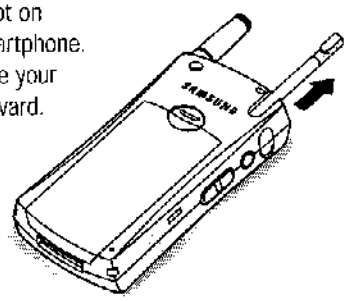
- Exit any open programs, including those that run at startup such as Microsoft Office, and disable any virus-scanning software.
- Insert the Palm Desktop software CD into the computer's CD-ROM drive (or insert the Setup disk into the floppy disk drive).
- When the Palm Desktop software Installer Menu screen appears, click the Install button to begin the installation procedure.
- Follow the onscreen instructions to complete the installation. When prompted, insert your Smartphone into the cradle.

Calibrating the Screen and First Setup

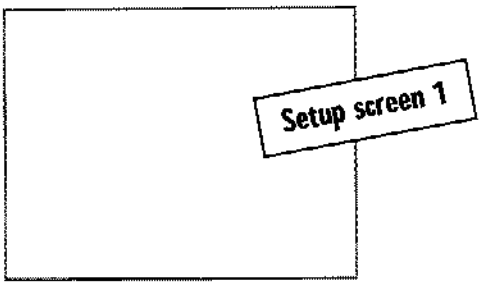
The first time you use your Smartphone, the Setup screen appears automatically. Follow the instructions to calibrate the screen, then set the date and time.

Calibration aligns the internal circuitry of the Smartphone with its touch sensitive screen so your Smartphone can detect the task you want to perform when you tap an element on the screen

1. The stylus is stored in a slot on the top left side of the Smartphone. Remove it from its slot. Use your thumb to push it firmly upward.

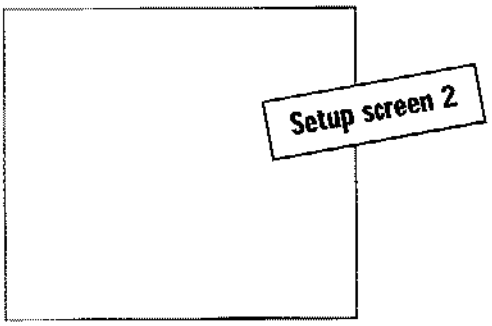


2. Using the stylus, tap anywhere on the screen.



Note: To prevent scratches, never use a pen, pencil, or other sharp object to tap or write on the smartphone screen.

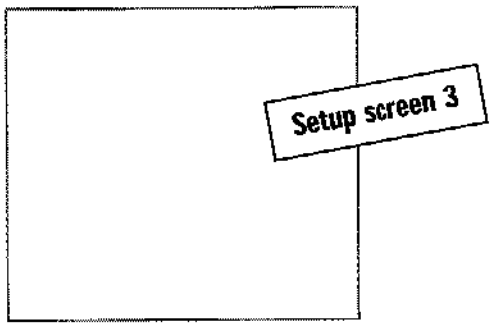
3. The calibration screen appears. Tap the exact center of each target that appears on the screen.



1

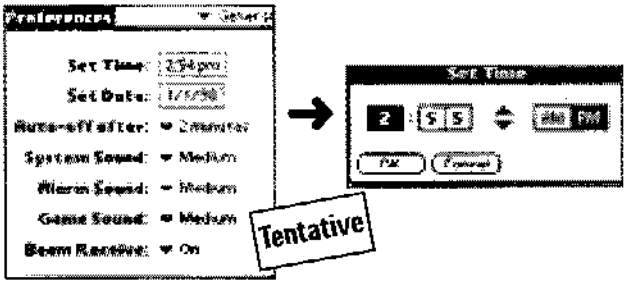
Note: After the first setup, if you want to recalibrate the screen manually at any time, see page xx.

4. After you have aligned three targets, the next setup screen appears.



5. If you want to set the country default, tap the country name pick list, and tap the setting you want.

6. If you want to set the time manually, tap the Set Time box.

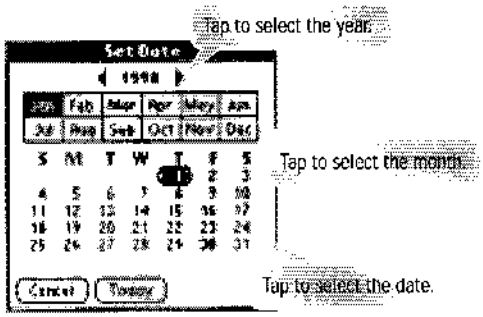


a. Tap ▼ or ▲ in the Set Time dialog to change the hour.

b. Tap the first minute box. Tap the arrows to change the minute. Tap the second minute box. Tap the arrows to change the number as necessary.

c. Tap AM or PM. Then tap OK.

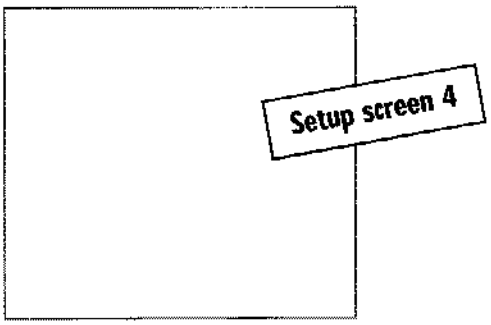
7. If the date is not correct, tap the Set Date box to open the calendar.



a. Tap ◄ or ► to select the year.

b. Tap the month, then the date.

8. Tap Next to complete setup.



1

9. If you want to learn entering text on your phone now, tap Next to view the online help.

   To return to Standby mode, tap Done.

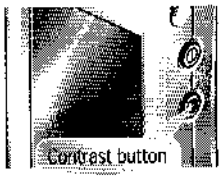
   Note: After the first setup, if you want to set date and time, or country default manually at any time, refer to "General Preference" on page xx.

Adjusting Screen Contrast

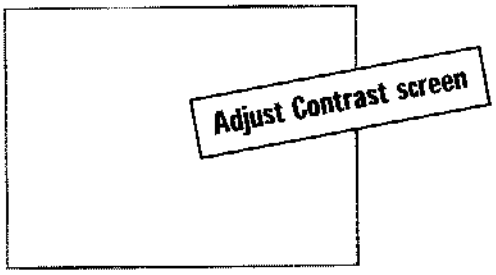
You can adjust the brightness of your screen to make it easy to see in a variety of lighting conditions.

To adjust the contrast:

1. Press the Contrast button.



2. To change the contrast in small increments, tap to the left or right of the slider.



   To change the contrast in larger increments, drag the slider to the left or right.

   Tip: You can also press the scroll button to move the slider incrementally.

3. Tap Done.

   Tip: You can adjust screen contrast using the menu instead of the Contrast button. See page xx.

Using the Backlight

If you have difficulty seeing the information on your Smartphone, you can use the backlight to illuminate your screen.

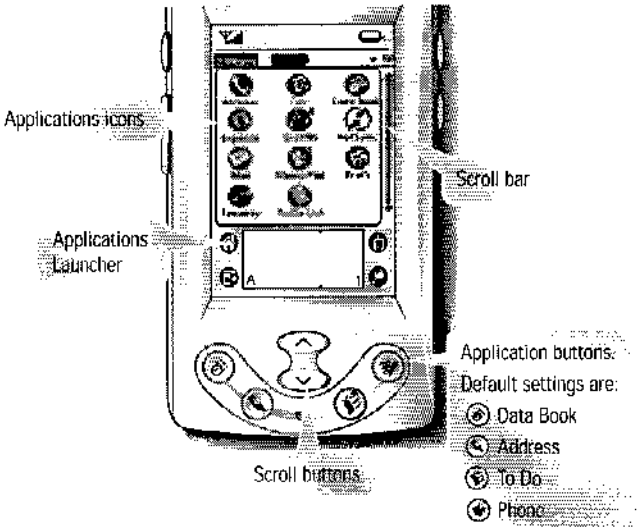
To activate the backlight:

ENTER..LANGUAGE=BCL hold for about two seconds

Opening an Application

Choose from the following options:

- Tap to open the Applications Launcher, and then tap the icon of the application you want to open. If you have many applications installed on your Smartphone, tap the scroll bar on the screen or press the scroll buttons ∨ or ∧ on the front panel to move between screens.
- Press an application button on the front panel to display the selected application immediately.
- To switch between applications, tap or press an application button on the front panel of your Smartphone. Your Smartphone automatically saves your work in the current application and displays it when you return to that application.



Displaying Applications by Category

You can put the applications on your Smartphone into categories so they are easier to see. For example, you could put all the phone applications into a category called Phone. After assigning applications to categories, you can choose to look at a single category or to see all your applications.

1. Tap to open the Applications Launcher.
2. Tap to open the Applications Launcher menus.
3. Tap App, then tap Category.

4. Tap the pick list next to each application to select to a category.

   Note: **You can create your own categories. Tap Edit Category in the pick list. In the Edit Categories dialog, tap New and enter the category name. Tap OK to add the category. Tap OK again to close the dialog.**

5. Tap Done to return to the Applications Launcher.
6. Tap the pick list in the upper-right corner of the screen. From the pick list, tap the application category you want to see.

   You can also tap to scroll through the application categories.

4

Changing the Applications Launcher Display

By default, the Applications Launcher displays each applications as an icon. If you prefer, you can display applications as a list of names.

To change the view of applications:

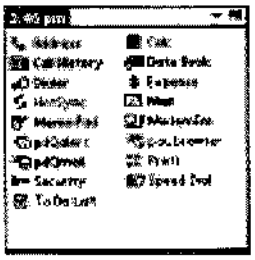
1. Tap to open the Applications Launcher.

2. Tap to open the Applications Launcher menus.

3. Tap Options, then tap Preferences.

4. In the View By pick list, tap List.

5. Tap OK to display the Applications Launcher in list format.



Tip: In addition to displaying applications by icon or list, you can set an option to display the last-selected category of applications each time you open the Applications Launcher. To display the last-selected category of applications, tap Remember Last Category checkbox in the Preferences dialog box shown at step 3. If you do not select the Remember Last Category option, all applications are displayed when you select the Applications Launcher.

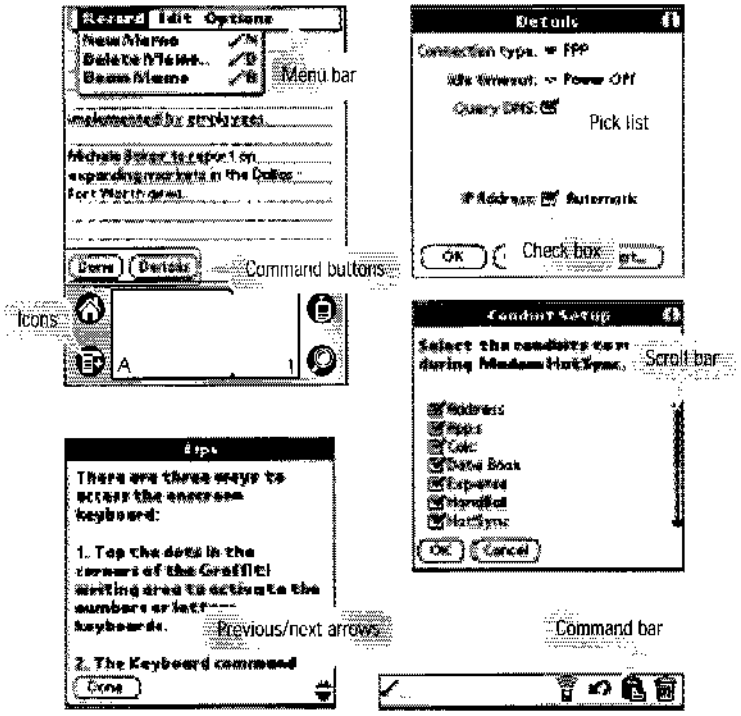
Assigning Applications to Buttons

Buttons preferences let you assign different applications to the Application buttons on the front of the Smartphone, and to the HotSync button on the cradle and on an optional modem. For example, if you find that you seldom use the To Do List and often use Expense, you can assign the To Do List button to start the Expense application.

You can also change whether the full-screen pen stroke activates the Graffiti Help application or one of your Smartphone controls using Buttons preferences.

If you assign a different application to a button, you can still select the original application using the Applications Launcher. Changes made in the Buttons Preferences screen or HotSync Buttons dialog box take effect immediately. For details on Buttons Preferences, see page xx.

Elements of the Applications Screen



Menu bar A set of commands that are specific to the application. Not all applications have a menu bar.

Command bar Tap icons or write a Graffiti shortcut to initiate a command instead of tapping a command in the menu bar. The icons displayed in the Command bar very within each application.

Command buttons	Tap a button to perform a command. Command buttons appear in dialog boxes and at the bottom of application screens.
Icons	Tap the icons to open applications, menus, Calculator, and to find text anywhere in your data.
A	With the cursor in an input field, tap the dot to activate the alphabetic keyboard.
1	With the cursor in an input field, tap the dot to activate the numeric keyboard.
Check box	When a check mark appears in a check box, the corresponding option is active. If a check box is empty, tapping it inserts a check mark. If a check box is checked, tapping it removes the check mark.
Pick list	Tap the arrow to display a list of choices, and then tap an item in the list to select it.
Scroll bar	Drag the slider, or tap the top or bottom arrow, to scroll the display one line at a time. To scroll to the previous page, tap the scroll bar just above the slider. To scroll to the next page, tap the scroll bar just below the slider. You can also scroll to the previous and next pages by pressing the upper and lower portions of the scroll button on the front panel of the Smartphone.
Next/ previous arrows	Tap the up and down arrows to display the previous and next page of information; tap the left and right arrows to display the previous and next record.

Using Menus

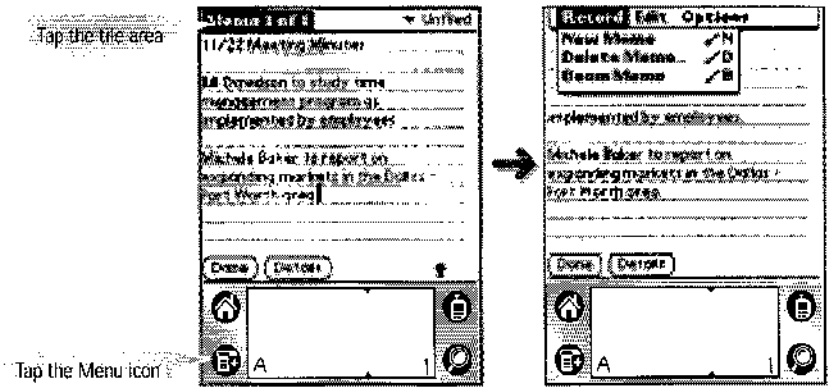
Menus on your Smartphone are easy to use. Once you have mastered them in one application, you can use them the same way in all other applications.

The menus of each application are described in the corresponding application's chapter, with the exception of the Edit menu. For information on Edit menu command, see "Using the Edit Menu" on page xx.

Opening the Menu Bar

1. Open an application (such as Memo Pad).

2. Choose one of the following:
   - Tap the Menu icon .
   - Tap on the inverted title area at the top of the screen.



In this example, three menus are available: Record, Edit, and Options. The Record menu is selected and contains the commands New Memo, Delete Memo, and Beam Memo.

Choosing a Menu

After you open the menu bar for an application, tap the menu that contains the command you want to use.

The menus and menu commands that are available depend on the application that is currently open. Also, the menus and menu commands vary depending on which part of the application you're currently using. For example, in Memo Pad, the menus are different for the Memo List screen and the Memo screen.

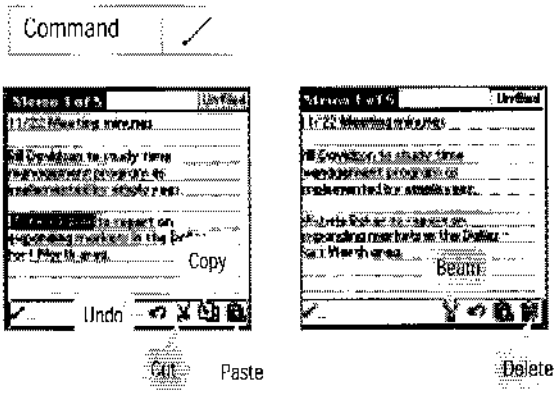
Graffiti Menu Commands

4

Most menu commands have an equivalent Graffiti Command stroke, which is similar to the keyboard shortcuts used to execute commands on computers. The command letters appear to the right of the command names.

To use the Graffiti menu commands, the menu bar must be closed.

Draw the Command stroke anywhere in the Graffiti area, and immediately write the corresponding command letter in the Graffiti letter area. When you draw the Command stroke, the word "Command" appears just above the Graffiti writing area to indicate that you are in Command mode.



The command toolbar displays context sensitive menu commands for the current screen. For example, if text is selected the menu icons displayed may be undo, cut, copy, and paste. Tap on an icon to select the command, or immediately write the corresponding command letter for an appropriate command in the Graffiti writing area.

For example, to choose Select All in the Edit menu, draw the Command stroke, followed by the letter "s".

Note: Command mode is active for approximately two seconds, so you must write the command letter immediately to choose the menu command.

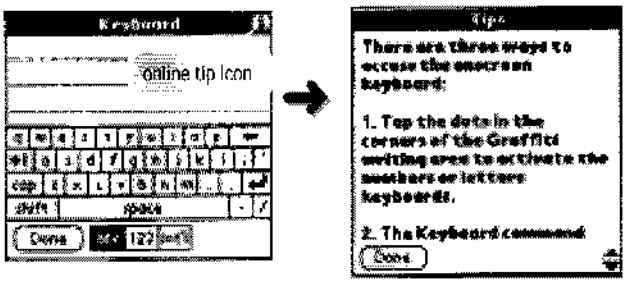
Displaying Online Tips

Many of the dialog boxes that appear on your Smartphone contain an online Tips icon in the upper-right corner. Online tips anticipate questions you have in a dialog box, provide shortcuts of using the dialog box, or give you other useful information.

To display an online tip:

1. Tap the Tips icon ⓘ .

2. After you review the tip, tap Done.



4

Common Tasks

The tasks described in this section use the term "records" to refer to an individual item in any of the basic applications: a single Date Book event, Address Book entry, To Do List item, Memo Pad memo, or Expense item.

Creating Records

You can use the following procedure to create a new record in Date Book, Address Book, To Do List, Memo Pad, Mail, SMS, and Expense.

To create a record:

1. Select the application in which you want to create a record.
2. Tap New. In the Date Book only, select start and end times for your appointment and tap OK.)
3. Enter text for the record.

   Note: The Smartphone automatically capitalizes the first letter of each field (except numeric and e-mail fields).

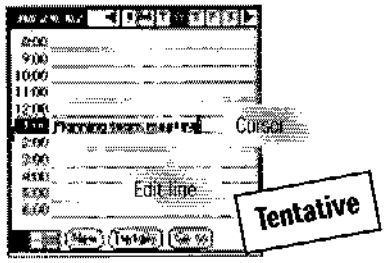
4. As an option, tap Details to select attributes for the record.
5. In the Address Book and Memo Pad only, tap Done.

Your Smartphone saves the new record automatically.

Editing Records

After you create a record, you can change, delete, or add new information at any time. When the screen is in edit mode, a blinking cursor appears within the information, and the information appears on a dotted gray line called an edit line.

You can enter text in any of the ways described in Chapter 2, "Entering Data in Your Smartphone."



The Edit menu is available from any screen where you enter or edit text. As a general rule, the Edit menu commands affect selected text.

To use the Edit menu:

1. Do one of the following to display the Edit menu:
   - Tap the Menu icon in the working application; then tap the Edit menu to display the commands in the menu.
   - Tap on the inverted title area at the top of the screen; then tap the Edit menu to display the commands in the menu.
   - In the text Graffiti area, drag a diagonal line from the lower left to upper right to display the Command toolbar. To select a command, either tap the icon representing a command on the Command toolbar, or draw the Graffiti shortcut in the text area of your screen.

2. Choose from the following commands, depending on the application you're using:

   Undo Reverses the last action taken.

   Cut Removes a selection from its current location to memory. You can then paste the text into another area of the current application or into a different application.

   Copy Copies a selection and moves it to memory. You can paste the selection into another area of the current application or into a different application.

   Paste Inserts a selection from memory into an area you select. Paste produces no result if you have not used the Cut or Copy commands.

Select All	Selects all the text in the current record or screen.
Keyboard	Opens the on the screen keyboard. Tap Done to close the keyboard.
Graffiti Help	Opens the Graffiti character stroke screen.

Deleting Records

You can delete records in any of the basic applications.

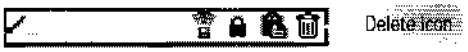
To delete a record in any of the basic applications:

1. Select the record you want to affect.

2. Do one of the following:
   - Tap the Menu icon , open the Record menu, and then tap the Delete command.
     The Delete command differs depending on the application you're using, for example, Delete Event appears in the Record menu while you're in the Date Book, and Delete Item appears when you're using the To Do List.
   - Tap on the inverted title area at the top of the screen, open the Record menu, and then select the desired Delete command.
   - In the Details dialog box of the application, tap Delete, and then tap OK.
   - Delete the text of the record.

     Note: In the Date Book, deleting the text of a repeating event deletes all instances of the event.

- In the text Graffiti area, drag a diagonal line from the lower left to upper right to display the Command toolbar; then tap the Delete icon or draw a Graffiti 'D' in the text area.



A confirmation dialog box appears.

3. To archive a copy of the deleted file on your PC, select the Save Archive option. If you choose the archive option, the record is transferred to the archive file on your PC the next time you perform a HotSync operation.

4. Tap OK to delete the record.

Purging Records

4

Over time, as you use Date Book, To Do List, and Expense, you may accumulate records that are no longer useful. For example, events that occurred months ago remain in the Date Book, and completed To Do List items and Expense items remain in the list.

Outdated records take up memory on your Smartphone, so it's a good idea to remove them by using Purge. If you think Date Book or To Do List records might prove useful later, you can purge them from your Smartphone and save them in an archive file.

Purging is also available in Mail. See Chapter x for more information. Purging is not available in Address Book or Memo Pad; delete records from these applications manually.

To purge records:

1. Open the application from which you want to purge records.

2. Choose from the following options:

- Tap the Menu icon , open the Record menu, and then tap Purge. A confirmation dialog box appears.
- Tap on the inverted title area at the top of the screen, open the Record menu, and select Purge.

3. Choose from the following options:

- For the Date Book, select the Delete Events Older Than pick list and select an option—1 week, 2 weeks, 3 weeks or 1 month.
- For the Date Book or To Do list, select Save Archive Copy on PC to save a copy of purged records in an archive file on your desktop. Selecting this option transfers purged records to an archive file the next time you perform a HotSync operation. Tap OK.
- For the Expense application, tap a category and tap Purge. Tap Yes to confirm the deletion, and then tap Done.

Categorizing Records

You can categorize records in the Address Book, To Do List, Memo Pad, and Expense applications for easy retrieval. (The Date Book, Mail, and SMS do not have categories.) When you create a record, it is automatically assigned to the currently displayed category. For example, if the All category is displayed, the record is assigned to the Unfiled category. A record can remain unfiled or it can be assigned to a category at any time.

Each application has a default set of categories:

- The Address Book includes a Business, Personal, and QuickList category.

- The To Do List includes a Business, Personal, and All category.
- The Memo Pad includes a Business, Personal, and All category.
- The Expense application includes a New York, Paris, and All category.

You can rename or delete the default categories, and you can create new categories. Each application can have up to 15 categories.

To move a record into a category:

1. Select the record you want to categorize.

2. In Address Book only: Tap Edit.

3. Tap Details.

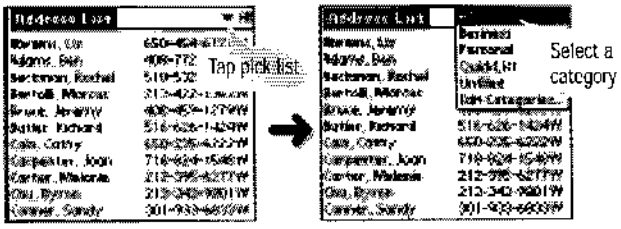
4. In the Details dialog box, tap the Category pick list, select the desired category, and then tap OK.

4

To display a category of records:

1. Open one of the following applications: the Address Book, the To Do List, the Memo Pad, or the Expense application.

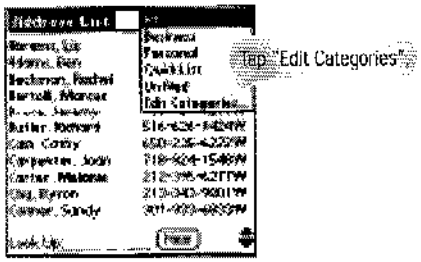
2. Tap the pick list in the upper right corner of the screen; then tap the category you want to display.



Tip: Pressing the application button on the front panel of that Smartphone toggles through all the categories assigned to the application, respectively.

To add or edit application categories:

1. In the Address Book, To Do List, Memo Pad, or Expense application, choose from the following options:
   - Tap the pick list in the upper right corner of the screen, and tap Edit Categories.



   - In the Address Book, select a record and tap Edit; then tap Details. In the Category pick list, tap Edit Categories.
   - In the Memo Pad and To Do List, select a record from the list, and tap Details. In the Category pick list, tap Edit Categories.

2. Select any of the following options:
   - To create a new category, tap New, and enter a new name in the Graffiti writing area. Tap OK.
   - To rename a category, tap it in the list to select it. Tap Rename, enter a new name in the Graffiti writing area, and tap OK.
   - To delete a category, tap it in the list to select it. Tap Delete.

3. Tap OK.

To rename a category:

1. Tap the pick list in the upper right corner of the screen; then tap Edit Categories.

2. Select the category you want to rename; then tap Rename.

3. Enter the new name for the category, and tap OK.

4. Tap OK to exit the Edit Categories dialog box.

Tip: You can move records from multiple categories into a single category by renaming all discrete categories with a single category name.

Finding Records

Your Smartphone lets you find information in several ways:

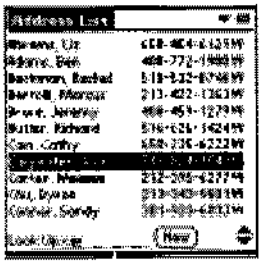
- **All applications:** Find locates any text that you specify, always starting with the current application.
- **Data Book, To Do List, Memo Pad:** Phone Lockup displays the Address list screen and lets you add the information that appears in this list to a record.
- **Address Book:** The Look Up line lets you enter the first letters of a name to scroll immediately to that name.
- **Expense:** Lookup displays the names in your Address Book that have data in the Company field. You can add these names to a list of attendees associated with an Expense record.
- **Mail:** Lookup displays the e-mail addresses.

Looking up Address Book records

You can look up Address Book records using the scroll button on the front panel of your device or by typing the first few letters of a name in the Look Up option at the bottom of the address screen.

To look up an Address Book record:

1. Do one of the following:
   - From the Address screen, enter the first few letters of the name you want to locate.



Look Up option

- Use the scroll button on the front of the device to scroll a screen at a time. Holding down the scroll button accelerates scrolling.

Using the Find option

4

The Find option lets you locate text in any or all applications. For example, if the text dog appears in the Address Book and the Date Book, the Find option displays both occurrences in the Find dialog box.

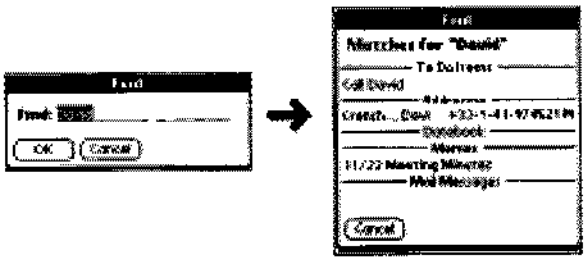
To use the Find option:

1. Tap the Find icon .

2. Enter the text you want to find; then tap **OK**.

Note: Find option is not case sensitive; searching for "davidson" also finds "Davidson."

Tip: Select text in an application before tapping Find to automatically place the text in the Find dialog box. Find searches for the text in all records and all notes within all applications.



As your Smartphone searches for the text, you can tap Stop to stop the search at any time. To continue the search after tapping Stop, tap Find More.

Using Phone Lookup

The Phone Lookup option lets you add a telephone number from the Address list to an entry in another application. For example, you can add your dentist's telephone number to your dental appointment date in the Date Book.

To use Phone Lookup:

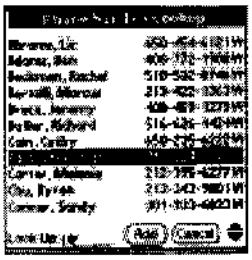
1. Display the record in which you want to insert a phone number. The record can be in the Date Book, the To Do List, or the Memo Pad.

2. Do one of the following:
   - Tap the Menu icon . Tap Options, and then tap Phone Lookup.
   - Tap the inverted tab at the top of the screen; then tap Options and tap Phone Lookup.

- In the text Graffiti area, drag a diagonal line from the lower left to upper right to display the Command toolbar. In the text area, write an L, the shortcut for the Phone Lookup command.

3. Select a record or write the first few letters of the name you want to add. The list scrolls to the first record in the list that starts with the first letter you enter. Continue to spell the name you're looking for, or when you see the name, tap it.

4. Tap Add to add the information to the record.



4

Sorting Records

You can sort lists of records in various ways, depending on the application. Sorting is available in applications that display lists—in the Address Book, To Do List, Memo Pad, and Expense.

To sort records in the To Do List and Expense:

1. Open the application to display the list screen.

2. Tap Show.

3. Tap the Sort By pick list, and select an option.

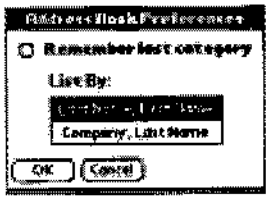
4. Tap OK.

To sort records in the Address Book and Memo Pad:

1. Open the application to display the list screen.

2. Do one of the following:
   - Tap the Menu icon. From the Options menu, tap Preferences.
   - Tap the inverted tab at the top of the screen; then tap Preferences in the Options menu.
   - In the text Graffiti area, drag a diagonal line from the lower left to upper right to display the Command toolbar. In the text area, write an R, the shortcut for the Preferences command.

Address Book:



Memo Pad:

3. In the Preferences dialog box, tap the option you want; then tap OK to sort the list.

To sort the Memo List manually:

Tap and drag a memo to a new location in the list.

Tip: To display the list of your memos on your computer as you arranged them manually on your Smartphone, open Memo Pad in Palm Desktop software, click List By, and select Order on handheld.

Making Records Private

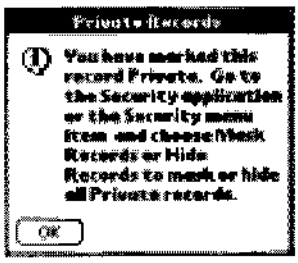
In all basic applications except Expense, you can make individual records private. Private records remain visible and accessible, however, until you select the Security setting to hide all private records. See "Security" in Chapter x for more information.

To make a record private:

1. In your application, do one of the following:
   - Create a new record and tap Edit, and then tap Details.
   - Select an existing record, and tap Details.

2. Tap the Private check box. Tap OK.

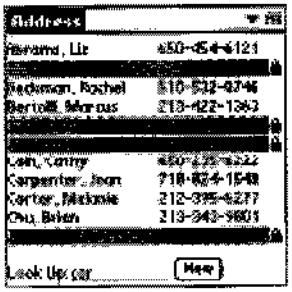
3. At the alert in the Private Records dialog box, tap OK.



4

Hiding Private Records

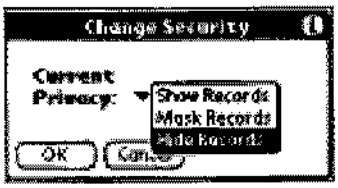
You can hide records that you mark as private. Masked records appear as gray place holders in the same position they would appear if they were not masked, and are marked with a lock icon. If you define a password for your device, you must enter it to display private records.



To hide private records:

1. Tap to open the Application Launcher, then tap **Security**.

2. In the Change Security dialog box, in the Current Privacy pick list, tap **Hide Records**; then tap **OK**.



To display private records:

1. Tap to open the Application Launcher, then tap **Security**.

2. From the Current Privacy pick list, tap Show Records; then tap OK.

   If you have assigned a password, you must enter the password before the hidden records are displayed.

3. Enter your password, and then tap Show.

Attaching Notes

You can attach notes to records in all the basic applications except the Memo Pad. A note can be up to several thousand characters long.

To attach a note to a record:

1. Display the entry to which you want to add a note.

2. In Address Book only, tap Edit.

3. Tap Details.

4. Tap Note; then enter the desired note.

5. Tap Done.

   A note icon appears to the right of any item containing a note.

Note icon

To review or edit a note:

Tap the note icon.

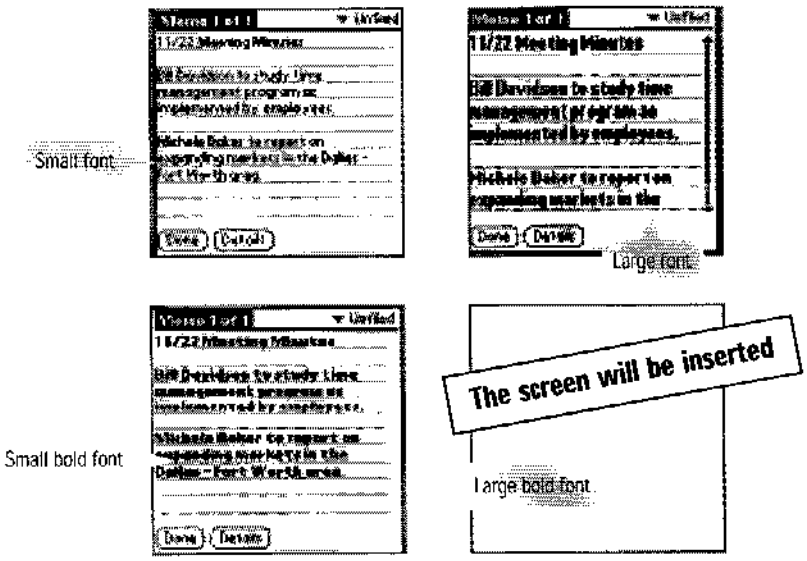
To delete a note:

1. Tap the note icon.

2. Tap Delete; then tap Yes to delete the note.

Choosing Fonts

You can change the font style in all basic applications except the Expense application. You can choose a different font style for each application.



To change the font style:

1. Open an application.

2. Do one of the following:
   - Tap the Menu icon. From the Options menu, tap Font.
   - Tap the inverted tab at the top of the screen; then tap Font in the Options menu.
   - In the text Graffiti area, drag a diagonal line from the lower left to upper right to display the Command toolbar. In the text area, write an F, the shortcut for the Font command.

3. Tap the font style you want; then tap OK.

4

Getting Information on an Application

You can get information on any application by displaying its About box. The About box displays the name and version number of the application.

To display the About box:

1. Tap the Menu icon from any location.

2. In the Options menu, tap About.

   The text following the About command differs based on your location. For example, if you're in the Date Book, the command is About Date Book; if you are in the Address Book, the command is About Address Book.

5

CHAPTER5
Address Book

Address Book

The Address Book lets you keep names, addresses, telephone numbers, and other information about your personal or business contacts.

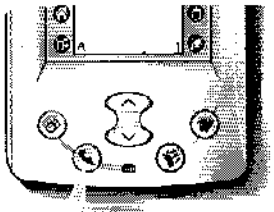
Use the Address Book to:

- Quickly enter, look up, or duplicate names, addresses, phone numbers, and other information.
- Enter up to five phone numbers (home, work, fax, car, and so on) or e-mail addresses for each name.
- Define which phone number appears in the Address List for each Address Book entry.
- Attach a note to each Address Book entry, in which you can enter additional information about the entry.
- Assign Address Book entries to categories so that you can organize and view them in logical groups.

To open the Address Book:

Press the Address Book button on the front panel of your Smartphone to open the Address Book and display the list of all your records.

Note: **Press the Address Book button repeatedly to cycle through the categories in which you have records.**



Address Book button

Creating an Address Book Entry

A record in Address Book is called an entry. You can create entries on your Smartphone, or you can use Palm Desktop software to create entries on your computer and then download them to your Smartphone with your next HotSync operation.

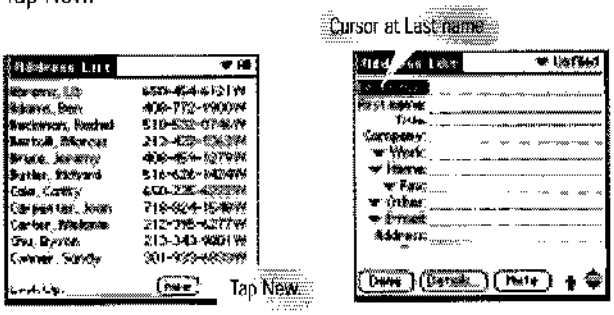
Palm Desktop software also has data import capabilities that let you load database files into the Address Book on your (device type, lower case).

See "Importing data" on page xx and Palm Desktop online Help for more information.

To create a new Address Book entry:

1. Press the Address Book button on the front of your Smartphone to display the Address List.

2. Tap New.



3. Enter the last name of the person you want to add to your Address Book.

4. Tap the First Name field to move to it.
   You can move to any field by tapping it directly.

5. Enter the individual's first name in the First Name field.

6. If you want to be able to sort the Address Book by company name, enter the information you want in the Company field.

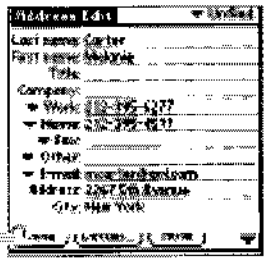
7. Enter any other information that you want to include in the entry.

8. Tap the scroll arrows to move to the next page of information.

5

9. To attach a note to an entry, tap Note. Enter the information you want in the Graffiti writing area, and then tap Done.

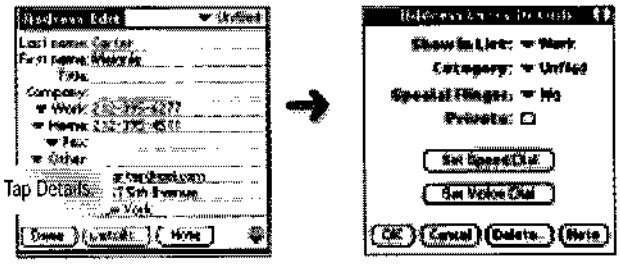
10. When you have finished entering information, tap Done.



Tip: To create an entry that always appears at the top of the Address List, begin the Last name or Company field with a symbol, as in *If Found Call.* This entry can contain contact information in case you lose your Smartphone.

Setting Address Details

When you tap **Details** in the Address Edit screen, the Address Details screen opens. The Address Details screen provides a variety of options that you can associate with the Address entry.



In the Address Entry Details screen, you can set any of the following settings.

Show in List: ▼ Work

- If you have stored several different numbers (e.g. Work, Home, Fax, Other, E-mail) in the Address Book entry, you can select one of them to be displayed on the Address screen. You can see another phone number by tapping the Show in List pick list and select the desired number from the pick list.

Category: ▼ Unfiled

- Categories can help you file individual Address Book entries into groups for easy review. To assign a category to an Address Book entry, tap the category pick list and tap the category that you want to assign to the Address Book entry. You can select Personal, Business, Quick List and Unfiled. If you want to add or rename the categories, see page xx.

Special Ringer: ▼ No

- Set a unique ring type for incoming calls from the numbers in the current entry. Select one from the Special Ring pick list.

Private: ☐

- Hide this entry the Security is turned on.

Set Speed Dial

- Set speed dial codes for the numbers in the current entry. For information on setting speed dial, see page xx.

Set Voice Dial

- Set a voice dial for a selected number. For information on setting voice dial, see page xx.

Delete...

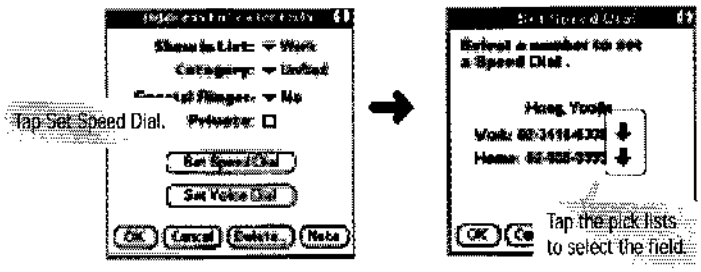
- Delete the entry.

Setting Speed Dial

Speed dialing is a quick way to call frequently used phone numbers. You can assign a speed dial code to each phone number. For information on how to make a call using speed dial, see page xx.

1. When you create or edit the address entry, after you filled in the fields on the Address Edit screen, tap the Details button. The Address Entry Details screen opens.

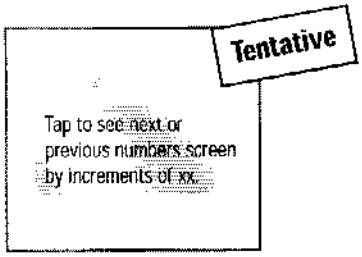
2. Tap the Set Speed Dial button. All the phone number fields for that entry appear.



3. Select the number to which you want to assign a speed dial by tapping ↓ at the right side of the number.

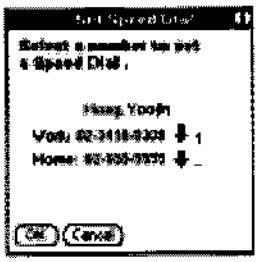
4. The Speed Dial code table appears. To select the desired speed code in the table, tap the code.

   Speed dial codes that have already been assigned for other phone numbers have dark backgrounds cannot be selected.



5. You will find the selected code at the right of the number in the Set Speed Dial screen.

6. Repeat steps 3 through 5 to set speed code for other numbers, if necessary.After you finish, tap the OK button to return to the Address Details screen.



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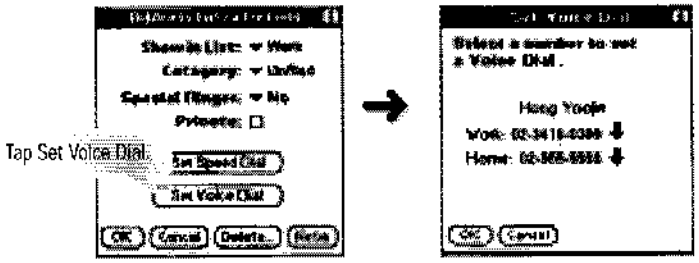
Setting Voice Dial

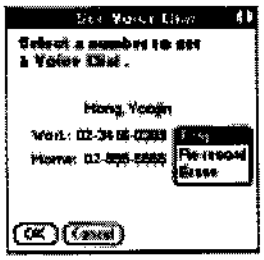
Voice dialing feature requires that you first set the phone to recognize the name of the person you are calling. You can add voice tags for up to 20(???) numbers.

1. When you create or edit the address book entry, after you filled in the information fields on the Address Edit screen, tap the Details button. The Address Details screen opens.

2. Tap the Set Voice Dial button. All the phone number fields for that entry appear.

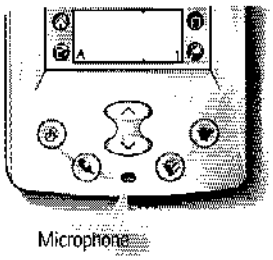


3. Tap ⬇ at the right side of the number which you want to add a voice tag and tap Record from the pick list.



4. The phone will guide you with voice prompt to say the name you want to record.

5. Say the name you want to record as a voice tag. The phone stores the name as a first sample, and then prompts to say the name again.

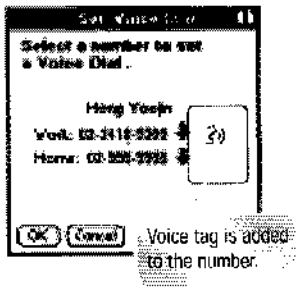


6. Respond to the prompt by repeating the name. The phone stores the name as a second sample.

   When the name is recorded successfully, you will be guided with voice prompt and message on the screen.

7. Tap the OK button. You will find the mark at the right side of the number.

   If you want to record other names, repeat steps 3 through 6.

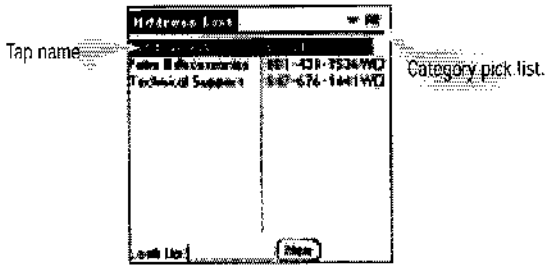


Tips on recording names

- Avoid recording names phonetically similar. If you record a similar name to one that is already in memory, the phone requests another name.
- Avoid recording in a noisy place.
- Speak clearly and naturally.
- The person who will use the phone should record the name. The phone does not recognize anyone else's voice.
- Avoid very long or very short names. Names with two to five syllables are recommended.
- If a voice dial entry does not properly connect, you may need to record the name again.

Viewing Address Book Entries

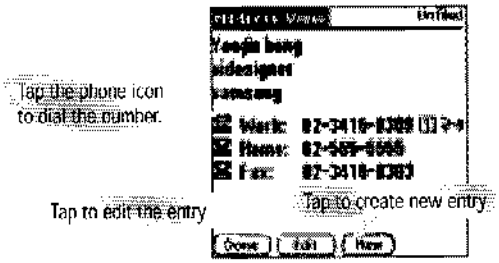
1. Tap the name field of the address entry in the Address list.



After you have assigned categories to your Address entries, you can easily view the entries by category.

Tap the pick list in the upper-right corner of the screen, then tap the category you want to view. The Address list now shows only entries in that category.

2. Tap Done when you have finished viewing the entry.

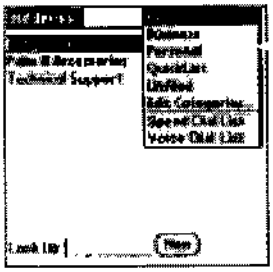


Note: If you tap the number field of the address entry in the Address list, you can select the number to dial. Tap the desired number, and then tap TALK in the phone screen to make a call.

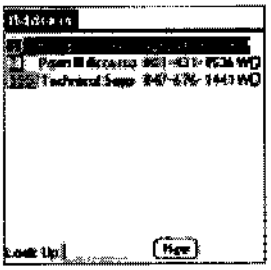
5

To view speed dial list

1. In the Address screen, tap the category pick list in the upper-right corner and select Speed Dial List from the list.



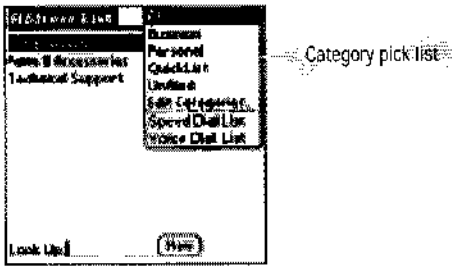
2. The Address screen shows only the Speed Dial list.



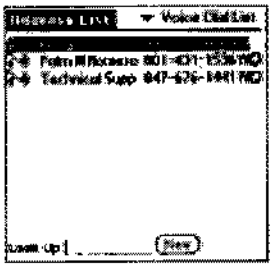
3. Tap the desired entry to open the Address View screen, if necessary.

To view voice dial list

1. In the Address screen, tap the category pick list in the upper right corner and select Voice Dial List from the list.



2. The Address screen shows only the Voice Dial list.



3. Tap the desired entry to open the Address View screen, if necessary.

Duplicating an Entry

You can duplicate existing entries, which can be helpful when you want to enter multiple people from a single organization. When you duplicate an entry, the word Copy appears next to the name in the First Name field.

5

To duplicate an entry:

1. From the Address Book, tap a name you want to duplicate.

2. Do one of the following:

   - Tap the Address view tab at the top of the screen; then tap Duplicate Address in the Record menu.
   - In the Graffiti text area of your Smartphone screen, drag a diagonal line from the lower left to upper right to display the Command toolbar; then write a T in the Graffiti text area to initiate the Duplicate Address command.

3. Edit the record as necessary.

Selecting Types of Phone Numbers

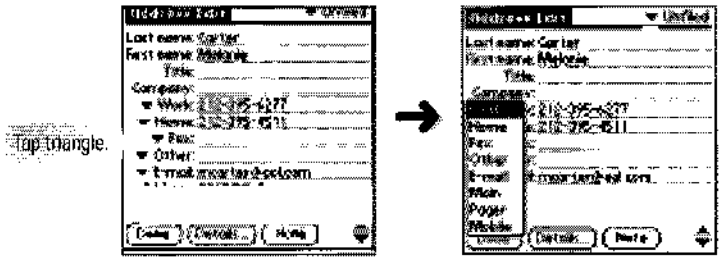
You can select the types of phone numbers or e-mail addresses that an Address Book entry displays. Any changes you make apply only to the current entry.

To select types of phone numbers:

1. Tap the entry that you want to change in the Address list.

2. Tap Edit.

3. Tap the pick list next to the label you want to change.



4. Select a new label.

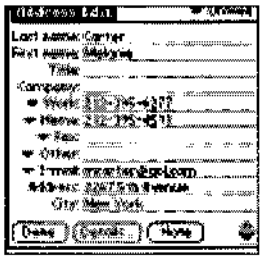
Editing Address Book Entries

You can change the type of information that appears in the Address List screen, categorize an entry, and hide an entry for security reasons. You can also delete entries.

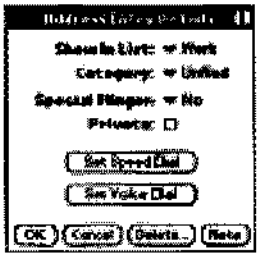
To edit an Address Book entry:

1. Tap the entry that you want to change in the Address list.

2. Tap Edit, and then any field you want to change. Enter or change information, then tap OK.



3. Tap Details to edit the Address details.



4. In the Address Entry Details dialog box, select any of the following settings:
   - Tap Show in List, and in the pick list tap which type of phone or other information you want to appear in the Address List screen. Options are Work, Home, Fax, Other, and E-mail.
   - Tap Category, and then tap a category in the pick list that you want to assign to the entry.
   - Tap Private to hide the entry when Security is turned on.
   - Tap Special Ringer to change the ringer type for incoming calls from the numbers in the current entry.
   - Tap Set Speed Dial to edit the speed dial code.
   - Tap Set Voice Dial to play, re-record, or erase the voice tag.
   - To attach a note to an entry, tap Note, enter information in the Graffiti writing area, and tap OK.
   - To delete an entry, tap Delete.
5. Tap OK.

Changing the Address Book Display

You can change how Address Book lists are sorted and you can add custom fields for entering additional information, using preferences. You can also have the Address Book display the last category you selected each time you return to the application.

To change how lists are sorted:

1. In the Address list or in Address view, tap the Menu icon to open the Address Book menus.

2. Tap Options, and then tap Preferences.

3. Choose an option to sort Address Book lists from the List By pick list:

   - Tap Last Name, First Name to sort alphabetically by an individual's last name and then first name.
   - Tap Company, Last Name to sort alphabetically by the company name, and then an individual's last name.

4. Tap OK.

5

To add custom fields at the end of Address Edit screens:

1. In the Address list or in Address view, tap the Menu icon to open the Address Book menu.

2. Tap Options, and then tap Preferences.

3. Tap Rename Custom Fields.

4. In the Graffiti writing area, rename the fields to identify the information you'll enter in them. The names you give the custom fields appear in all entries, at the end of the Address Edit screen.

5. Tap OK in the Rename Custom Fields dialog box.

6. Tap Done.

To control the Address Book display on returning to the application:

1. In the Address list or in Address view, tap the Menu icon to open the Address Book menu.

2. Tap Options, and then tap Preferences.

3. In the Address Book Preferences dialog box, select an option:

   - To have the Address Book redisplay the last category you selected on returning to the application, tap the Remember Last Category check box to select it.
   - To have the Address Book display the All category on returning to the application, tap the Remember Last Category check box to clear it.

4. Tap OK.

5

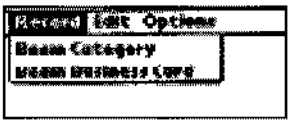
Address Book Menus

Address Book menus are shown here for your reference, and Address Book features that are not explained elsewhere in this book are described here.

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

The Record and Options menus differ depending on whether you're displaying the Address screen or the Address View screen.

Record menus



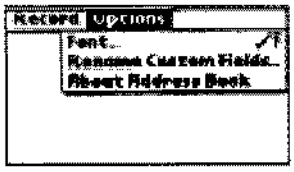
▲ Address list

▲ Address View

Duplicate Address Makes a copy of the current record and displays the copy in Address Edit so you can make changes to the copied record. The copy has the same category and attached notes as the original record.

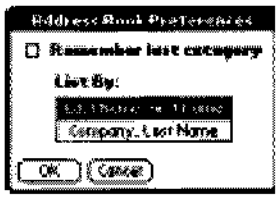
Options menus

▲ Address list



▲ Address View

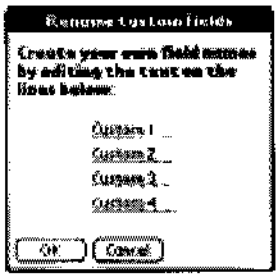
Preferences



- **Remember last category.** Determines how Address Book appears when you return to it from another application. If you select this check box, Address Book shows the last category you selected. If you clear it, Address Book displays the All category.

Rename Custom Fields

These custom fields appear at the end of the Address Edit screen. Rename them to identify the kind of information you enter in them. The names you give the custom fields appear in all entries.



About Address Book

Shows version information for Address Book.

6

CHAPTER6
Calculator

The Calculator lets you perform general mathematical functions, such as addition, subtraction, multiplication, and division.

Calc

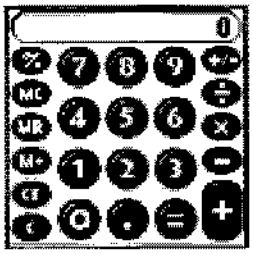
Use the Calculator to:

- Perform basic calculations.
- Store and retrieve values.
- Display the last series of calculations, which is useful for confirming a series of "chain" calculations.

Opening the Calculator

1. Tap to open the Application Launcher.

2. Tap the Calculator icon ◯.



Using the Calculator Buttons

The Calculator includes several buttons to help you perform calculations.

Clears the last number you entered. Use this button if you make a mistake while entering a number in the middle of a calculation. This button enables you to re-enter the number without starting the calculation over.

Clears the entire calculation and enables you to begin a fresh calculation.

Toggles the current number between a negative and positive value. If you want to enter a negative number, enter the number first and then press the +/- button.

M+ Places the current number in memory. Each new number you enter with the M+ button is added to the total stored in memory. The number that you add can be either a calculated value or any number you enter by pressing the number buttons. Pressing this button has no effect on the current calculation (or series of calculations); it merely places the value into memory until it is recalled.

MR Recalls the stored value from memory and inserts it in the current calculation.

MC Clears any value that is stored in the Calculator memory.

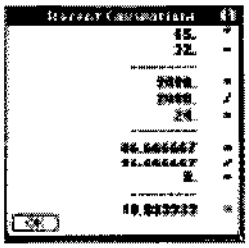
Displaying Recent Calculations

The Recent Calculations command lets you review the last series of calculations and helps you confirm a chain of calculations.

To display recent calculations:

1. In the Calculator application, tap the Menu icon to open the Calculator menus.

2. Tap Options, and then tap recent Calculations.



3. When you have finished reviewing the calculations, tap OK.

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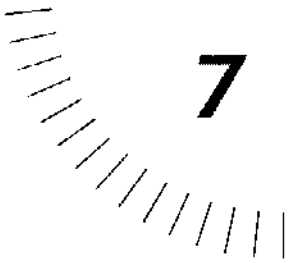


CHAPTER7
Date Book

The Date Book lets you quickly and easily schedule appointments or any activity associated with a date or date and time. When you open the Date Book, the current date and a list of times for a standard business day are displayed.

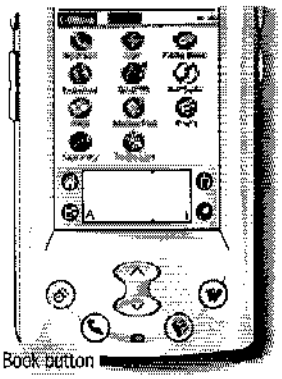
Use the Date Book to:

- Schedule events: timed events, which have both times and dates; untimed events, for example, birthdays or anniversaries; repeating events, such as a weekly meeting held on the same day at the same time; continuous events, such as a vacation or three-day conference; and all day events, which reflect the default hours of a day as set by the user.
- Display your schedule in different ways: by Day, Week, Month, or Agenda view.
- Set an alarm to sound minutes, hours, or days before a scheduled appointment.
- Attach notes to events to describe or clarify Date Book entries.
- Rearrange or delete events from your schedule.

Opening the Date Book

Press the Date Book button on your Smartphone to open the Date Book to today's schedule. The date is displayed at the top right of the screen.

Note: **Press the Date Book button repeatedly to cycle through the Day, Week, Month, and Agenda views. The Date Book views are displayed at the bottom left of the screen.**



You can also open the Data Book application by tapping the Date Book icon in the Application Launcher.

Scheduling Events

An entry in the Date Book is called an event. When you schedule an event, its description appears on the time line, and its duration is set to 1 hour by default. You can easily change the start time and duration for any event. You can schedule the following types of events in the Date Book:

- Timed events, such as meetings, that have a specific date and a specific start and end time.
- Untimed events, such as birthdays, holidays, and anniversaries. These events occur on a particular date but have no specific start or end times; they appear at the top of the list of times marked with a diamond. You can schedule more than one untimed event on the same date.
- Repeating events, such as a weekly meeting that is held on the same day at the same time each week.
- Continuous events, such as a vacation or three-day conference.
- All day events, which reflect the default length of the day as set by the user.

Scheduling Timed Events

You can schedule timed events for the current date or for future dates.

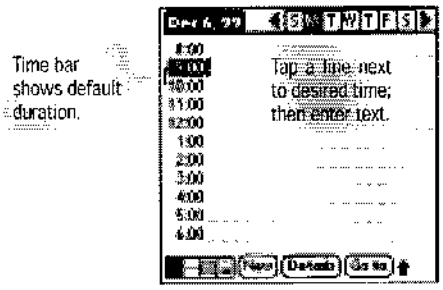
7

To schedule a event for the current date:

1. Press the Date Book button on your Smartphone to open the Date Book to today's schedule.

   The current date and a list of times for a normal business day are displayed in Day view.

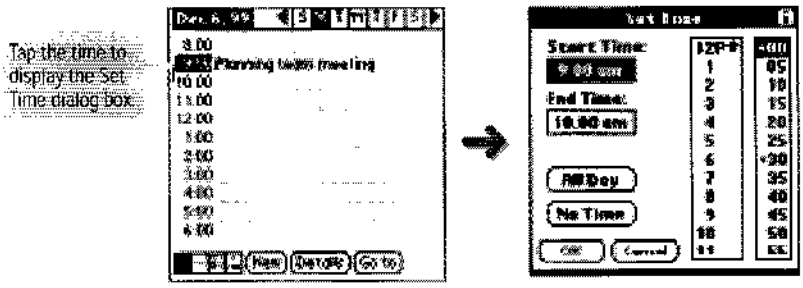
2. With the current day selected, tap the line next to the time that corresponds to the start of the event.



3. Enter a description of the event, up to 255 characters in length.

4. Set the event's duration:

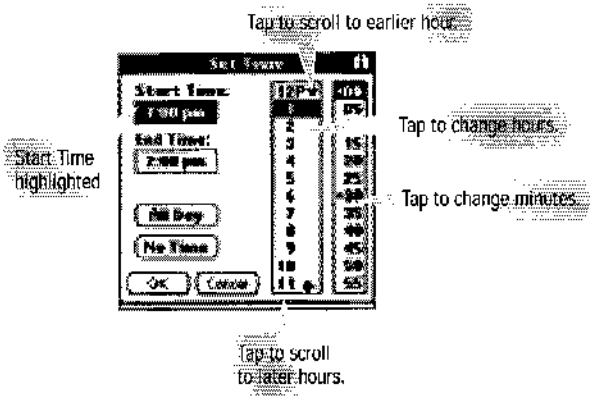
   - If the event is 1-hour long, tap OK, and skip to the end of this procedure.
   - If the event is longer or shorter than an hour, tap directly on the time to open the Set Time dialog box.



Tip: You can open the Set Time dialog box (to select a start time) by making sure no event is selected, and then writing a number on the number side of the Graffiti writing area.

5. Set the duration of the event in either of the following ways:

- Tap the time columns in the Set Time dialog box to set the Start Time; Tap End Time; then tap the time columns to set the End Time.
- Tap All Day if the event lasts all day. (The default hours of a standard business day are set by the user, and may be changed using the Preference command in the Date Book application.)



6. Tap OK.

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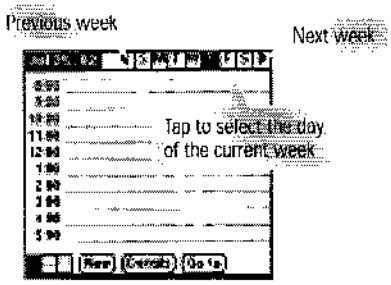
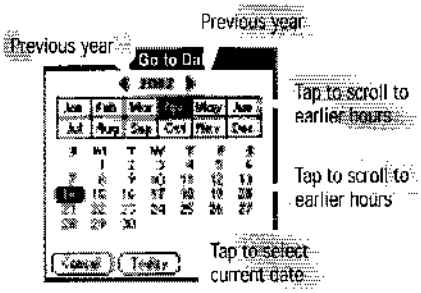
To schedule a timed event for another date:

1. Select the date you want in one of the following ways:
   - Tap the desired day of the week in the date bar at the top of the screen. If necessary, tap the Previous week or Next week scroll arrows to move to another week.



   - Tap Go To at the bottom of the screen to open the Go to Date dialog box. Select a date by tapping a year, month, and day in the calendar.



2. After locating the desired date, follow the steps for scheduling an event for the current day.

Adding Address Book Information to an Event

You can add a name, address, and telephone number to an event using the Phone Lookup option. For instructions, see "Phone Lookup" in Chapter x, Common Tasks."

Scheduling Untimed Events

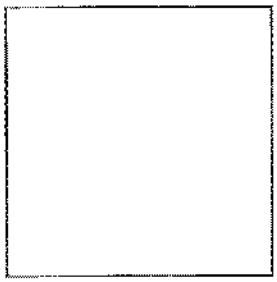
You can schedule untimed events for any date. Untimed events appear at the top of the list of times marked with a diamond.

To schedule an untimed event:

1. Select the event date you want, as described in the previous procedure, "To schedule a timed event for another date."

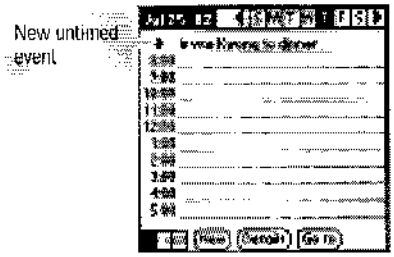
2. Tap New.

3. In the Set Time dialog box, tap OK. Do not enter a start or end time.



Tip: You can create a new untimed event by making sure no event is selected and then writing letters in the Graffiti writing area. When you start writing, the untimed event appears at the top of the screen

4. Enter a description of the event.



5. Tap a blank area on the screen to deselect the untimed event.

Note: If you create a timed event and later want to make it an untimed event, tap directly on the event time on the Date Book screen; then tap No Time and tap OK.

Scheduling Repeating or Continuous Events

The Repeat function lets you schedule events that recur at regular intervals or extend over a period of consecutive days.

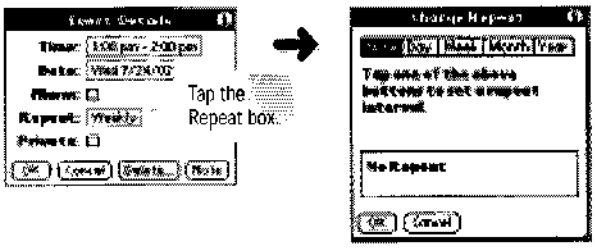
Repeating events include a birthday and a weekly guitar lesson that falls on the same day of the week and the same time of day. Continuous events might include a business trip or a vacation.

To schedule a repeating or continuous event:

1. Tap the event (Be sure to tap the event and not the time next to the event.). Typically, a continuous event is an untimed event.

2. Tap **Details**.

3. Tap the **Repeat** box to open the Change Repeat dialog box.



4. Tap Day, Week, Month, or Year to set how often the event repeats. For a continuous event, tap Day.

5. Enter a number that corresponds to how often you want the event to repeat on the Every line. For example, if you select Month and enter the number 2, the event repeats every other month.

6. To set an end date for the repeating or continuous event, tap the End On pick list and tap Choose Date. Use the date picker to select an end date.

7. Tap OK. The Repeat icon that represents a repeating event appears to the far right on the event line.

7

About Scheduling Repeating or Continuous Events

Keep the following in mind when scheduling repeating or continuous events:

- If you change the start date of a repeating event, your Smartphone calculates the number of days you moved the event. Your Smartphone then automatically changes the end date to maintain the duration of the repeating event.
- If you change the repeat interval (e.g., daily to weekly) of a repeating event, past occurrences (prior to the day on which you change the setting) are not changed, and your Smartphone creates a new repeating event.
- If you change the date of an occurrence of a repeating event (e.g., from January 14 to January 15) and apply the change to all occurrences, the new date becomes the start date of the repeating event. Your Smartphone adjusts the end date to maintain the duration of the event.
- If you change other repeat settings (for example, time, alarm, private) of a repeating event and apply the change to all occurrences, your Smartphone creates a new event. The start date of this new event is the day on which the setting is changed. Past occurrences (prior to the day of the change) are not changed.
- If you apply a change to a single occurrence of a repeating event (e.g., time), that occurrence no longer shows the Repeat icon ⧉.

Rescheduling Events

You reschedule events using the Details option in the Date Book. You can also use the Details option to convert untimed events into timed events.

To reschedule an event:

1. Tap the event you want to reschedule.

2. Tap Details.

3. To change the time, tap the Time box, select a new time, and then tap OK.

4. To change the date, tap the Date box, select a new date, and then tap OK.

7

Setting the Alarm

The Alarm setting lets you set an audible alarm for events in your Date Book, and display a reminder message on-screen. For untimed events, only the reminder message appears.

Setting an Alarm for an Event

You can set an alarm for minutes, hours, or days before an event. When you set an alarm, an Alarm icon appears to the far right of the event with the alarm.

You can also set a silent alarm for untimed events that displays a reminder message on-screen before the day of the event. The alarm triggers at the specified period of minutes, hours, or days before midnight of the day on which the untimed event begins.

For example, you set a 5-minute alarm for an untimed event that occurs on February 4. The reminder message will appear at 11:55 p.m. on the night of February 3. The reminder remains on the screen until you turn on your Smartphone and tap OK to turn off the reminder.

To set an alarm for an event:

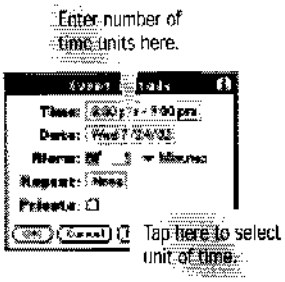
1. Tap the event to which you want to assign an alarm.

2. Tap Details.

3. Tap the Alarm check box to select it.
   The default setting, 5 Minutes, appears.

4. Set the alarm time:

- Select the 5 next to the Alarm check box and enter any number from 0 to 99 (inclusive) as the number of time units.
- Tap the pick list to change the time unit; select select Minutes, Hours, or Days.



5. Tap OK.

Once an alarm has gone off, you can tap the Snooze option to dismiss the alarm for a 5-minute period.

To dismiss the alarm using the snooze option:

When the alarm dialog box appears, tap Snooze to delay the alarm for a preset five-minute period.

Each time you tap Snooze, the alarm is dismissed for an additional 5-minute period.

Setting Alarm Options

You can set the alarm to go off automatically for each new event using preferences. You can also set a tone for the alarm and the number of times the alarm sounds.

To set alarm options:

1. To open the Preferences dialog box, do one of the following:
   - In the Date Book, tap the Menu icon .
   - Tap the inverted tab at the top of the Date Book screen to display the menu bar.
   - In the text Graffiti area, drag a diagonal line from the lower left to upper right to display the Command toolbar. Type an R, the Graffiti shortcut for the Preferences command.

2. In the Options menu; tap Preferences.

3. Select from the following options:
   - Tap Alarm Preset to set an alarm for each new event automatically. The silent alarm for untimed events is defined by minutes, days, or hours before midnight of the date of the event.

- Tap the Alarm Sound pick list, and then tap an option to set the tone of the alarm. Options include Alarm, Alert, Bird, Concert, Phone, Sci-fi, and Wake Up.
- Tap Remind Me to define how many times the alarm sounds–once or twice; or three, five, or ten times.
- Tap Play Every to set how often the alarm sounds–every minute; or every 5, 10, or 30 minutes.

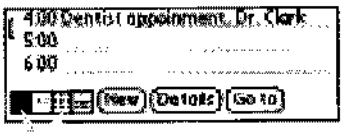
4. Tap OK.

Changing the Date Book View

The Date Book includes four views for displaying your appointments: day view, week view, month view, and agenda view.

To display the Date Book views:

1. Do one of the following:
   - Press the Date Book application button repeatedly to cycle through all the Date Book views.
   - Tap a view icon in the lower-left area of the Date Book screen.



Date Book view icons

To display the current time:

Tap and hold down the stylus on the date in the date bar to display the time. (When you release the stylus, the menu bar appears.)

Working in Week view

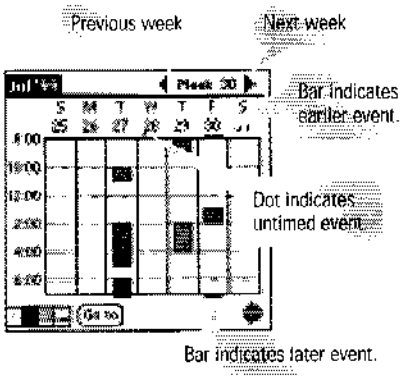
Week view displays a calendar of your events for an entire week. This view lets you quickly review your appointments and available time slots. In addition, the graphical display helps you spot overlaps and conflicts in your schedule.

To display the Week view:

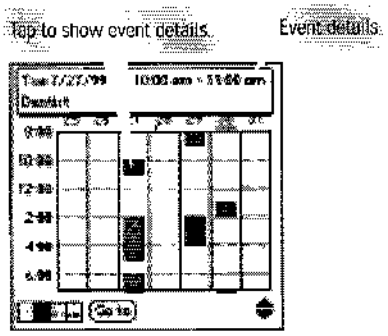
1. Tap the Week view icon or press the Date Book button until the Week view appears.

2. Tap the left and right navigation controls to move forward or backward a week at a time, or tap on a specific day to display the details of an event.

Note: The Week View also shows untimed events and events before and after the range of times displayed.



3. Tap an event to display a description of the event at the top of the screen.



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Tips for Using Week View

Keep the following points in mind when using Week view:

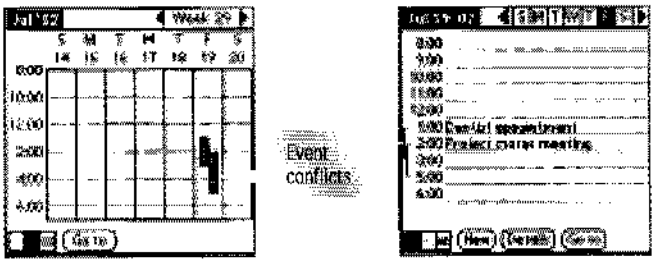
- To reschedule an event while in Week view, tap and drag the event to a different time or day.
- Tap a blank time on any day to move to that day and have the time selected for a new event.

- Tap any day or date that appears at the top of the Week view to move directly to that day without selecting an event.
- The Week view displays the time span defined by the Start Time and End Time in the Date Book Preferences settings. If you have an event before or after this time span, a bar appears at the top or bottom of that day's column. Use the on the screen scroll arrows to scroll to the event.

Spotting Event Conflicts

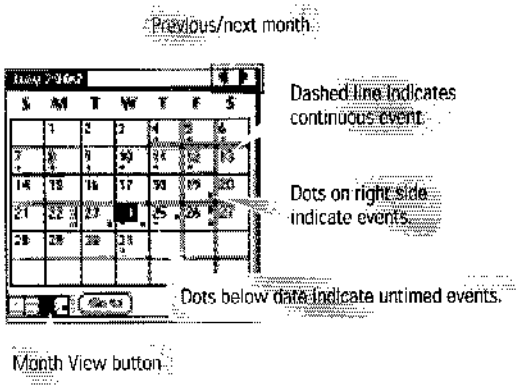
With the ability to define specific start and end times for any event, it is possible to schedule events that overlap (an event that starts before a previous event finishes).

An event conflict (time overlap) appears in the Week view as overlapping time bars and in the Day view as overlapping brackets to the left of the conflicting times.



Working in Month View

The Month View screen shows which days have events scheduled. Dots and lines in the Month view indicate events, repeating events, and untimed events.



You can control the dots and lines that appear in the Month View. See "Changing the Date Book display of events" on page xx for more information.

7

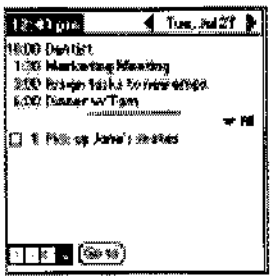
Tips for Using Month View

Keep the following points in mind when using the Month view:

- Tap a day in the Month view to display that day in the Day view.
- Tap the scroll arrows in the upper right corner to move forward or backward a month.
- Tap **Go To** to open the date selector and select a different month.
- Use the scroll buttons on the front panel of your (device type, lower case) to move between months. Press the top button to display the previous month, the bottom button to display the next month.

Working in Agenda View

The Agenda view lets you view appointments, untimed events, and To Do List items in a single screen. Although it is primarily a viewing option, you can also use the Agenda view to check off completed To Do List items. To go to a Day View of any event on the Agenda view screen, simply tap the desired event.



Tips for Using Agenda View

- Tap any appointment while in Agenda view to display the Day View of the appointment.
- Check off completed To Do List items in the Agenda view, or click a description of an item to go directly into the To Do List application.

Changing the Date Book Display of Events

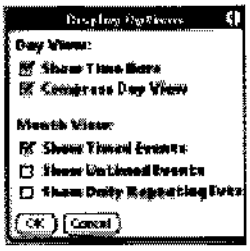
In Day or Month view, you can change which events appear in the Date Book. In Day view, you can display time bars that highlight event conflicts in Day view.

You can also change the starting and ending times displayed for new entries.

To change the Date Book display of events:

1. In Day view or Month view, tap the Menu icon to open the Date Book menus.

2. Tap Options, and then tap Display Options.



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3. For Day view, select from the following options:
   - Tap Show Time Bars to display time bars showing the duration of an event and any event conflicts.
   - Tap Compress Day View to display start and end times for each event, but no blank time slots at the bottom of the screen, to minimize scrolling. Clear the option to display all time slots.

4. For Month view, select whether to display Timed, Untimed, or Daily Repeating events.

5. Tap OK.

To change the start and end times in the Date Book:

1. In the Date Book, tap the Menu icon to open the Date Book menus.

2. Tap Options, and then tap Preferences.

3. Tap Start Time and use the scroll arrows to select a new start time for the Date Book screens. Repeat the step to set a new end time.
   If the time slots you select do not fit on one screen, you can tap the scroll arrows to scroll up and down.

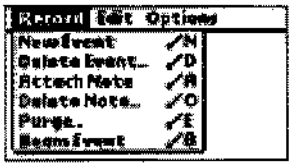
4. Tap OK.

Date Book Menus

Date Book menus are shown here for your reference, and Date Book Features that are not explained elsewhere in this book are described here.

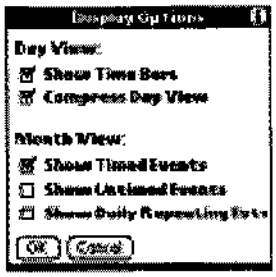
See "Using menus" in Chapter x for information about choosing menu commands.

Record menu



Options menu

Display Options Allows you to change Date Book's appearance and which events display.



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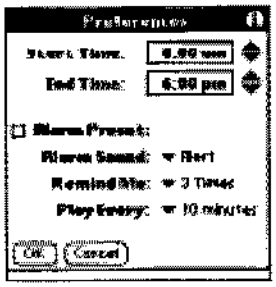
- **Show Time Bars.** Activates the time bars that appear in the Day View. The time bars show the duration of an event and illustrate event conflicts.
- **Compress Day View.** Controls how times appear in the Day View. When Compress Day View is off, all time slots display. When it is on, start and end times display for each event, but blank time slots toward the bottom of the screen disappear to minimize scrolling.
- **Month View settings.** These check boxes apply to the Month View of the Date Book. You can activate any or all of these settings to show that you have Timed, Untimed, or Daily Repeating events in the Month View only.

Preferences



- **Start/End Time**. Defines the start and end times for Date Book screens. If the time slots you select do not fit on one screen, you can tap the scroll arrows to scroll up and down.
- **Alarm Preset.** Automatically sets an alarm for each new event. The silent alarm for untimed events is defined by minutes, days, or hours before midnight of the date of the event.

- **Alarm Sound.** Sets the tone of the alarm.
- **Remind Me.** Defines how many times the alarm sounds. The choices are Once, Twice, 3 Times, 5 Times, and 10 Times.
- **Play Every**. Defines how often the alarm sounds. The choices are Minute, 5 minutes, 10 minutes, and 30 minutes.

8

CHAPTER8

Using the Expense Application

The Expense application lets you keep track of your expenses and then transfer the information to a spreadsheet on your computer.

Expense

Use the Expense application to:

- Record dates, types of expenses, amount spent, payment method, and other details associated with any money that you spend.
- Assign expense items to categories so that you can organize and view them in logical groups.
- Keep track of vendors (companies) and people involved with each particular expense.
- Log miles traveled for a particular date or expense category.
- Sort your expenses by date or expense type.
- Transfer your expense information to a Microsoft Excel spreadsheet (version 5.0 or later) on your computer. (Microsoft Excel is not included in the Samsung Smartphone package.)

Opening Expense Application

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

2. Tap the Expense icon to display the Expense screen.

Recording Expenses

The Expense application lets you record the date, expense type, and the amount you spent. You can sort Expense items into categories or add other information to an item.

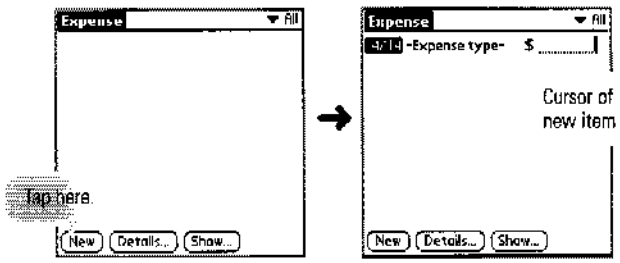
Creating Expense Items

A record in the Expense application is called an item.

To create an Expense item:

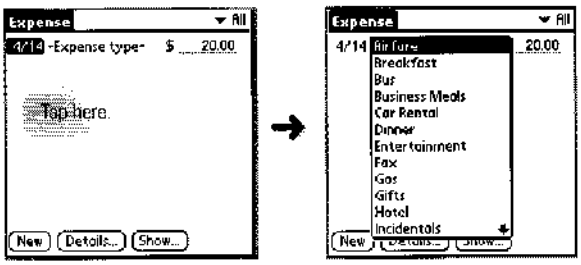
1. Tap New to create a new item.

Tip: You can also create a new Expense item in the Expense List screen by writing on the number side of the Graffiti writing area. The first number you write begins your new Expense item.



2. Enter the amount of the expense.

3. Tap the Expense Type pick list and choose a type from the list.



As soon as you choose an Expense type, your Smartphone saves your entry. If you do not select an Expense type, it does not save the entry.

Tip: Another quick way to create a new Expense item is to make sure that nothing is selected in the Expense List. Then write the first letter or letters of the Expense type to fill it in automatically, and then write the numerical amount of the Expense item. See "Filling in the expense type automatically" in this chapter for more information.

Changing the Date of an Expense Item

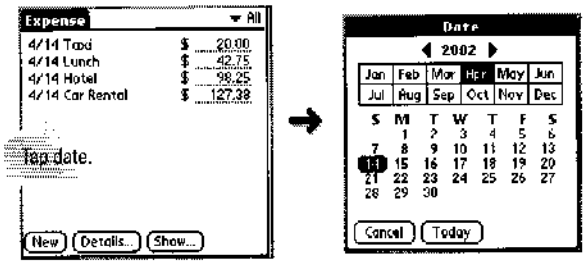
Initially, Expense items appear with the date you enter them. You can use Expense to change the date associated with any Expense item.

8

To change the date of an Expense item:

1. Tap the Expense item you want to change.

2. Tap the date of the selected item.



3. Tap the date you want for the Expense item.

For more information about the Date Screen, see "Scheduling an Event."

Entering Receipt Details

You can add detailed information to an expense item using the Receipt Details dialog box.

To enter receipt details in the Receipt Details dialog box:

1. Tap the Expense item to which you'll add information.

2. Tap Details to display the Receipt Details dialog box.

3. To select a category, tap the Category pick list, and then tap an option. To create a new category, tap Edit Categories. Tap New to create a new category.

4. Select any of the following options:

Category See "Categorizing records" earlier in this chapter.

Type Opens a pick list of expense types.

Payment Lets you choose the payment method used to pay the Expense item. If the item is prepaid (such as airline tickets supplied by your company), you can choose Prepaid to place your expense in the appropriate company-paid cell of your printed expense report spreadsheet. See "Transferring your data to Microsoft Excel" later in this chapter for more information.

Currency Enables you to choose the type of currency used to pay the Expense item. The default currency unit is defined in the Preferences dialog box. You can also display up to four other common types of currency. See "Customizing the Currency pick list" later in this chapter for more information.

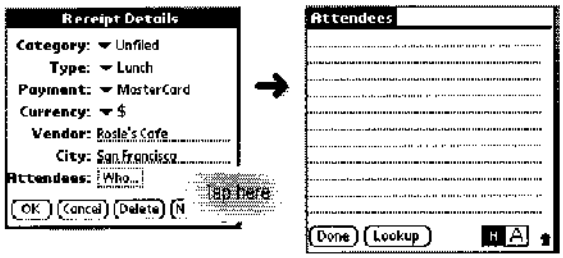
Vendor and City Lets you record the name of the vendor (usually a company) associated with the expense and the city where the expense was incurred. For example, a business lunch might be at Rosie's Cafe (Vendor) in San Francisco (City).

Attendees Lets you enter attendees. Tap Who, then do one of the following in the Attendees screen.

- In the Graffiti writing area, enter others who attended the event. Tap OK.

- Tap Lookup to display all Address Book names that contain an entry in the Company field of the Address Book record.

  Select the name you want to add, and tap Add to add the name to the Attendees screen; repeat the step to add more names. Then tap Done.



5. Tap OK to add the information to the Expense record.

Filling in the Expense Type Automatically

You can select an expense type merely by writing the first letter or letters of an expense type in the Graffiti writing area. For example, writing the letter T enters the Taxi expense type. Writing T and then e enters Telephone, which is the first expense type beginning with the letters Te.

To fill in the expense type automatically:

1. Tap the Menu icon to open the Expense menus.

2. Tap Options, and then tap Preferences.

3. Tap the Use automatic fill when entering data check box to select the option.

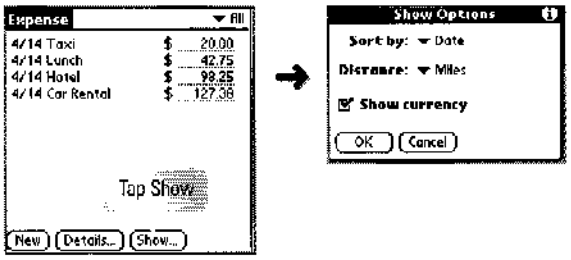
4. Tap OK.

Changing the Expense List Display

You can change the display of expenses, including their sort order, the mileage unit, and the currency symbol, using the Show Options dialog box.

To change the Expense List display:

1. In the Expense List, tap Show to display the Show Options dialog box.



2. To change how expense items are sorted, tap the Sort By pick list, and then tap Date or Type to sort expense items by the corresponding option.

3. To change the display of mileage entries, tap Distance, and then tap Miles or Kilometers to display the corresponding unit.

4. To hide the currency symbol, tap the Show Currency check box to clear it.

5. Tap OK.

Changing the Currency and Symbols Display

You can change the currencies s available in the Currency pick list, and you can change the default currency that appears when you create a new expense item.

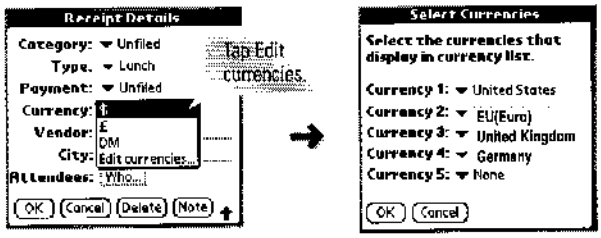
If the currency you want to use is not in the list of countries, you can create your own custom currency symbol and add it to the pick list.

To change the currencies displayed in the Currency pick list:

1. In the Expense List, tap an Expense item.

2. Tap Details.

3. Tap the Currency pick list in the Receipt Details dialog box, and then tap Edit Currencies.



4. Tap the Currency pick list and select the country whose currency you want to display on that line.
   You can specify up to five currencies.

5. Tap OK to close the Select Currencies dialog box.

6. Tap OK.

To change the default currency symbol for all Expense items:

1. Tap the Menu icon to open the Expense menus.

2. Tap Options, and then tap Preferences.

3. Tap the Default Currency pick list, and then tap a currency symbol to select it as the default.

4. Tap OK.

   The symbol you selected appears with all new Expense items. Existing items aren't affected.

Note: To use a currency symbol only for a selected Expense item, select the symbol in the item's Receipt Details dialog box. See "To create an Expense item" earlier in this chapter.

Customizing Currency Symbols

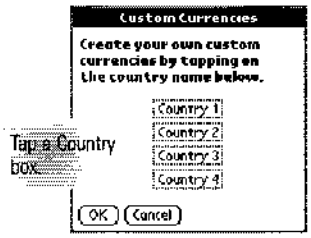
You can create and add your own currency symbol to the Currency pick list.

To define a custom currency symbol:

1. Tap the Menu icon to open the Expense menus.

2. Tap Options, and then tap Custom Currencies.

3. In the Custom Currencies dialog box, tap one of the four Country boxes.



4. In the Currency Properties dialog box, enter the country name and currency symbol that you want to appear in the Expense application.

5. Tap OK to close the Currency Properties dialog box.

6. Tap OK.

Note: To add the currency symbol to the Currency pick list in the Receipt Details dialog box, see the procedure earlier in this chapter, "To change the currencies displayed in the Currency pick list."

Transferring Your Data to Microsoft Excel

Once you have entered expenses in the Expense application on your Smartphone, Palm Desktop software lets you view and print the data with your computer.

Note: You must have Microsoft® Excel version 5.0 or later to view and print your Expense data using one of the provided templates. Microsoft Excel is not included with the (product name) Smartphone package. The procedures in this section assume that you have installed Palm Desktop software. See "Connecting the cradle" in Chapter 1, "Introduction to the Samsung Smartphone" for more information.

Creating and Printing an Expense Report

Palm Desktop software makes it quick and easy to view and print your Expense data in a Microsoft Excel spreadsheet.

To create or print an expense report:

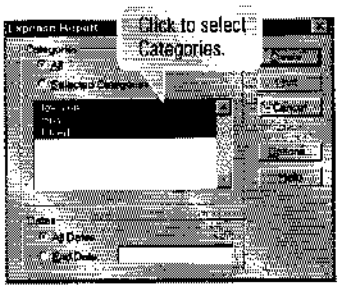
1. Perform a HotSync operation to transfer your latest Expense data to your computer.

2. Click the Expense application in Palm Desktop software to open Microsoft Excel and the Expense Report configuration dialog box.

   Note: If you launch the Expense application from the Start menu instead of from Palm Desktop software, you must first choose your Smartphone user name.

3. Select the expense category using one of the following techniques:

   - Click an expense category.
   - Press Ctrl+click to select multiple categories.
   - Select All in the Categories group to print the expenses associated with all of your Expense categories.



4. Specify a time period to print:

   - Enter a date in the End Date field to define an end date for the expense report.
   - Do not enter a date in the End Date field to specify, all expense entries for the selected categories—up to the date of the last HotSync operation.

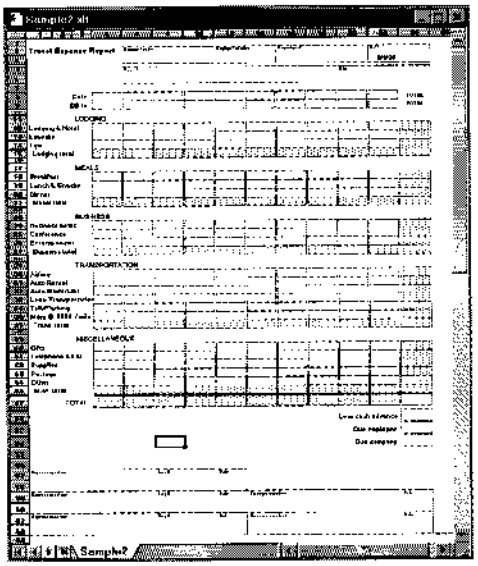
5. Print or display the expense information, choosing one of the following options:

   - Click Print to display the expense report in the Print Preview window, and then click Print in the Microsoft Excel window to print your expense report.
   - Click Create to display a Microsoft Excel spreadsheet containing your expense data. Your data appears in Microsoft Excel spreadsheet form. You can enter information, make formatting changes, and save and print the file in the normal manner.

Using Expense Report Templates

Palm Desktop software includes several expense report templates. When you use one of these templates, you can edit your expense data in Microsoft Excel.

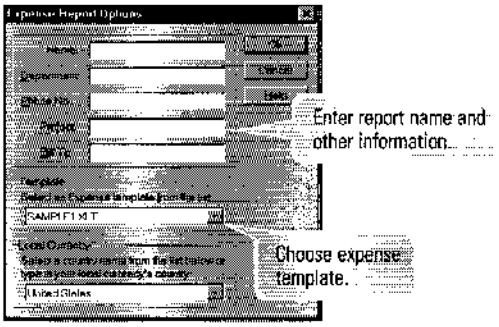
The templates have the extension .xlt and are stored in the template folder in the Palm Desktop software directory on your computer. To see what a template looks like before you use it, open the template in Microsoft Excel. For example, the template Sample2.xlt looks like this:



To view your expense data using a Microsoft Excel template:

1. Display your expense data in a Microsoft Excel spreadsheet as described in the previous procedure.

2. Click Options.



3. Enter the name, department, and other information as necessary for your expense report.

4. Click the Templates menu; then select an expense template.

5. Click OK.

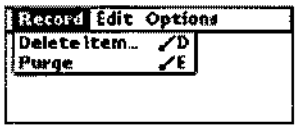
8

Expense Menus

Expense menus are shown here for your reference, and Expense features that are not explained elsewhere in this book are described here.

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

Record menu



Options menu

9

CHAPTER9

Mail

The Mail application lets you manage, on your Smartphone, the e-mail you send and receive through your desktop computer's e-mail application. You can read, reply to, compose, and delete e-mail on your Smartphone once you've performed a HotSync® operation.

The infrared port at the top of your Smartphone lets you send data from your Smartphone—including entire applications—to any other Palm Computing® connected device that's close by and also equipped with an IR port.

Managing Desktop E-mail Away from Your Desk

You can send or receive e-mail after you've performed a HotSync operation, either locally using the Smartphone cradle, or remotely using a modem.

The Mail synchronizes the mail in the Inbox of your desktop e-mail application with the mail on your Smartphone. For example, if you delete e-mail items from Mail, your next HotSync operation also deletes the e-mail items from your desktop e-mail application, so that you never have to delete e-mail items twice. Similarly, if you read an e-mail item on your Smartphone and leave it in your Inbox, your next HotSync operation indicates in your desktop e-mail application that the item has been read.

The Mail application lets you:

- View, delete, file, and reply to incoming mail.
- Create outgoing e mail items and drafts of e-mail items.
- Create simple or complex filters, which let you to decide which type of e-mail your Smartphone retrieves from your desktop e-mail application.
- Use your Smartphone in its cradle to send and retrieve e-mail items from your desktop e-mail application.

Setting Up Mail on the Desktop

Before you use the Mail application for the first time, make sure that your desktop e-mail application is installed and running. You must also set up Palm Desktop software for use with your desktop e-mail application.

Your Smartphone supports various desktop e-mail applications, including Microsoft Exchange (version 4.0 or higher), Eudora (version 3.0.3 or higher), and Lotus cc: Mail (versions 2.5, 6.0, and 7.0). You can view the full list of the supported applications when you set up Mail.

If your desktop e-mail application does not appear on the list, you may still be able to manage your desktop e-mail application from your Smartphone using special connection software, called a conduit, that lets you synchronize your desktop e-mail application and your Smartphone. Contact the vendor of your e-mail application for more information.

Note: **The following instructions assume that you have installed Palm Desktop software on your computer, but have not yet set up Mail.**

To set up Mail:

1. Choose one of the following options:
   - If you have not yet installed Palm Desktop software on your computer, install the software now. You will be prompted to set up Mail as part of the Palm Desktop software installation.
   - If you already installed Palm Desktop software on your computer, and set up Mail, skip to the next procedure, to set up the HotSync options for Mail.

2. In the Windows task bar, click Start.

3. Select Programs, select Palm Desktop software, and then click Mail Setup to begin the setup.

4. Follow the instructions on the screen to set up your Smartphone for use with your desktop e-mail application.

To set or change HotSync options:

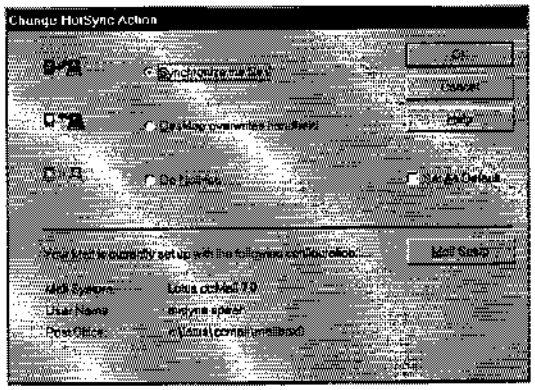
1. In the bottom right corner of the Windows taskbar, click the HotSync icon ◯.

2. Choose Custom.

   Tip: You can also choose Custom from the HotSync menu in Palm Desktop software.

3. Choose Mail from the list box.

4. Click Change.



5. Click one of the following settings:

Synchronize the files	Synchronizes the mail on your organizer and your desktop E-Mail application.
Desktop overwrites handheld	Replaces the mail on your organizer with the mail in your desktop E-Mail application. You should use this option only if, for some reason, the two inboxes get out of sync.
Do Nothing	Turns off communication between your organizer and desktop E-Mail application.

Note: Changing the HotSync setting from the default affects only the next HotSync operation. Thereafter, the HotSync Action reverts to the default setting.

Synchronizing Mail with your e-mail application

After you turn on and set up Mail, you must perform a HotSync operation to synchronize Mail with your desktop e-mail application.

For complete information on using HotSync, see Chapter x, "Exchanging and Updating data using HotSync Operations."

Creating, Viewing, and Replying to E-mail

The Mail application lets you create e-mail that your desktop application can send, and view, edit, and reply to e-mail received from your desktop application. The first time you open the Mail application, it displays the Mail list.

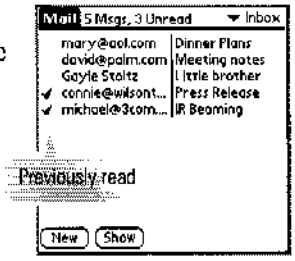
To open the Mail application on your Smartphone:

1. Tap to open the Applications Launcher.

2. Tap the Mail icon.

Viewing E-mail Items

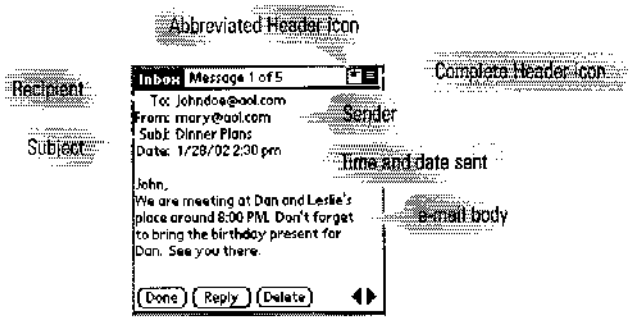
The Mail list displays your incoming e-mail items, who sent them, and the date they were received. A check mark indicates any e-mail items that you've read. Bold indicates high-priority e-mail items.



To view e-mail items:

1. Tap an item in the Mail list.

   By default, the Mail application shows only the From and Subject fields. You can display complete information about the sender, receiver, and copied recipients, as well as the subject and the date the e-mail item was created.



2. To change the display of header information, tap a header mode icon in the upper right corner of the screen:

   - Tap the Complete Header icon to view complete information about the sender, receiver, and copied recipients, in addition to the subject and date the e-mail item was created.
   - Tap the Abbreviated Header icon to redisplay the abbreviated header.

   Mail uses the header type you select for all your e-mail items.

3. To close an e-mail item, tap Done.

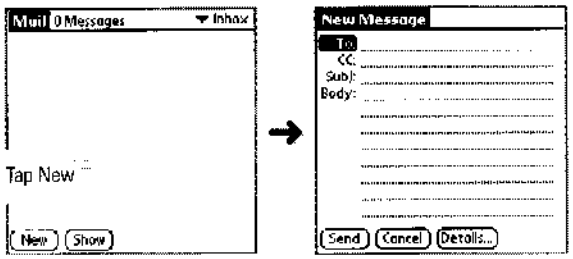
Creating E-mail Items

You create e-mail items with your Smartphone the same way you create e-mail with your desktop e-mail application: you identify the recipient of the e-mail item, define a subject, and create the body of the e-mail item. At a minimum, all e-mail items must contain information in the To and Subject fields.

You create original e-mail items and replies in the New Message screen.

To create an e-mail item:

1. Tap New.



Tip: You can also create an e-mail item by tapping New in the Message menu.

2. Enter the e-mail address of the recipient, using the same format as you would from your desktop e-mail application.

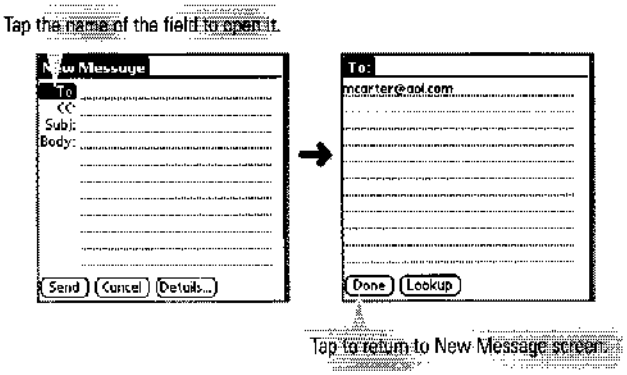
   For example, if you're sending an e-mail item to a user on the same network, you don't have to add Internet information, such as @mycorp.com.

3. To send a copy of the e-mail item to additional recipients, tap the CC field, and enter the e-mail addresses of the additional recipients, separating the addresses with a comma followed by a space.

4. Tap the Subject (Subj:) field and enter a subject for your e-mail item.

5. Tap the Body field and enter the text of your e-mail item.

Tip: If the address, CC, subject, or body exceeds the capacity of the screen display, tap the name of the field (for example, tap "To:") to expand that field. Tap Done to return to the New Message screen.



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To reply to an e-mail item:

1. Tap an e-mail item in the Message List to display it on the screen.

2. Tap Reply.

3. In the Reply Options dialog box, tap the Reply To pick list. Tap to select who should receive the reply—the sender only or all recipients; or tap Forward to reply to someone who didn't see the original e-mail i

4. Tap Include Original Text to include the original e-mail message in the reply. Clearing the option creates a blank reply.

5. If you selected Include Original Text, tap Comment Original Text to let you edit the original text.

6. Tap OK.

7. Enter the text of your reply.

8. If you are forwarding the message, enter a recipient in the To field.

9. Tap Send to place your reply in the Outbox.

Looking Up an Address

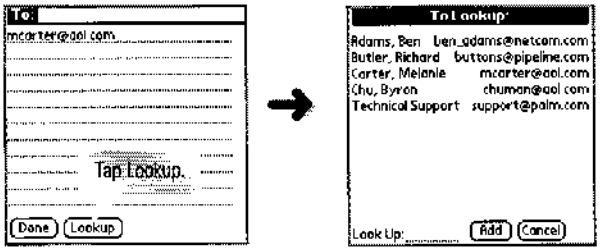
To identify the recipient of an e-mail item, you must enter that person's e-mail address. You can either enter the data directly in the To or CC field, or use the Look Up command to access the information in your Address Book.

To look up an e-mail address:

1. Tap either the To or CC field name to expand it.
2. Choose from the following options:
   - Tap Lookup to display the Lookup dialog box. The Lookup screen lists all records that contain information in an e-mail field.
   - Enter the first few letters of the last name of the person whose address you want to find, and tap Lookup. If your Smartphone completes the desired address for you, tap Done to return to the New Message screen.

   Tip: You can also display the Lookup dialog box from the New Message, To or CC screens by tapping the Menu icon on the front of your Smartphone; then tap Options and tap Lookup. Or use the Graffiti® Command stroke /L.

3. In the Lookup dialog box, enter the first letter of the entry you want, to scroll to the first entry that begins with that letter. Enter additional letters to have the list scroll to the first entry that starts with those letters.



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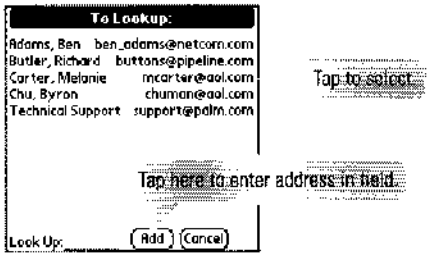
5. Tap an address to select it. Tap Add.



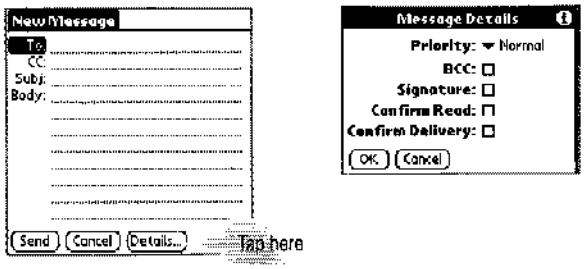
6. Tap Done to return to the New Message screen.

Adding Details to E-mail Items

Before you send your e-mail item, you can additional information to the message if your desktop e-mail application supports the feature. For example, you can specify the message's priority, create a blind courtesy copy, add a signature, or confirm that the message was delivered or read. Your Smartphone cannot attach to an e-mail items details or attributes that your desktop e-mail application doesn't support.

To add details to an e-mail item:

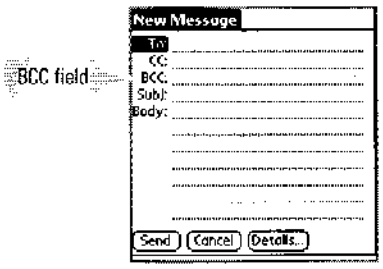
1. In the New Message screen, tap Details.



2. Choose from the following options:

Priority	Selects a ranking for the e-mail item from the Priority pick list. Choices are High, Normal, or Low priority. The Priority setting must be set for each e mail item you create.
BCC	Creates a blind courtesy copy. The BCC option must be set for each e-mail item.
Signature	Attaches your signature to all subsequently created e-mail items until you deselect this option. The signature is visible only to the e-mail recipient, and does not appear in your e-mail item. See "Creating a signature for your e-mail item" for information on defining a signature.
Confirm Read	Requests a confirmation that the e-mail item was read.
Confirm Delivery	Requests a confirmation that the e-mail item was delivered.

3. Tap OK.



4. If you selected the BCC option, in the New Message screen, tap the BCC field and enter an address.

9

Adding a Signature for Your Message

By defining information as a signature, you can automatically attach it to the close of e-mail items and avoid recreating the information for each e-mail item. A signature can contain information on you or your company—such as your name, address, phone and fax numbers, and any other text you want to include. The signature is visible only to the e-mail recipient, and does not appear in your e-mail item.

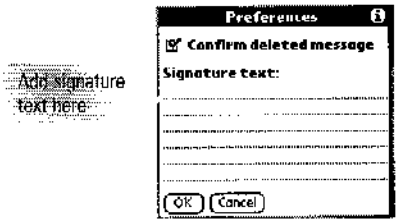
For information on attaching a signature to an e-mail item, see "Adding details to e-mail items."

To create a signature:

1. Tap the Menu icon to open the Mail menus.

2. Tap Options, and then tap Preferences.

3. Tap the Signature text field and enter the text of your signature.



4. Tap OK.

Storing and Editing E-mail Items

Sending an e-mail item from your Smartphone stores it in the Outbox folder until you perform a HotSync operation. You can edit unsent e-mail as long as you have not yet performed a HotSync operation.

You can also draft e-mail items and store them until you're ready to send them, and you can file e-mail items.

Storing and Editing Unsent E-mail Items

The e mail items you send from your Smartphone are actually stored in the Smartphone Outbox folder until you perform a HotSync operation to synchronize your device with your computer. During synchronization, your Smartphone transfers e-mail items stored in the Outbox folder to your desktop e-mail application. The next time you send mail from this desktop application, it sends the mail created on your Smartphone.

When you edit an e-mail item, your Smartphone removes the item from the Outbox folder and displays the New Message screen, where you can edit the item and resend it, save it as a draft, or delete it.

For instructions on synchronizing your device, see "Synchronizing Mail with your e mail application."

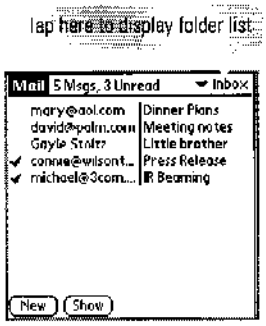
To store an e-mail item in the Outbox folder:

1. Create a new e-mail item or reply to an item. (See "Creating e-mail items.")

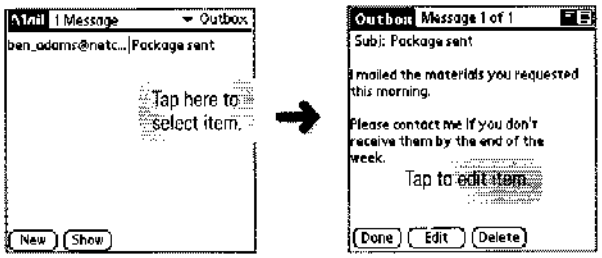
2. Then tap Send.

To edit an unsent e-mail item:

1. In the Mail list, tap Outbox in the pick list in the upper right corner of the screen.



2. Tap the e-mail item you want to retrieve.



3. Tap Edit. Change the e-mail item as desired.

4. Choose from the following options:

   - To return the e-mail item to the Outbox, tap Send.
   - To store the e-mail item in the Draft folder, tap Cancel. If prompted, tap Yes.

Drafting E-mail

You can save e-mail items that you're drafting and not ready to send by storing them in the Draft folder.

To save an e-mail item as a draft:

1. Create an e-mail item.

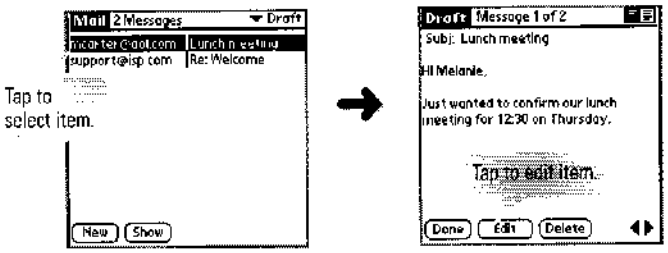
2. Choose from the following options:

   - Tap the Menu icon . Tap Message, and then tap Save Draft.
   - In the New Message screen, tap Cancel, and then tap Yes at the prompt.

To edit an e-mail item saved as a draft:

1. In the Message screen, tap Draft in the pick list in the upper right corner of the screen.

2. Tap the e-mail draft you want to display.



3. Tap Edit.

4. Enter any changes.

9

5. Choose from the following options:

- To resave the draft in the Draft folder, tap the Menu icon , tap Message, and tap Save Draft; or tap Cancel and if prompted, tap Yes.
- To transfer the item to your Outbox folder, tap Send.

Filing an E-mail Item

You can file e-mail in your Smartphone's Filed folder. During a HotSync operation, your Smartphone stores a backup copy of the Filed folder on your computer hard drive, but does not automatically synchronize the contents of this folder with your desktop e-mail application.

You can retrieve an e-mail item from the Filed folder, edit it, send it, save it as a draft, or return it to the Filed folder.

To file an e-mail item:

1. In the Mail list, tap an e-mail item to open it.
2. Tap the Menu icon .
3. Tap Message, and then tap File.
4. Tap No to save the e-mail item in the Filed folder, or tap Yes to file the item in the Filed folder and keep a copy in the Inbox.

To retrieve an e-mail item from the Filed folder:

1. In the Mail list, tap Filed from the pick list in the upper right corner of the screen.

2. Tap the e-mail item you want to restore.

3. Tap Edit to display and modify the item.

4. To store the e-mail item, choose from the following options:
   - Tap Cancel and tap Yes to store the item in the Draft folder.
   - Tap Send to store the e-mail in the Outbox.
   - Return the message to the Filed folder, following the preceding procedure.

Deleting E-mail Items

When you delete an e-mail item, your Smartphone stores it in the Deleted folder until you purge the folder's contents or perform the next HotSync operation. You can purge the contents of the Deleted folder to avoid having deleted e-mail monopolize your Smartphone's storage space. Synchronization deletes the e-mail item, as well as purged items, from your desktop e-mail application.

You can restore a deleted e-mail item by removing it from the Deleted folder, if you haven't purged the folder contents or performed a HotSync operation.

To delete e-mail:

1. In the Mail list, tap the e-mail you want to delete to open.

2. Tap Delete.

3. If prompted, tap Yes.

To restore an e-mail item by moving it out of the Deleted folder:

1. In the Mail list, tap Deleted from the pick list in the upper right corner of the screen.

2. Tap the e-mail item you want to restore.

3. Choose from the following options:

   - If you created the e-mail item that you deleted, tap Edit to display and modify the item. You can send the item or save it as a draft.
   - If you received the e-mail item that you deleted, tap Undelete to move the selected item to the Inbox and mark it as Read.

To purge the contents of the Deleted folder:

1. Tap the Menu icon .

2. Tap Message, and then tap Purge Deleted.

3. Tap Yes.

Note: You cannot restore e-mail items after you purge them.

To display a prompt before e-mail is deleted:

1. In the Mail list or in a Message screen, tap the Menu icon .

2. Tap Options, and then Tap Preferences.

3. To display a prompt, tap the Confirm Deleted Message screen. To delete a message without a prompt, clear the check box.

Categorizing and Sorting E-mail Items

You can display e-mail items by the folders your Smartphone provides for categorizing mail, and according to the e-mail date. The Date column is hidden in the Mail list by default to increase the available screen space.

You can also sort e-mail items by the date sent, by sender, or by subject. No matter how you sort the list, high-priority e-mail items always appear first.

To select an e-mail folder to display:

1. In the Mail list, tap the pick list in the upper right corner or your screen to display a list of folders.

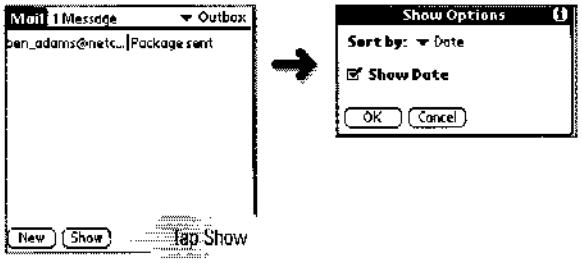
2. Tap a folder to choose one of the following options:

Inbox	Contains the e-mail from your desktop E-Mail application Inbox, minus any that you have excluded using filtering options. See "Creating special filters" later in this chapter.
Outbox	Contains the e-mail you created and sent on the organizer since the last HotSync operation.
Deleted	Contains the e-mail you deleted since the last HotSync operation.
Find	Contains the e-mail you want to store on the organizer.
Draft	Contains the e-mail you created using the organizer but are not yet ready to send.

3. To change the folder displayed, repeat steps 1 and 2 to choose another folder.

To display the Date column in e-mail items:

1. In the Mail list, tap Show.



2. Tap the Show Date check box to select it.

3. Tap OK.

To sort the Message List:

1. In the Mail list, tap Show.

2. Tap the Sort By pick list and tap one of the following options to select it:

Date	Sorts e-mail by date and displays the most recent e-mail item at the top of the screen.
Sender	Sorts e-mail by the sender's user name and displays items in ascending alphabetical order, based on the first word of the From field.
Subject	Sorts e-mail by the subject and displays items in ascending alphabetical order, based on the first word of the Subject field.

3. Tap OK.

Managing Your E-mail Application with HotSync

You can manage your e-mail application more effectively by selecting HotSync options to control which e-mail items download when you synchronize your Smartphone and your computer. You can define different settings for local and remote synchronization.

For example, you may want to download all of your e-mail items when you're working at the office and synchronizing your devices locally, but only urgent e-mail items when you're away from your office and synchronizing your devices remotely. Once defined, your Smartphone determines if synchronization is occurring locally or remotely and uses the appropriate settings for the HotSync operation.

You can filter messages to control which ones are downloaded, and you can set truncation options to download only part of lengthy e-mail items.

Downloading transmits only e-mail items and any text information, not attachments, to your Smartphone. Downloaded attachments are left in your desktop e-mail application.

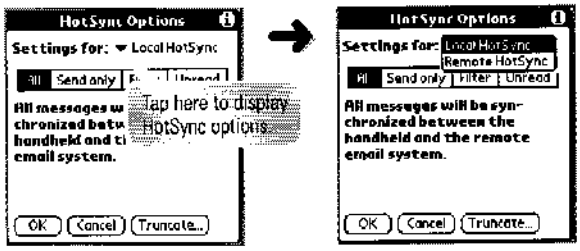
To set HotSync Options to control synchronizing e-mail items:

1. Tap to open the Applications Launcher, and tap Mail.

2. Tap the Menu icon .

3. Tap Options, and then tap HotSync Options.

4. Tap the Settings For pick list, and select Local HotSync or Remote HotSync.



Note: For more information about Local and Remote HotSync operations, see Chapter x.

5. Tap the filtering option you want to apply during synchronization:

All Downloads all e-mail items in your desktop Inbox to your Smartphone, and sends all e-mail items in your Smartphone Outbox to your desktop e-mail application.

Send Only Sends only the e-mail items in your Smartphone Outbox to your desktop e-mail application; from there, the application sends the items to their destinations.

Filter Downloads all e-mail items in your desktop Inbox that meet specific criteria to your Smartphone, and sends e-mail items that meet specific criteria from your Smartphone Outbox to your desktop application. When you select the Filter setting, the HotSync Options dialog box opens and displays additional filter settings. See "Creating special filters" later in this chapter.

9

Unread Downloads only unread e-mail items from your desktop Inbox to your Smartphone, and all items in your Smartphone Outbox to your desktop e-mail application.

6. Choose from the following options:
   - If you selected All, Send Only, or Unread, tap OK.
   - If you selected Filter, continue to the next section.

Using Filters to Control Downloading

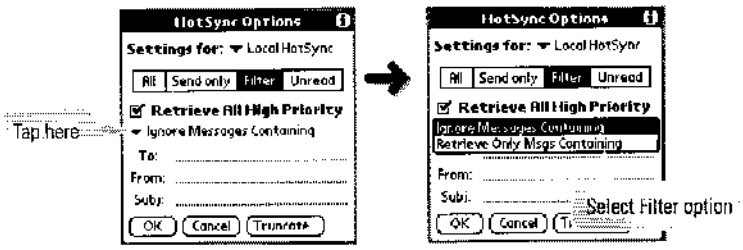
You can create special filters to control the type of e-mail items that download to your Smartphone during synchronization. Special filters ignore or retrieve items that contain specific information in their header fields, according to what you've instructed your Smartphone to look for in the To, From, and Subject fields.

To access the special filter settings:

1. In the Hot Sync Options dialog box, tap Filter.

2. If your e-mail application can flag high-priority items, tap Retrieve All High-Priority items to retrieve these items and override any filter settings.

3. Tap the pick list in the center of the HotSync Options dialog box, and choose whether to ignore or retrieve e-mail items based on the matching information:



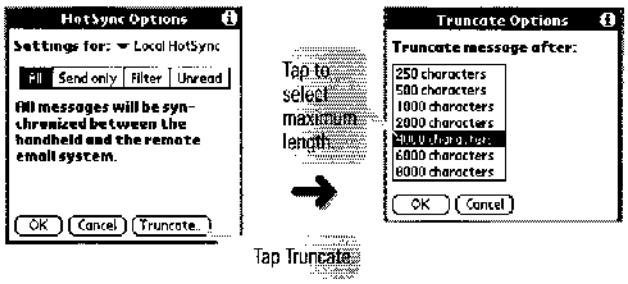
- Tap Ignore Messages Containing to have your Smartphone exclude e-mail items that meet the defined criteria and download all other e-mail items during synchronization. In general, this filter downloads more e-mail during synchronization because it blocks only one defined subset of e-mail.

- Tap Retrieve Only Msgs Containing to have your Smartphone include only the e-mail items that meet the defined criteria and ignore all other e-mail items during synchronization. This filter can block more e-mail during synchronization because it downloads only one subset of e-mail.

5. Enter a filter string in the To, From, and Subject fields. For information on creating filter strings, see "Defining filter strings" later in this chapter.

6. Tap Truncate to stop long e-mail items from downloading, and then specify a number of characters, between 250 and 8,000 (the default is 4,000.). Tap OK.

A lower value reduces the time to synchronize your desktop e-mail and Mail and the e-mail storage space that your Smartphone needs. Messages longer than 8,000 characters will be truncated.



7. Tap OK.

Defining Filter Strings

Your Smartphone filters e-mail items based on information in their To, From, and Subject fields, called a filter string. You create a filter string by listing the words you want your Smartphone to find and separating them by either a comma or a space. Each word in the filter string is joined by an implicit OR; your Smartphone adds the logical connectors like AND or OR.

To create a more complex filter, you can define filter strings for the To, From, and Subject fields. Your Smartphone joins the filter strings for these fields using an implicit AND, and adds the logical connector for you.

For example, you might want to receive only e-mail items from John Smith (jsmith@aol.com) or Jack Jones (jjones@aol.com) concerning the Apollo Project. You would create the following filter strings:

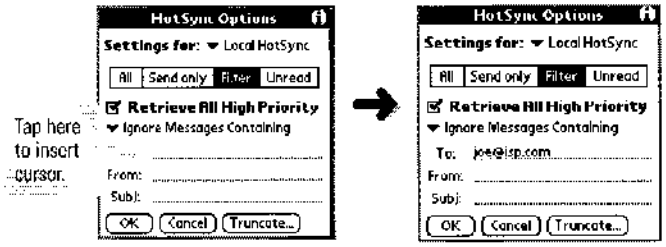
- In the To field: jsmith@aol.com, jjones@aol.com
- In the Subject field: Apollo Project

Your Smartphone interprets this as, "Accept e-mail items about the Apollo Project from John Smith or Jack Jones. Do not accept e-mail items from other people. Do not accept e-mail items from John or Jack about any other subject."

When you define a string, your Smartphone searches for any instance of that sequence of characters. For example, if you define a filter that retrieves only e-mail items with the string "info," appropriate matches would include "info," "rainforest" and "kinfolk."

To define a filter string:

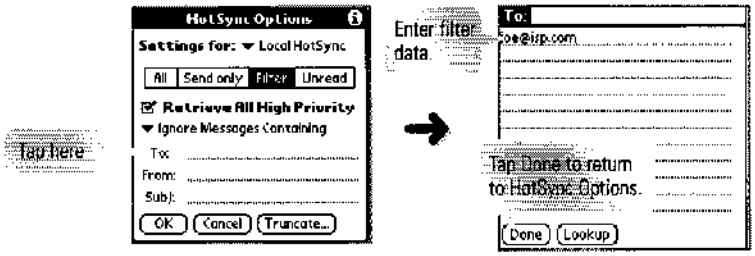
1. Tap the To, From, or Subject header field in the HotSync Options dialog box.



9

2. Enter your filter string, using commas or spaces to separate the words. Do not add connectors, such as AND or OR, between words in a string.

3. If your string exceeds the length of the field, tap the name of the field to display the Notes screen for that header field. See "Creating e-mail items" earlier in this chapter.



4. Tap Done to return to the HotSync Options dialog box.

5. Tap OK.

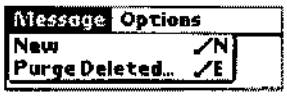
Mail Menus

Mail menus are shown here for your reference, and Mail features that are not explained elsewhere in this book are described here.

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

Message menus

The Message menu varies depending on whether you are viewing an e-mail item, creating an e-mail item, or viewing the Message List.



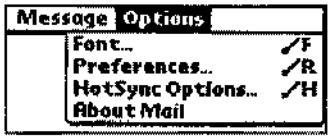
▲ Message List

▲ New Message

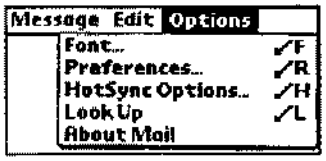
◄ View Message

Options menus

The Options menu varies depending on whether you are creating or editing an e-mail item.



▲ Message List



▲ New Message

9

About mails

Shows version information for Mail.

Beaming Information

Your Smartphone is equipped with an IR (infrared) port that you can use to beam information to another Palm Computing® connected device that's close by and also has an IR port. The IR port is located at the top of the smartphone, behind the small dark shield.

You can beam the following information between Palm Computing® connected devices:

- The record currently displayed in Date Book, Address Book, To Do List, or Memo Pad.
- All records of the category currently displayed in Address Book, To Do List, or Memo Pad.
- A special Address Book record that you designate as your business card, containing information you want to exchange with business contacts.
- An application installed in RAM memory.

To select a business card:

1. Create an Address Book record that contains the information you want on your business card.

2. Tap the Menu icon .

3. Tap Record, and then tap Select Business Card.

4. Tap Yes.

To beam a record, business card, or category or records:

1. Locate the record, business card, or category you want to beam.

2. Tap the Menu icon .

3. Tap Record, and then tap one of the following:

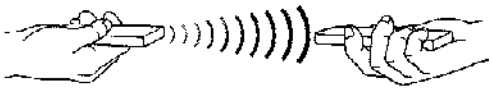
   The Beam command for an individual record

   In Address Book only:

   Beam Business Card, Beam Category.

4. When the Beam Status dialog box appears, point the IR port directly at the IR port of the receiving organizer.

   Tip: For best results, Smartphone should be between 10 centimeters (approximately 4 inches) and 1 meter (approximately 39 inches) apart, and the path between the two devices must be clear of obstacles. Beaming distance to other Palm Computing® connected devices may be different.



5. Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue working on your phone.

9

To beam an application:

1. Tap to open the Applications Launcher.

2. Tap the Menu icon .

3. Tap App, and then tap Beam.

4. Tap the application you want to transfer.

   Note: Some applications are copy-protected and cannot be beamed. These are with a lock icon next to them.

5. Tap Beam.

6. When the Beam Status dialog box appears, point the IR port directly at the IR port of the receiving device.

7. Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue working on your phone.

To receive beamed information:

1. Turn on your phone.

2. Point the IR port directly at the IR port of the transmitting organizer to open the Beam Status dialog box.

3. Tap Yes.

4. Wait for the Beam Status dialog box to indicate that the transfer is complete, and then tap OK to display the new entry.

   Incoming records are placed in the Unfiled category.

Tips on beaming information:

- You can press the Address Book application button for about two seconds to beam your business card.
- You can set the full-screen pen stroke to beam the current entry. See "Pen preferences" in Chapter x for more information.
- You can use the Graffiti Command stroke /B to beam the current entry.

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CHAPTER10
Memo Pad

Memo Pad

The Memo Pad provides a place to take notes that are not associated with records in the Date Book, Address Book, or To Do List.

Use the Memo Pad to:

- Take notes or write any kind of message on your connected organizer.
- Drag and drop memos into popular computer applications like Microsoft® Word when you synchronize using Palmtop software, if app and HotSync® technology.
- Assign memos to categories so that you can organize and view them in logical groups.
- Write down phone numbers and other types of information. Later, you can copy and paste this information into other applications.

Opening the Memo Pad

You can also open the Memo Pad by tapping the Memo icon in the Application Launcher.

1. Tap to open the Application Launcher.

2. Tap the Memo icon.

Creating Memos

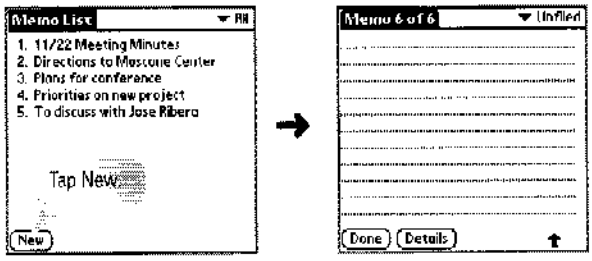
A record in the Memo Pad is called a memo. A memo can contain up to 4,000 characters. The number of memos you can store is limited only by the memory available on your Smartphone.

When you create a new memo, you can add information to it from the Address Book application, such as a phone number or address, using the Phone Lookup option. See "Using Phone Lookup" in Chapter x, "Common Tasks."

To create a new memo:

1. Open the Memo Pad application.

2. Tap New.



Tip: You can also create a new memo by beginning to write in the Graffiti writing area in the Memo List screen. The first letter is automatically capitalized and begins your new memo.

3. Enter the text you want to appear in the memo. Use the carriage return stroke to move down to new lines in the memo.

4. Tap Done.

You can categorize memos and sort them by categories. See "Categorizing Records" and "Sorting Records" in Chapter x, "Common Tasks" for more information.

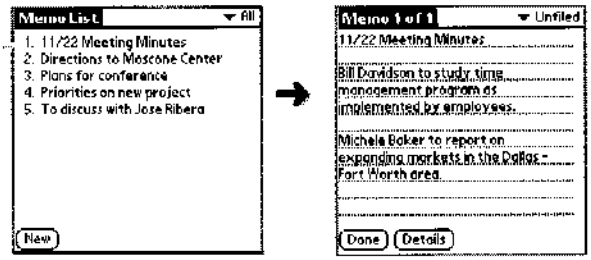
Reviewing Memos

The Memo List displays the first line of a memo. This makes it easy to locate and review your memos. You can easily sort memos in the Memo List or move through memos using Memo options.

To review a memo:

1. In the Memo List, tap the text of the memo.

Tap a memo to review its contents



2. Review or edit the text in the memo.

3. Tap Done.

To move through a memo you're reviewing:

1. In the Memo List, tap the text of the memo you want to review to it.

2. Tap the Menu icon in the lower left corner of the screen of your Smartphone to open the Memo Pad menus.

3. Tap Options.

4. Tap one of the following options to go to the beginning or end of the memo:

   - Tap Go to Top of Page to move to the top (first) line of the memo.
   - Tap Go to Bottom of Page to move to the bottom (last) line of the memo.

To change the order in which memos appear in the Memo List:

1. In the Memo List, tap the Menu icon in the lower left corner of the screen of your Smartphone to open the Memo Pad menus.

2. Tap Options.

3. Tap Preferences, and choose one of the following options:

   - Tap Manual to sort new memos in the sequence in which you create them.
   - Tap Alphabetical to sort new and existing memos in numerical and then alphabetical sequence.

4. Tap OK.

Making a Private Memo

You can designate a specific memo as "private." When you activate the Security features, you Smartphone hides all private entries and you must enter a password to display them on the screen.

To mark a memo as privated:

1. Tap the memo you want to mark as private to display it on the screen.

2. Tap Details to open the Memo Details dialog for that memo.

3. Select the Private check box.

4. Tap OK.

Deleting a Memo

There are three ways to delete a memo: simply delete the text of the memo, use the Menu Command (as described in the "Record Menu" section in this chapter)or use the Memo Details dialog.

To delete a memo with the Memo Details dialog:

1. Tap the memo that you want to delete to display it on the screen.

2. Tap the Details button to open the Memo Details alert.

3. Tap the Delete button to open the Delete Memo alert.

4. Tap the OK button to confirm that you want to delete the current memo.

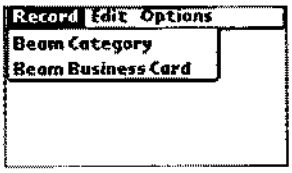
Memo Pad Menus

Memo Pad menus are shown here for your reference, and Memo Pad features that are not explained elsewhere in this book are described here.

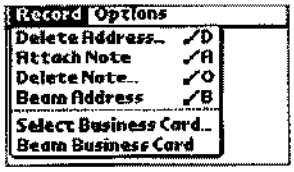
See "Using menus" in Chapter x for information about choosing menu commands.

The Record and Options menus differ depending on whether you're displaying the Memo List or an individual memo.

Record menu

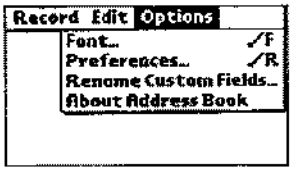


▲ Memo List

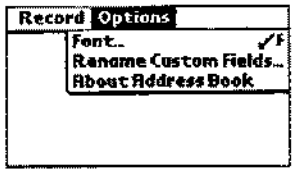


▲ Memo screen

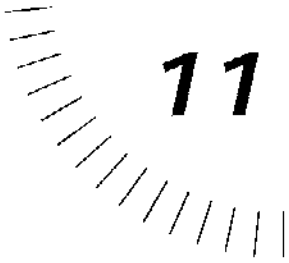
Option menu



▲ Memo List



▲ Memo screen



CHAPTER11
To Do List

To Do List

The To Do List is a convenient place to create reminders and prioritize the things that you have to do.

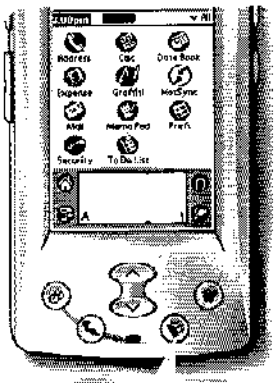
Use the To Do List to:

- Make a quick and convenient list of things to do.
- Assign a priority level to each task.
- Assign a due date for any or all of your To Do List items.
- Assign To Do List items to categories so that you can organize and view them in logical groups. For more information, see "Categorizing records" in Chapter x, "Common Tasks."
- Sort your To Do List items either by due date, priority level, or category.
- Attach notes to individual To Do List items for a description or clarification of the task. For more information, see "Attaching notes" in Chapter x, "Common Tasks."

Opening the To Do List

Press the To Do List application button on the front panel of your Smartphone. To Do List opens to display the category of items you last viewed.

Note: Press the To Do List application button repeatedly to cycle through the categories in which you have items.



To Do List button

You can also open the To Do List by tapping the To Do icon in the Applications Launcher.

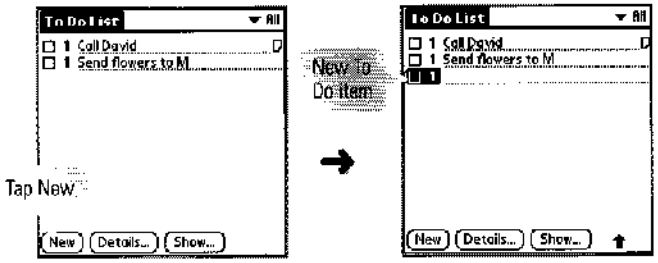
Creating To Do List Items

A To Do List item is a reminder of some task that you have to complete. A record in the To Do List is called an item.

To create a To Do List item:

1. Press the To Do List button on the front of your Smartphone to display the To Do List.

2. Tap New.



3. Enter the text of the To Do List item. The text can be longer than one line.

   Tip: You can add a name, address, and phone number to a To Do List item using the Phone Lookup option. For more information, see "Using Phone Lookup" in Chapter x, "Common Tasks."

4. Tap anywhere on the screen to deselect the To Do List item.

   Tip: If no To Do List item is currently selected, writing in the Graffiti writing area automatically creates a new item.

Setting Priorities

You can set priorities for tasks in your To Do List according to their importance or urgency. Items appear by priority and due date at the top of the To Do List by default, with 1 the highest priority. Changing an item's priority may move its position in the list.

New To Do List items automatically have a priority of 1. If you select another item first, before creating a new item, the item you create appears beneath the selected item with the same priority as the selected item.

To set the priority lever for a To Do List item:

1. If priorities aren't visible in the To Do List, tap Show at the bottom of the list, tap Show Priorities, and tap OK.

2. Tap the Priority number on the left side of the To Do List item.

3. Tap the Priority number that you want to set, with 1 the most important and 5 the least important.

Checking Off To Do List Items

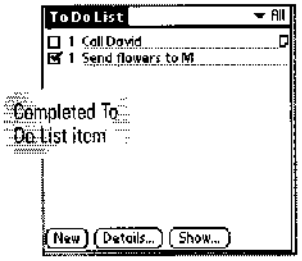
You can check off a To Do List item to indicate that you've completed it.

To check off a To Do List item:

1. In the To Do List, tap Show. Tap Show Completed Items. If you clear this setting, your To Do items disappear from the list when you complete (check) them.

   Note: Items that no longer appear on the list because Show Completed Items is turned off have not been deleted. They are still in the memory of your Smartphone. You must purge completed items to remove them from memory.

2. Tap the check box on the left side of the item.



Changing Priorities and Due Dates

You can change the To Do List to display the due date assigned to an item, change its priority, and assign a category to the task with the To Do Item Details dialog box.

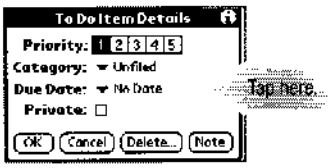
You can then sort To Do List items by priority, due date, or category.

To change the priority and due date of a To Do List item:

1. In the To Do List, tap the item that you want to change.

2. Tap Details.

3. In the Details dialog box, tap No Date to open the Due Date pick list.



4. Tap the date that you want to assign the item. Options are Today, Tomorrow, One week later from the current date, No Date to remove the due date from the item, or Choose Date to display the date selector and select a date. tomorrow's date.

5. Tap Private to hide this item when Security is turned on. For more information, see "Making records private" in Chapter x, "Common Tasks."

6. Tap OK.

Tip: If you turn on the Show Due Dates option in the To Do Preferences dialog box, you can tap directly on the due date in the To Do List to open the pick list shown in step 2.

To sort To Do items:

1. In the To Do List, tap Show.

2. In the To Do Preferences screen, tap Sort By, and then select an option from the pick list:
   - Tap Priority, Due Date to sort items by priority first, and then due date. Tap Due Date, Priority to reverse that order.
   - Tap Category, Priority to sort items by category first, and then priority. Tap Priority, Category to reverse that order.

3. Tap OK.

Displaying Completed and Due Items

You can have the To Do List display completed items and their completion dates, as well as due items and their due dates.

To display completed and due items in the To Do List:

1. In the To Do List, tap Show.

2. In the To Do Preferences dialog box, choose from the following settings:

Show Completed Items	Displays your completed items in the To Do List. If this setting is turned off, completed To Do items disappear from the list, but are kept in the memory of your Smartphone. You must purge completed items to remove them from memory.
Show Only Due Items	Shows only the items that are currently due, past due, or have no due date specified. When this setting is active, items that are not yet due do not appear in the list until their due date.
Record Completion	Replace the due date with the actual date when you complete (check) the item. If you do not assign a due date to an item, the completion date still records when you complete the item.

Show Due Dates Displays the due dates for items in the To Do List and to display an exclamation mark next to items that remain incomplete after the due date passes.

To Do List Menus

To Do List menus are shown here for your reference, and To Do List features that are not explained elsewhere in this book are described here.

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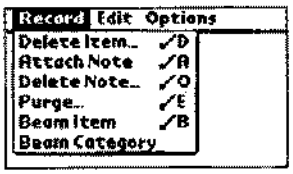
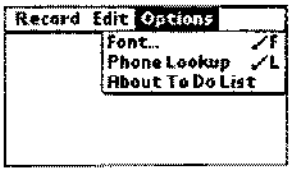
See "Using menus" in Chapter 1 for information about choosing menu commands.

Record menu



Options menu



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CHAPTER12

Exchanging and Updating Data Using HotSync® Operations

HotSync® technology lets you synchronize—exchange and update—data between one or more Palm Computing® connected phones and Palm™ Desktop software or another PIM such as Microsoft Outlook. To synchronize data, you must connect your Smartphone and Palm Desktop either directly, by placing your Smartphone in the cradle attached to your computer, or indirectly, with a modem or network.

The HotSync process automatically synchronizes data between your Smartphone and Palm Desktop software. Changes you make on your Smartphone or Palm Desktop software appear in both places after a HotSync operation. HotSync technology synchronizes only the needed portions of files, thus reducing synchronization time.

You can synchronize your data by connecting your Smartphone directly to your computer with the cradle or indirectly with a modem or network. This chapter describes how to select HotSync options and perform a HotSync operation via a modem or network.

See Chapter x, "Mail," for information on performing HotSync operations via a modem or network.

Performing a HotSync Operation for the First Time

The first time you synchronize your data, you must enter user information on both the Smartphone and Palm Desktop software. After you enter this information and synchronize, the HotSync Manager recognizes your Smartphone and doesn't ask for this information again.

If you are a system administrator preparing several Smartphones for a group of users, you may want to create a user profile. See "Creating a user profile" later in this chapter before performing the following steps.

Important: You must perform your first HotSync operation with a local, direct connection, rather than using a modem.

The following steps assume that you have already installed the Palm Desktop software.

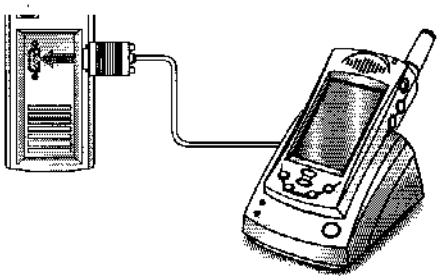
To perform a local HotSync operation:

The Cradle that comes with your Smartphone enables you to synchronize the information on your phone with the Palm Desktop software using the HotSync technology.

If you are planning to synchronize data between the Smartphone and your computer do the following:

1. Turn off the computer.
2. Plug the serial cable from the cradle into the serial communications(COM) port on your computer.

   Note: Your Smartphone requires a dedicated port. It cannot share a port with an internal modem or other device. If you are unsure about the exact location of the serial port on your computer, refer to the manual supplied with the computer.



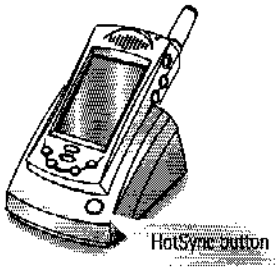
   The bottom edge of the Smartphone should align smoothly with the cradle when it is inserted properly.

3. Insert your Smartphone into the cradle.
4. Turn on the computer.

5. If the HotSync Manager is not running, start it:
   - On the Windows desktop, click Start, and then choose Programs. Navigate to the Palm Desktop software program group and choose HotSync Manager.
   - Alternatively, you can start the Palm Desktop software which automatically opens the HotSync Manager.

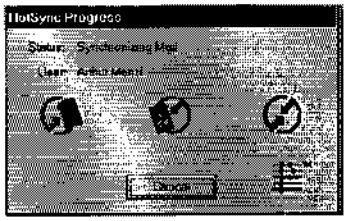
6. Press the HotSync button on the cradle.

   Note: If you are using an optional HotSync cable instead of a cradle, click the HotSync Manager icon ◯ in the Windows system tray and select Local from the menu.



7. If you are performing the HotSync operation for the first time, you must enter a user name in the New User dialog box and click OK. The HotSync Progress dialog box appears and synchronization begins.

   Every Smartphone should have a unique name. To prevent loss of a user's records, never try to synchronize more than one Smartphone to the same user name.



8. Wait for a message on your Smartphone indicating that the process is complete.

   When the HotSync process is complete, you can remove your Smartphone from the cradle.

Creating a User Profile

You can create a user profile to load data into an Smartphone without associating that data with a user name, using the File Link feature. This feature lets system administrators configure several Smartphones with specific information such as a company phone list before distributing them to their actual users. For more information on the File Link option, see "Using File Link" later in this chapter.

The User Profile feature is designed only for the first-time HotSync operation, before you assign a User ID to a particular Smartphone.

To create a user profile:

1. Open Palm Desktop software.

2. From the Tools menu, choose Users.

3. Click Profiles.

4. Click New. Enter a unique name for the profile, and click OK.

5. Repeat steps 3 and 4 for each profile that you want to create. When you have finished, click OK to return to Palm Desktop software.

6. Select the profile from the User list and create the data for the profile (for example, company phone list, and so on).

To use a profile for the first-time HotSync operation:

1. Place the new Smartphone in the cradle.

2. Press the HotSync button on the cradle.

3. Click Profiles.

4. Select the profile that you want to load on the Smartphone, and click OK.

5. Click Yes to transfer all the profile data to the Smartphone.

The next time you perform a HotSync operation, Palm Desktop software prompts you to assign a user name to the Smartphone.

Selecting HotSync Setup Options

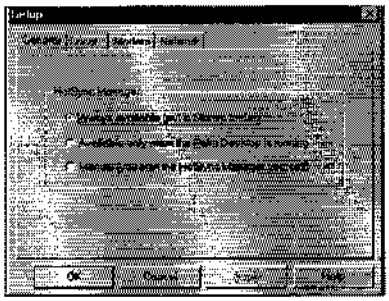
You can choose when you want HotSync Manager to run. If necessary, you can adjust the local and modem HotSync settings as well.

To set the HotSync options:

1. Click the HotSync Manager icon ○ in the Windows system tray.

2. Choose Setup.

3. Click the General tab, and select one of the following options:

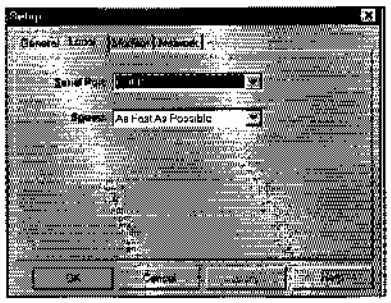


- Always Available adds HotSync Manager to the Startup folder and constantly monitors the communication port for synchronization requests from your Smartphone. With this option, the HotSync Manager synchronizes data even when Palm Desktop software is not running.
- Available Only When Palm Desktop software Is Running starts HotSync Manager and monitors requests automatically when you open Palm Desktop software.

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

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

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



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

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

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

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

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

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

9. Click OK.

Customizing HotSync Application Settings

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

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

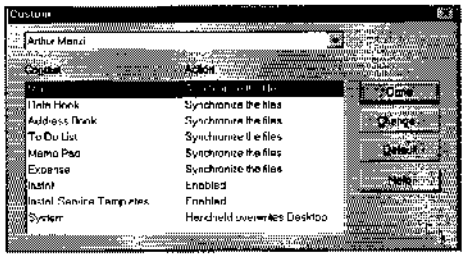
In addition to the conduits for Date Book, Address Book, To Do List, Memo Pad, and Expense, Palm Desktop software includes System and Install conduits. The System conduit backs up the system information stored on your Smartphone, including Graffiti® ShortCuts. The Install conduit installs applications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

To customize HotSync application settings:

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

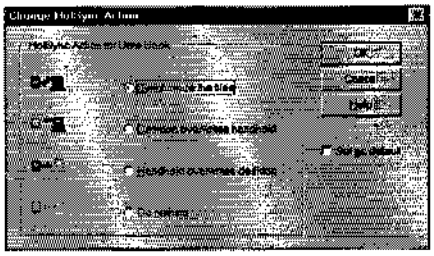
   Tip: You can also click the HotSync command on the Palm Desktop software menu bar.

2. From the HotSync Manager menu, choose Custom.



3. Select the appropriate user name from the list.

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



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

6. Choose how long the setting will remain in effect:
   - To have the setting affect only the next HotSync operation, deselect Set As Default. Thereafter, the HotSync Actions revert to their default settings.
   - To use a new setting as the default, select the Set As Default option. Thereafter, whatever you selected as the default setting is used when you click the Default button in the Custom dialog.
7. Click OK.
8. Repeat steps 4 through 7 to change conduit settings for other applications.
9. Click Done to activate your settings.

Conducting a HotSync Operation Via Modem

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

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

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

- Connect a modem to your computer.
- Configure the Palm Desktop software for use with your modem.
- Connect a modem to your organizer.
- Configure the Modem preferences on your Smartphone for use with your modem. See page xx for details.

Preparing Your Computer

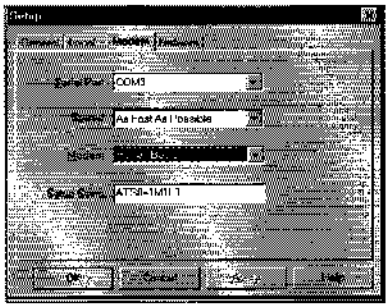
You must perform a few steps to prepare your computer for a modem HotSync operation. Be sure to perform these steps before you leave your office so that your computer is ready to receive a call from your Smartphone.

To prepare your computer for a modem HotSync operation:

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

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

2. Start HotSync Manager if it is not already running, and from the HotSync Manager menu, choose Modem.



3. Adjust the following options as needed:

- Serial Port to identify the port for the modem. If you are unsure of the port assignment, look at the Modem Properties in the Windows Control Panel.
- Speed to determine the speed at which data is transferred. Try the As Fast As Possible rate first, and adjust downward if you experience problems. This setting lets Palm Desktop software and your Smartphone find and use the fastest speed.
- Modem to identify the modem type or manufacturer. Refer to your modem manual or face plate for its type or settings. If you're not sure of your modem type or your modem doesn't match any that appear in the list, select Hayes Basic.
- Setup String to identify the setup string for your particular modem. Not all modems require a setup string. Refer to your modem manual and enter the setup string if recommended by the manufacturer.

4. Click OK.

Preparing Your Smartphone

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

To prepare your Smartphone for a modem HotSync operation:

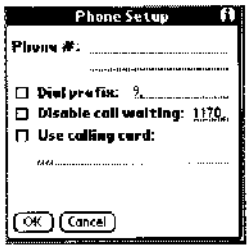
1. Tap to open the Applications Launcher.

2. Tap the HotSync icon .

3. Tap the Enter Phone # field.

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

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



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

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

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

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

8. Tap OK.

9. Tap the Menu icon.

10. Tap Options, and then tap Modem Setup.

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

Selecting Conduits for a Modem HotSync Operation

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

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

1. Tap to open the Applications Launcher.

2. Tap the HotSync icon .

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

4. Tap Options, and then tap Conduit Setup.

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

6. Tap OK.

Performing a HotSync Operation Via a Modem

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

To perform a modem HotSync operation:

1. Tap to open the Applications Launcher.

2. Tap the HotSync icon.

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

4. Wait for the HotSync operation to complete.

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Performing a HotSync Operation Via a Network

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

The Network HotSync software requires the following:

- Your computer has TCP/IP support installed.
- Both your company's network system and its remote access server support TCP/IP. (Your system administrator has this information.)
- You have a remote access account. (If you don't have an account, consult your system administrator.)

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

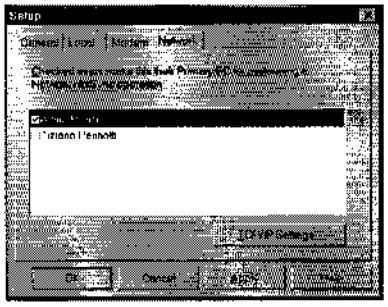
To prepare your computer for a network HotSync operation:

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

2. From the HotSync Manager menu, choose Network.

3. From the HotSync Manager menu, choose Setup.

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



5. Click OK.

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

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

To prepare your device for a network HotSync operation:

1. Tap to open the Applications Launcher.

2. Tap the HotSync icon .

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

4. Tap Options, then tap Modem Sync Prefs.

5. Tap Network.

6. Tap OK.

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

Using File Link

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

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

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

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

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CHAPTER13

Setting Preferences for Your Smartphone

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

In the Preferences screens, you can do the following:

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

ShortCuts Define a list of Graffiti® abbreviations.

Digitizer Calibrate the screen on your Smartphone.

Network Configure your Smartphone for use with a network.

To open the Preferences screens:

1. Tap the icon to open the Applications Launcher.

2. Tap the Preferences icon .

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

4. Select the Preferences screen you want to view.

Buttons Preferences

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

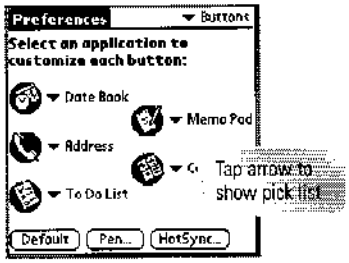
For example, if you find that you seldom use To Do List and often use Expense, you can assign the To Do List button to start Expense.

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

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

To change the Buttons preferences:

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



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

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

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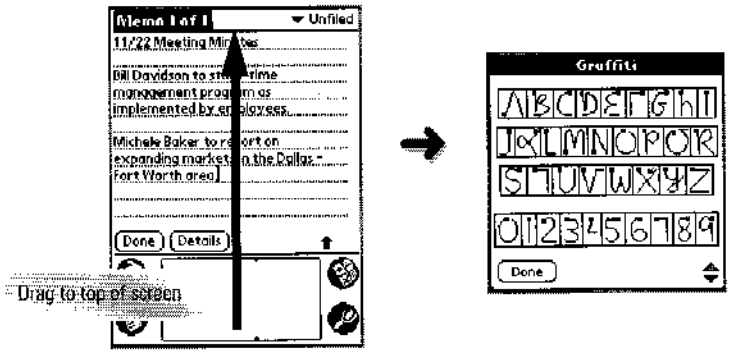
Pen Preferences

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



To change the Pen preferences:

1. Tap Pen.

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

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

3. Tap OK.

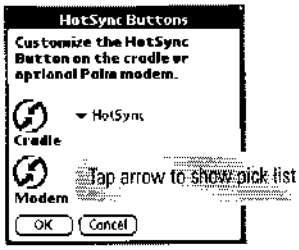
HotSync Buttons Preferences

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

To change the HotSync buttons preferences:

1. Tap HotSync.

2. Tap the pick list next to the button you want to assign.



3. Tap the application that you want to assign to each button.

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

4. Tap OK.

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Digitizer Preferences

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

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

Formats Preferences

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

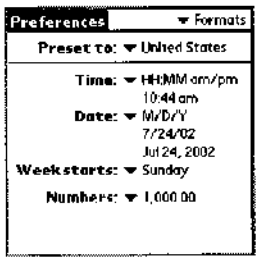
Country Default

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

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

To set the country default:

1. Tap the country name pick list.



2. Tap the setting you want to use.

Time, Date, Week Start, and Numbers Formats

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

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

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

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

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

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

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

General Preferences

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

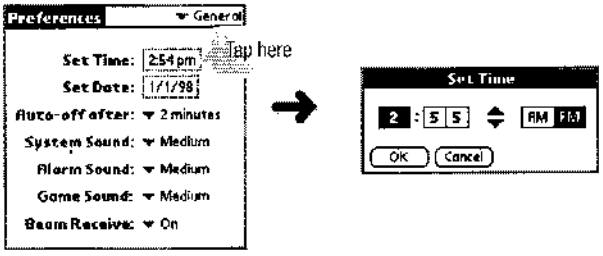
Tip: When you first start up the Smartphone, you are also guided to set date and time.

Setting the Current Time

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

To set the current time:

1. Tap the time in the General Preferences screen to open the Set Time dialog.



2. Tap the up or down arrows to change the number for the hour.

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

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

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

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

Setting the Current Date

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

To set the current date:

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

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

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

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

Auto-off Delay

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

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

To set the Auto-off delay:

1. Tap the Auto-off after pick list.

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

System, Alarm, and Game Sounds

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

To set the system and alarm sounds:

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

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

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

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

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

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Beam Receive

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

To change the Beam Receive setting:

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

Connection Preferences

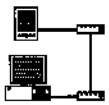
The Connection Preferences screen enables you to define the settings used to perform different types of HotSync operations. The screen displays a list of available configurations that are ready to be further defined; the list varies depending on the kind of software you've added to your organizer.

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

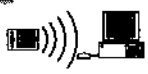
Note: You can purchase a modem for use with your organizer. See http://www.palm.com.

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

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



Serial to Modem: A connection between a modem attached to the serial port of your organizer and a modem that is part of your computer or laptop.



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

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

Sample Connection for Remote IR HotSync Operations

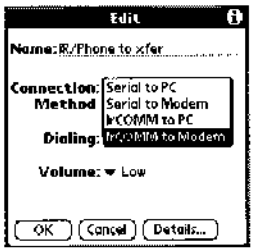
The following sample configuration would enable you to perform an IR HotSync operation by sending data through the IR port of a modem attached to a cell phone, which then dials a modem attached to your desktop computer, to synchronize with your Desktop application. For this example, you use the IrCOMM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

To create an IrCOMM to Modem connection:

1. Tap New.

2. Enter a name to identify this configuration.

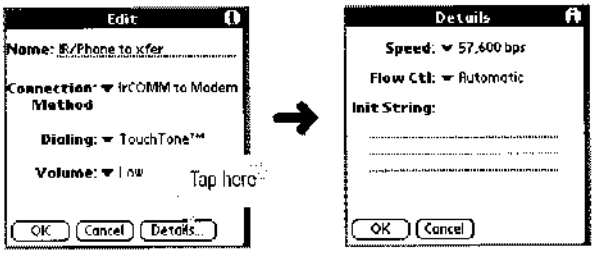
3. Tap the Connection Method pick list and select IrCOMM to Modem.



4. Tap the Dialing pick list and select TouchTone or Rotary.

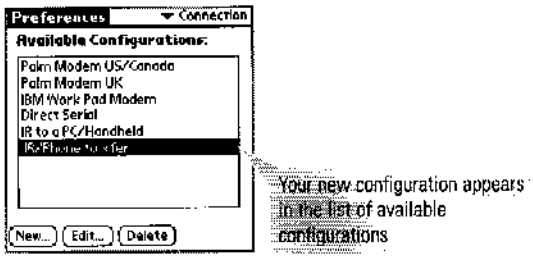
5. Tap the Volume pick list and select the speaker volume you want to use.

6. Tap Details.



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

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



After you create the configuration, you need to set up the HotSync Manager of your Desktop application and the HotSync application of your organizer to perform a modem HotSync operation.

Network Preferences and TCP/IP Software

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

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

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

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

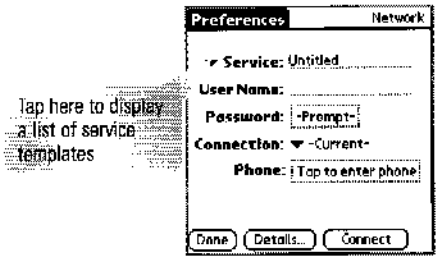
Note: TCP/IP provides the ability to connect to your ISP or dial-in server with applications that allow you to view the transmitted data.

Selecting a Service

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

To select a service:

1. Tap the Service pick list.



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

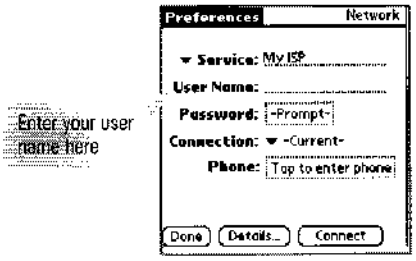
Entering a User Name

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

To enter a user name:

1. Tap the User Name field.

2. Enter your user name.



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

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Entering a Password

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

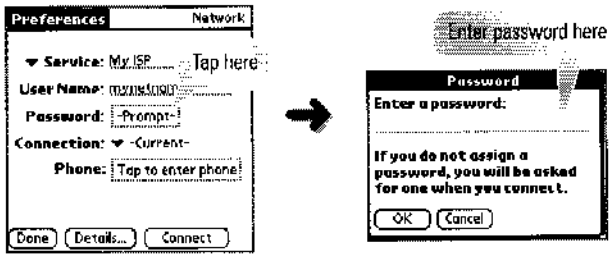
- If you do not enter a password, your Smartphone displays the word "Prompt" in this field and asks you to enter a password during the login procedure.
- If you enter a password, your Smartphone displays the word "Assigned" in this field and does not prompt you to enter a password during the login procedure.

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

To enter a password:

1. Tap the Password field.

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



3. Tap OK.

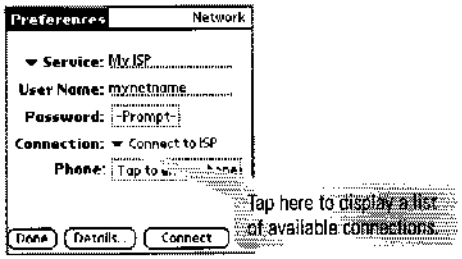
Note: The Password field updates to display the word "Assigned."

Selecting a Connection

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

To select a connection:

1. Tap the Connection pick list.



2. Tap the connection you want to use.

Adding Telephone Settings

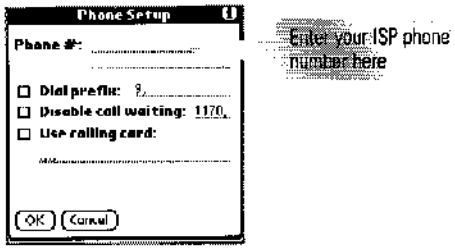
When you select the Phone field, your Smartphone opens a dialog box in which you define the telephone number you use to connect with your ISP or dial-in server. In addition, you can also define a prefix, disable Call Waiting, and give special instructions for using a calling card.

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

To enter your server phone number:

1. Tap the Phone # field.

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



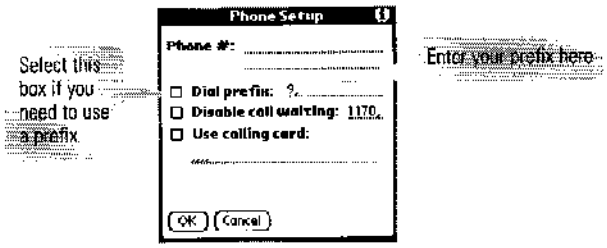
3. If you need to enter a prefix or disable Call Waiting, skip to those procedures. Otherwise, tap OK.

Entering a Prefix

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

To enter a prefix:

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



2. Enter the prefix.

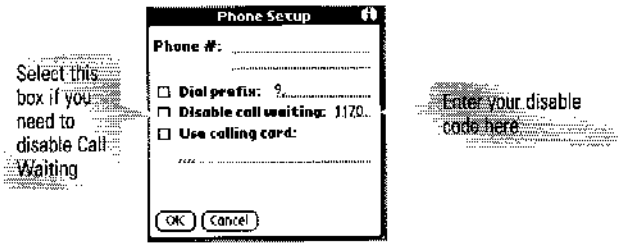
3. Tap OK.

Disabling Call Waiting

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

To disable Call Waiting:

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



2. Enter the code to disable Call Waiting on the Disable call waiting line.

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

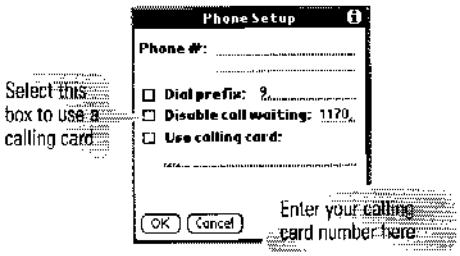
3. Tap OK.

Using a Calling Card

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

To use a calling card:

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



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

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

3. Tap OK.

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Connecting to Your Service

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

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

To establish a connection:

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

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

To close a connection:

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

Creating Additional Service Templates

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

To add a new service template:

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

To duplicate an existing service template:

1. Tap the Service pick list.
2. Tap the predefined service template you want to duplicate.
3. Tap the Menu icon .
4. Tap Service, and then tap Duplicate. A copy of the service template is added to the Service pick list.

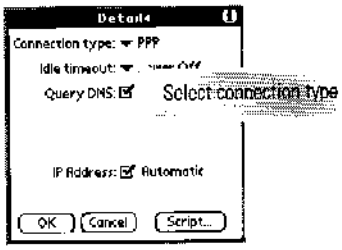
Adding Detailed Information to a Service Template

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

To select a connection type:

1. Tap the service field.

2. Tap Details.



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

PPP	Point-to-Point protocol
SLIP	Serial Line Internet Protocol
CSLIP	Compressed Serial Line Internet Protocol

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

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Idle timeout

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

To set the Idle timeout:

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

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

2. Tap OK.

Defining primary and secondary DNS

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

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

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

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

To enter a primary and secondary DNS:

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

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

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

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

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

5. Tap OK.

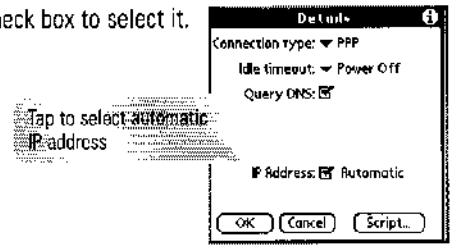
IP address

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

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

To identify dynamic IP addressing:

Tap the IP Address check box to select it.



To enter a permanent IP address:

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

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

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

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

4. Tap OK.

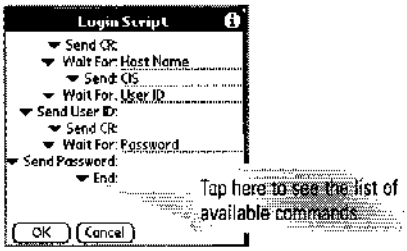
Login Scripts

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

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

You can create login scripts in two ways:

- In a text editor on your desktop computer, in which you create a file with the extension PNC, which you then install on your organizer using the Install Tool (this method is not available to Macintosh users)
- In the Login Script dialog box on your organizer, accessed from the Details dialog box in Network Preferences



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

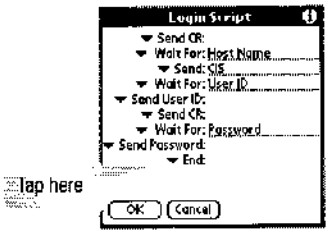
Creating a Login Script on Your Organizer

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

To create a login script:

1. Tap Script.

2. Tap the End pick list.



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

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

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

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

5. Tap OK.

Plug-in Applications

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

Plug-in applications have the following characteristics:

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

Deleting a Service Template

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

To delete a service template:

1. Tap the Service pick list.

2. Tap the service template you want to delete.

3. Tap the Menu icon .

4. Tap Service, and then tap Delete.

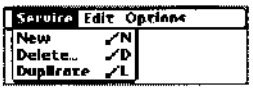
5. Tap OK.

Network Preferences Menu Commands

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

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

Service menu



Options menu

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TCP/IP Troubleshooting

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

Displaying expanded Service Connection Progress messages

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

Viewing the Network Log

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

To view the Network Log:

1. Tap Options, and then tap View Log.

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

3. Tap Done.

Adding a DNS number

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

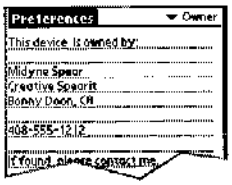
Owner Preferences

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

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

To enter the Owner preferences:

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



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

To unlock the Owner Preferences screen:

1. Tap Unlock.
2. Enter the password that you defined in the Security application.
3. Tap OK.

ShortCuts Preferences

The ShortCuts Preferences screen enables you to define abbreviations for entering text with Graffiti strokes. This section describes how to create, edit, and delete a ShortCut. See Chapter x for more information on the use of ShortCuts.

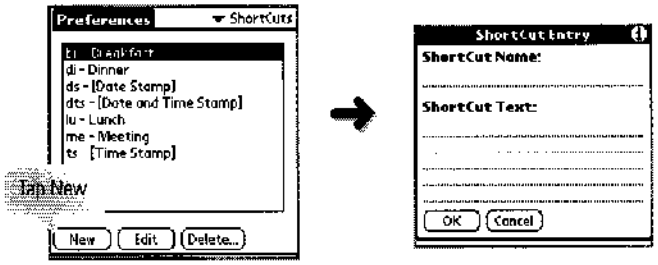
Creating a ShortCut

You can create a ShortCut for any words, letters, or numbers. All ShortCuts you create appear on the list in the ShortCut Preferences screen. All the ShortCuts are available in any of your Smartphone applications and are backed up on your computer when you perform a HotSync operation.

To create a ShortCut:

1. Tap New.

2. On the ShortCut name line, enter the letters you want to use to activate the ShortCut.



3. Tap the ShortCut Text area and enter the text that you want to appear when you write the ShortCut characters.

Tip: You may want to add a space (space character) after the last word in your ShortCut text. This way, a space automatically follows the ShortCut text.

4. Tap OK.

Tip: To use a ShortCut, draw the ShortCut stroke followed by the ShortCut characters. When you draw the ShortCut stroke, the ShortCut symbol appears at the insertion point to show that you are in ShortCut mode.

Editing a ShortCut

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After you create a ShortCut, you can modify it at any time.

To edit a ShortCut:

1. Tap the ShortCut you want to edit.

2. Tap Edit.

3. Make the changes you want and tap OK.

Deleting a ShortCut

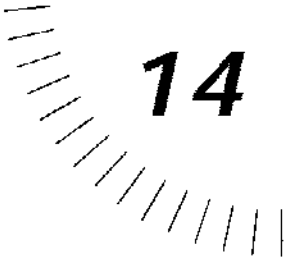
If you no longer need a ShortCut, you can delete it from the list of ShortCuts.

To delete a ShortCut:

1. Tap the ShortCut you want to delete.

2. Tap Delete.

3. Tap Yes.



CHAPTER14

Installing and Removing Applications

Your Smartphone comes with many applications installed. You can also install additional applications, such as games and other software. There are many third-party applications available for your Smartphone. To learn more about these applications, go to the web site: http://www.palm.com.

Each of these applications takes up some of the Smartphone's memory. Periodically, you'll want to add new applications or remove old ones. This chapter explains how to install and remove applications on your Smartphone and how to remove Palm Desktop software from your computer.

Installing Applications

The Install Tool makes it quick and easy to install software on the Smartphone. You install new applications during the process of synchronizing your Smartphone and your computer.

Considerations:

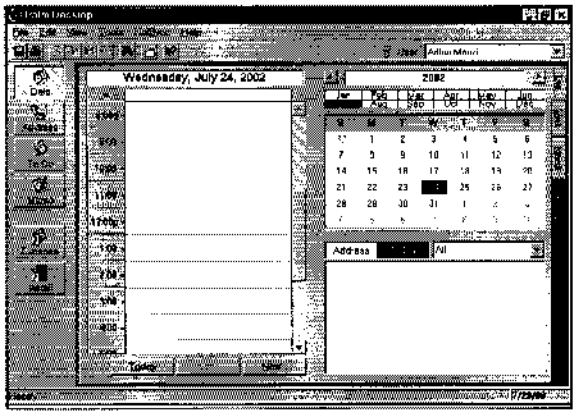
- Be aware that any application you install on the Smartphone resides in memory. A hard reset of the Smartphone automatically deletes these applications; you can also delete them manually.
- Install only applications from reliable sources. It is recommended that you use only Palm-certified or Platinum-certified applications.

To install software on your Smartphone:

1. Copy the application you want to install into the Add-on folder (inside the Palm Desktop folder) on your computer.

   If you prefer to copy the application into another folder, you must navigate to that folder before you complete step 5.

2. Double-click the Palm Desktop icon on your Windows desktop (or select Palm Desktop from the Start menu) to open the Palm Desktop software.



3. Click Install.

Note: You can also select the Install Tool dialog box by selecting Install Tool from the Palm Desktop program group or by double-clicking any file with a PRC file extension.

4. In the User drop-down list, select the user name that corresponds to your Smartphone; then click Add.

5. In the file list of the Add-on folder, select the application from that you want to install on your Smartphone; then click Open. The file appears in the Palm Install Tool dialog box.

   Note: If you decide not to install an application, select it in the list of files in the Palm Install Tool dialog box and click Remove. The application is removed from the dialog box list, but not from your computer.

6. Click Done. A message appears to indicate that the application or applications will be installed the next time you perform a HotSync operation.

7. Perform a HotSync operation to install the applications. See Chapter x, "Exchanging and Updating Data using HotSync Operations" for more information.

Removing Applications

You can remove add-on applications, patches, and extensions from your Smartphone if you run out of memory or no longer need them.

You cannot remove the built-in applications that reside in the ROM portion of your device, including the Date Book, Address Book, To Do List, Memo Pad, Expense, Calculator, and Mail applications.

To remove an add-on application:

1. Tap the icon to open the Applications Launcher.

2. Tap the Menu icon to open the Applications Launcher menus.

3. Tap App, then tap Delete.

4. In the Delete dialog box, tap the application you want to remove.

5. Tap Delete.

6. Tap Yes to confirm that you want to remove the application from your Smartphone.

7. Tap Done.

Removing Palm Desktop Software

If you no longer want to use Palm Desktop software, you can remove it from your computer.

To remove Palm Desktop software:

1. In Windows, from the Start menu, choose Settings, and then Control Panel.

2. Open the Add/Remove Programs icon.

3. On the Install/Uninstall tab, select Palm Desktop software, then click Add/Remove.

4. Click Yes to confirm you want to remove the application.

Note: You must retain the HotSync Manager from the installation CD to synchronize data with another PIM.

A

APPENDIX A
Maintaining Your Smartphone

This chapter provides information on the following:

- Proper care of your smartphone
- Prolonging battery life
- Resetting your smartphone

Caring for Your Smartphone

Your smartphone is designed to be rugged and reliable and to provide years of trouble-free service. Please observe the following general tips when using your smartphone:

- Take care not to scratch the screen of your smartphone. Keep the screen clean. When working with your smartphone, use the supplied stylus or plastic-tipped pens intended for use with a touch-sensitive screen. Never use an actual pen or pencil or other sharp object on the surface of the smartphone screen.

- Your smartphone is not waterproof and should not be exposed to rain or moisture. Under extreme conditions, water may enter the circuitry through the front panel buttons. In general, treat your smartphone as you would a pocket calculator or other small electronic instrument.

- The touch-sensitive screen of your smartphone contains a glass element. Take care not to drop your smartphone or subject it to any strong impact. Do not carry your smartphone in your back pocket: if you sit on it, the glass may break.

- Protect your smartphone from temperature extremes. Do not leave your smartphone on the dashboard of a car on a hot day, and keep it away from heaters and other heat sources.

- Do not store or use your smartphone in any location that is extremely dusty, damp, or wet.

- Use a soft, damp cloth to clean your smartphone. If the surface of the smartphone screen becomes soiled, clean it with a soft cloth moistened with a diluted window-cleaning solution.

Battery Considerations

Please note the following considerations for the battery in your smartphone:

- Under normal conditions, your smartphone battery should remain charged by placing it in the cradle for just a few minutes each day. You can conserve battery life by minimizing the use of the backlight feature, and changing the Auto-off setting that automatically turns the smartphone off after a period of inactivity. See "General preferences" in Chapter x.

- If the battery becomes low in the course of normal use, an alert appears on the smartphone screen describing the low battery condition. If this alert appears, perform a HotSync ® operation to back up your data; then recharge the unit. This helps prevent accidental data loss.

- If the battery drains to the point where your smartphone does not operate, it stores your data safely for about a week. In this case, there is enough residual energy in the battery to store the data, but not enough to turn on your smartphone. If your smartphone does not turn on when you press the power button, you should recharge the unit immediately.

- If your battery drains and you have the unit in an uncharged state for an extended period of time, you can lose all of the stored data.

- There are no serviceable parts inside your smartphone, so do not attempt to open the unit. You never need to replace the battery, even if the charge runs out.

- If you ever dispose of your smartphone, please dispose of it without damaging the environment. Either return your smartphone to the service representative, or take it to your nearest environmental recycling center.

Resetting Your Smartphone

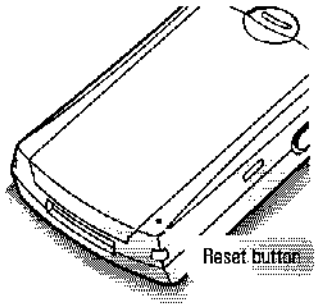
Under normal circumstances, you will not have to use the reset button. On rare occasions, however, your smartphone may no longer respond to buttons or the screen. In this case, you need to perform a reset to get your smartphone running again.

Performing a Soft Reset

A soft reset tells your smartphone to stop what it's doing and start over again. All records and entries stored in your smartphone are retained with a soft reset. After a soft reset, the Dialer screen appears.

To perform a soft reset::

- Use the reset tip tool, or the tip of an unfolded paper clip (or similar object without a sharp tip), to gently press the reset button inside the hole on the back panel of your smartphone.



Performing a Hard Reset

With a hard reset, all records and entries stored in your smartphone are erased. Never perform a hard reset unless a soft reset does not solve your problem.

Note: You can restore any data previously synchronized with your computer during the next HotSync operation.

To perform a hard reset:

1. Hold down the power button on the fright side of the smartphone.

2. While holding down the power button, use the tip of an unfolded paper clip (or similar object without a sharp tip) to gently press the reset button.

3. Release the power button.

4. When a message appears on the smartphone screen warning that you are about to erase all the data stored on your smartphone, do one of the following:

   Press the Up button on the front panel of the smartphone to complete the hard reset and display the Setup screen.

   Press any other button to cancel the procedure.

Note: With a hard reset, the current date and time are retained. Formats Preferences and other settings are restored to their factory default settings.

B

APPENDIX B

Frequently Asked Questions

If you encounter a problem with your smartphone, do not call Technical Support until you have reviewed the following list of frequently asked questions, and you have also reviewed the following:

- The README file and HelpNotes located in the folder where you installed the Palm™ Desktop software on your computer (or on your installation CD or diskettes)
- The Palm Desktop online Help

If you are still having problems, contact Technical Support. For US and International telephone numbers, see ??????.

Note: **Thousands of third-party add-on applications have been written for the Palm Computing ® platform. Unfortunately, we are not able to support such a large number of third-party applications. If you are having a problem with a third-party application, please contact the developer or publisher of that software.**

Software Installation Problems

Problem	Solution
When I install Palm™ Desktop software I get an error that a modem is attached to my serial port, but there is no modem attached.	Take your smartphone out of the cradle and install again.

Operating Problems

Problem	Solution
My smartphone won't turn on.	Try each of these in turn: • Press the contrast control button and adjust the contrast. • Recharge the unit. If your smartphone still does not operate, try a soft reset. See "Resetting your smartphone" in Appendix A.
I get a warning message telling me my smartphone memory is full.	• Purge Date Book and To Do List. This deletes To Do List items and past Date Book events from the memory of your smartphone. See "Purging records" in Chapter x. You may need to perform a HotSync ® operation to recover the memory.

Problem	Solution
I get a warning message telling me my smartphone memory is full. (continued)	• Delete unused memos and records. If necessary, you can save these records. See "Deleting records" in Chapter x. • If you have installed additional applications on your smartphone, remove them to recover memory. See "Removing applications" in Chapter x.
My smartphone keeps turning itself off.	Your smartphone is designed to turn itself off after a period of inactivity. This period can be set at one, two, or three minutes. Check the Auto-off setting. See "General preferences" in Chapter x.
My smartphone is not making any sounds.	Check the System Sound setting. See "General preferences" in Chapter x.
My smartphone has frozen.	Perform a soft reset. See "Resetting your smartphone" in Appendix A.
I don't see anything on my Smartphone's screen.	• Change the contrast settings. • Check the battery power. If necessary, recharge the unit.

Tapping and Writing Problems

Problem	Solution
When I tap the buttons or screen icons, my smartphone activates the wrong feature.	Calibrate the screen. See "Digitizer preferences" in Chapter x.
When I tap the Menu icon , nothing happens.	Not all applications or screens have menus. Try changing to a different application.
I can't get my smartphone to recognize my handwriting.	• For your smartphone to recognize handwriting input with the stylus, you need to use the Graffiti ® writing. See "Using Graffiti writing to enter data" in Chapter x. • Make the Graffiti character strokes in the Graffiti writing area, not on the display part of the screen. • Write Graffiti strokes for letters in the left-hand side, and the strokes for numbers in the right-hand side of the Graffiti writing area. • Make sure that Graffiti is not shifted into extended or punctuation modes. See "Using Graffiti writing to enter data" in Chapter x.

Application Problems

Problem	Solution
Problem Solution I tapped the Today button, but it does not show the correct date.	Your smartphone is not set to the current date. Make sure the Set Date box in the General Preferences screen displays the current date. See "General preferences" in Chapter x for more information.
I know I entered some records, but they do not appear in the application.	• Check the Categories pick list (upper-right corner of the screen). Choose All to display all of the records for the application. • Check Security and make sure that the Private Records setting is set to Show private records.
I am having problems listing memos the way I want to see them.	• If you cannot manually arrange the order of the memos in the List screen, check the Memo Preferences setting. Make sure that Sort by is set to Manual. • If you choose to view your memos alphabetically on Palm Desktop software and then perform a HotSync operation, the memos on your smartphone still appear in the order defined in the Memo Preferences setting. In other words, the sort settings that you use with Palm Desktop software are not transferred to your smartphone.

Problem	Solution
I created an event in Date Book, but it doesn't appear in the Week View.	In the Week View, you cannot select overlapping events that have the same start time. If you have two or more events with the same start time, choose the Day View for the particular day to see the overlapping events.

HotSync Problems

Problem	Solution
I cannot do a HotSync operation; what should I check to make sure I am doing it correctly?	• Check the Windows tray to make sure the HotSync Manager is running. If it is not, open Palm Desktop software. • Click the HotSync Manager, choose Setup and click the Local tab. Check the Serial Port setting displays the correct COM port where your cradle is attached. • Make sure the cradle is connected securely.
I did a HotSync operation, but one of my applications did not synchronize.	Click the HotSync Manager and choose Custom. Check the correct conduit is active.

Problem	Solution
I am using Outlook as my PIM, but I cannot do a HotSync operation.	• Click the HotSync Manager and choose Custom. Check the correct conduit is active. • Check the correct conduit is installed. Reinstall the HotSync Manager and make sure the correct conduit is selected.
I cannot launch the HotSync Manager.	• Make sure you are not running another program, such as America Online, CompuServe, or WinFax, that uses the serial port you selected in the Setup dialog box. • Reinstall the Palm Desktop software.
I tried to do a local HotSync operation, but it did not complete successfully.	Try each of these in turn: • Make sure HotSync Manager is running. If HotSync Manager is running, exit and restart it. • Make sure you selected Local from the HotSync Manager menu or the Palm Desktop software menu. • Check the cable connection between the cradle and the serial port on your computer. • Make sure you selected the correct serial port on the Local tab in the Setup dialog. It should be set to the port where you connected the cradle. • Try a lower baud rate setting on the Local tab in the Setup dialog.

Problem	Solution
I tried to do a local HotSync operation, but it did not complete successfully. (continued)	• Make sure you are not running another program, such as America Online, CompuServe, or WinFax, that uses the serial port you selected in the Setup dialog box. • Read the HotSync Log for the user account for which you are performing a HotSync operation. • Make sure your smartphone is seated in the cradle correctly. • Make sure the gold-plated connectors on the cradle and your smartphone are clean. Use a pencil eraser to clean them.
I tried to do a modem HotSync operation, but it did not complete successfully.	Check the following on your computer: • Make sure your computer is turned on and that it does not shut down automatically as part of an energy-saving feature. • Make sure the modem connected to your computer is turned on and is connected to the outgoing phone line. • Make sure Modem is checked in the HotSync Manager menu. • Make sure the modem you are using with your smartphone has an on-off switch. Your smartphone cannot "wake up" a modem that has an auto-off feature.

Problem	Solution
I tried to do a modem HotSync operation, but it did not complete successfully. (continued)	• Make sure the modem is connected properly to a serial port on your computer and is connected to the incoming phone line. • Confirm that the Setup String in the Setup dialog box configures your modem correctly. You may need to select a different Modem Type or enter a custom Setup String. Most modems have a Setup String that causes them to send initial connection sounds to a speaker. You can use these sounds to check the modem connection. • Confirm that the Speed setting in the Setup dialog box is appropriate for your modem. • If you have problems using the As Fast As Possible option or a specific speed, try using a slower speed. • Make sure you selected Modem from the HotSync Manager menu. • Make sure you are not running another program, such as America Online, CompuServe, or WinFax, that uses the serial port you selected in the Setup dialog box. • Make sure your modem resets before you try again. (Turn off your modem, wait a minute, then turn it back on.)

Problem	Solution
I tried to do a modem HotSync operation, but it did not complete successfully. (continued)	Check the following on your smartphone: • Confirm that your modem is turned on. • Make sure the dialing instruction dials the correct phone number. • If you need to dial an outside line prefix, make sure you selected the Dial Prefix option on your smartphone and entered the correct code. • If the telephone line you are using has Call Waiting, make sure you selected the Disable call waiting option under Modem Sync Phone Setup on your smartphone and entered the correct code. • Make sure the telephone line you are using is not noisy, which can interrupt communications. • Make sure you are not running another program, such as America Online, CompuServe, or WinFax, that uses the serial port you selected in the Setup dialog box. • Make sure your modem resets before you try again. (Turn off your modem, wait a minute, then turn it back on.)

Network Problems

Problem	Solution
I cannot get e-mail on my smartphone.	• To receive e-mail wirelessly, you must have over-the-air digital data coverage in your area. Connect your service provider. • If you have digital data coverage, you can send and receive e-mail on the smartphone by using the application and keeping all of your mail messages on a server. The Mail application does not support over-the-air data. • If you do not have digital data coverage, you must send and receive e-mail on your computer e-mail program. You can then transfer messages to Palm Mail using a HotSync operation. Once the messages have been transferred, you can read them answer them, and compose new messages on the smartphone. These messages are transferred back to your computer during your next HotSync operation and sent to their recipients by the computer e-mail program. See "Chapter x Mail".

B

Problem	Solution
I cannot surf the Web on my smartphone.	• To access the Internet, you must have over-the-air digital data coverage in your area. Contact your wireless telephone service provider. • Before you can open a Web side on your smartphone, the Network Preferences must be set up. This is usually done by your service provider. See "Chapter x Setting Network Preferences."

Beaming Problems

Problem	Solution
Recharging problems Problem Solution I cannot beam data to another Palm Computing ® connected device.	• Confirm that your smartphone and the other device are between ten centimeters (approximately 4") and one meter (approximately 39") apart, and that the path between the two devices is clear of obstacles. Beaming distance to other Palm Computing ® connected device may be different. • Move your device closer to the receiving device.

Problem	Solution
When someone beams data to my smartphone, I get a message telling me it is out of memory.	Your smartphone requires at least twice the amount of memory available as the data you are receiving. For example, if you are receiving a 30K application, you must have at least 60K free.

Recharging Problems

Problem	Solution
When I place my smartphone in the cradle, the cradle light does not go on.	• Confirm that your smartphone is well seated in the cradle. • Confirm that your recharger cable is properly connected to the back of the cradle's serial (COM) port connector that plugs into your computer. • Confirm that your recharger is plugged into an AC outlet and that the AC outlet has power.

B

Password Problems

Problem	Solution
I forgot the password, and my smartphone is not locked.	You can use Security to delete the password. If you do this, your smartphone deletes all entries marked as private. You can, however, perform a HotSync operation before you delete the password: the HotSync process backs up all entries, whether or not they are marked private. In this case, the following procedure restores your private entries and lets you access them: 1. Use the Palm Desktop software and the cradle to synchronize your data. 2. Tap Forgotten Password in Security to remove the password and delete all private records. 3. Perform a HotSync operation to synchronize your data and restore the private records by transferring them from your computer to your smartphone.
I forgot the password and my smartphone is locked.	If you assign a password and lock your smartphone, you must perform a hard reset to continue using your it. See "Performing a hard reset" in Appendix A for more information.

Technical Support

If, after reviewing the sources listed at the beginning of this appendix, you cannot solve your problem, contact your regional technical support office by e-mail, phone, or fax.

Before requesting support, please experiment a bit to reproduce and isolate the problem. When you do contact support, please be ready to provide the following information:

- The name and version of the operating system you are using
- The actual error message or state you are experiencing
- The steps you take to reproduce the problem
- The version of smartphone software you are using and available memory

To get version and memory information:

1. Tap to Open the Applications Launcher.

2. Tap the Menu icon .

3. Tap App, and then tap Info.

Note: Thousands of third-party add-on applications have been written for the Palm Computing platform. Unfortunately, we are not able to support such a large number of third-party applications. If you are having a problem with a third-party application, please contact the developer or publisher of that software.

B

C

APPENDIX C

Creating a Custom Expense Report

This section explains how to modify existing Expense application templates and how to create your own custom expense report templates for use with the Expense application.

Note: This section assumes that you are familiar with Microsoft Excel or a similar spreadsheet application. If you are not familiar with Microsoft Excel, consult your company's Information Services department or another experienced user.

About Mapping Tables

Before creating or modifying an Expense template, it's important to understand the function of the Palm™ Desktop software Expense application. In simple terms, the Expense application is designed to move Expense data from your smartphone into a Microsoft Excel spreadsheet.

Each Expense item stored in your smartphone represents a group of related data. The following data can be associated with an expense item:

- Category
- Date
- Expense Type
- Amount
- Payment Method
- Payment Currency
- Vendor
- City
- Attendees
- Note

When you perform a HotSync ® operation between your smartphone and Palm Desktop software on your computer, the Expense data is stored on your computer (in a file named Expense.txt). When you open the Expense application in Palm Desktop software, an Excel macro starts, and populates an expense template with your data based on the rules specified in a spreadsheet file named Map table.xls.

The Map table.xls file is an editable spreadsheet that functions as a "mapping table." The function of the mapping table is to guide the Excel macro in extracting the Expense data. The mapping table tells the Excel macro how large the spreadsheet is and provides the data-cell layout of the Excel template used for the Expense Report.

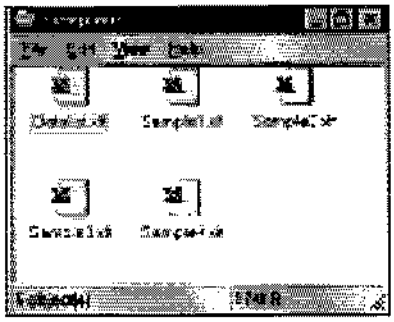
Customizing Existing Sample Templates

Four sample Expense Report templates come with Palm Desktop software. These templates are stored in the Template folder (which is in the same folder as the Palm Desktop software application).

If the layout of one (or more) of these templates is appropriate for your reporting needs, you can easily customize the templates with your company name and other information.

To customize a sample Expense Report template:

1. Make a backup copy of the contents of the Template folder.



2. Double-click the name of the sample template you want to modify to open it in Microsoft Excel.

3. Make any changes that you want to the names (or other information) in the sample template.

C

Important: Do not insert rows or columns in the sample template. Doing so changes the way your Expense data maps to the template and causes errors. If you want to move the cells to a different location or add or delete rows or columns, you have to make changes to the Map table.xls file.

Note: You can insert your own company logo without changing the Map table.xls file. If you change the file name, however, you need to make a corresponding change in the Map table.xls file.

You can also rename cells without changing the Map table.xls file, provided that the expense type corresponds to your smartphone data. For example, you can change "Snack" to "Munchies," and then all items entered on your smartphone as "Snack" map to the cell(s) labeled "Munchies."

4. From the File menu, choose Save As.

5. Click the Save as type drop-down list and choose Template (*.xlt).

6. Navigate to the Template folder (in the Palm Desktop software directory).

   Note: If you do not need to change the Map table.xls file, save the template file with its original file name (e.g., Sample2.xlt).

   If you do need to change the Map table.xls file, give your modified template a unique name. Be sure to use the .xlt file suffix, which defines the file as a Microsoft Excel template.

7. Click Save to save your modified template and make it available for future use.

Note: If you need to modify the Map table.xls file, you must do this before you can use the modified template with your Expense data. To modify the Map table.xls file for your new template, see "Programming the mapping table" later in this appendix. Read all of the sections of this appendix before making changes to the Map table.xls file.

Determining the Layout of the Expense Report

This section describes the layout considerations for the Expense Report and explains the terms used for creating the report.

Labels

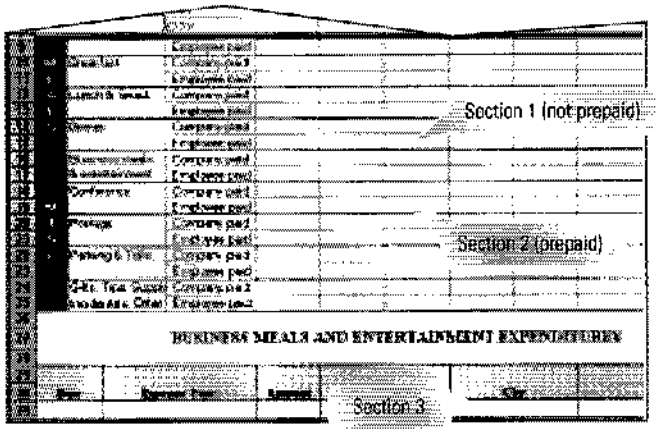
There are two kinds of labels that you need to define for your report: day/date and expense type. Each kind of label can be either Fixed or Variable. A Fixed label means that the label always appears as a header at the beginning of a row or column. If a label is not Fixed, it is variable.

For example, a list table of expenses could have variable labels in the rows for day/date, and variable labels in the columns for expense type. In this case, neither day/date or expense type information would be "fixed" (as a header). Instead, the date and expense type information would be filled into the cells of the spreadsheet as appropriate.

Examples of both Fixed and Variable labels appear in the sample expense templates.

Sections

A Section is an area of the report that has common formatting. It is common for an Expense report to have more than one Section. For example, the following sample Expense Report named Sample3.xlt contains several Sections.



Because your Expense data maps to row and column areas of your final report, different Sections require different definitions for the data mapping. To create additional Sections with different mapping, you create corresponding additional lines to the mapping table file named Map table.xls. This procedure is explained later in this appendix.

If a section contains cells for prepaid (company paid) expenses, you need to create an additional line in the mapping table for "prepaid." This will count as an additional section in the mapping table. The only data that differs in the prepaid section (from the non-prepaid section) is the row/column numbers for the expense type.

Analyzing Your Custom Expense Report

If you already have a custom Excel expense report, you can use it with a modified mapping table. However, before you can create a Map table.xls file that corresponds to your custom Expense Report, you must first analyze the characteristics of your report.

Perform the following before you begin a custom mapping table:

- Print a copy of your custom expense report. Activate the Row and Column Headings option in the Sheet settings of the Page Setup command. This enables you to quickly determine the size of the Section(s), as well as the numbers for the start rows and columns.

- On the printed copy, identify the data Sections. A Section is an area of data with common row and column formatting. A yellow highlighter marking pen can make it easy to see the Sections as you work with programming the mapping table. Your custom Expense Report can contain any number of Sections, and the same data can be repeated in any Section.

- On the printed copy, identify the type of Labels that apply to each Section. Each Section can have only one kind of Fixed or Variable Label for rows. Likewise, each Section can have only one kind of Fixed or Variable Label for columns.

- Place a copy of your custom Expense Report in the Template folder (in the Palm Desktop software directory). Change the file name so it has the file extension .xlt (which defines it as a Microsoft Excel template). Make a note of the exact file name so it can be defined in the mapping table file.

C

Programming the Mapping Table

Once you have analyzed the components of your custom Expense Report, you can program the mapping table to fill the report with data from the smartphone.

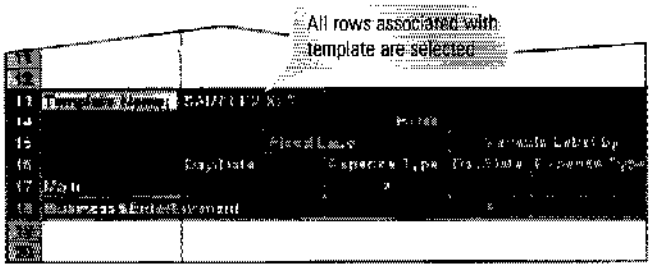
To program a new custom mapping table:

1. Open a copy of the Map table.xls file in Microsoft Excel.

   Note: This file is located in the same folder as the Palm Desktop software application. Make a backup copy of this file before you make your modifications.

2. Mapping a new template. Scroll to where you find the name of the original template that you chose for your modifications. The name of the template will appear in column B of the Map table.xls file, next to the cell highlighted in green that reads "Template Name:". If you did not modify an existing template, move to any table in the Map table.xls file.

3. Select all the rows associated with the template name. To select the rows, click and drag on the row numbers (left side), so they appear highlighted.



4. From the Edit menu, choose Copy.

5. Scroll down to a blank area of the Map table.xls file (below the rows used for Sample4.xlt), and click on a row number to select a blank row.

6. From the Edit menu, choose Paste. A copy of the rows you selected in step 3 is pasted into the Map table.xls file.

7. Name the table. In the cell immediately to the right of the cell entitled Template Name, enter the exact file name of your custom Expense Report template.

8. Define the number of Sections. Each row in a table defines how your smartphone data will be placed in a Section of your custom Expense Report. Note that the prepaid portion of a section has its own row and counts as a separate section for map table purposes, even though it is not a separate section in your template.

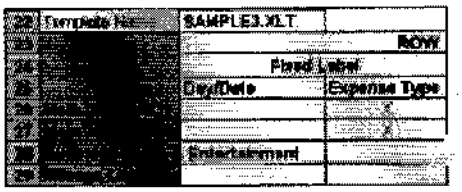
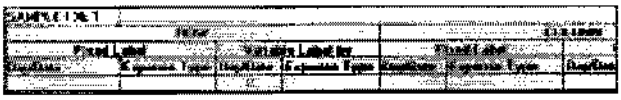


Table with four sections

You may add or delete rows as necessary so that the total number of rows corresponds to the number of Sections in your custom Expense Report. To clear all of the existing settings in a row, click to select the row and press Ctrl+Delete. Name each row to correspond to a Section of your custom Expense Report.

9. Determine the Label settings. The orientation of the data fields (Row, Column) appears in the yellow section of the table.



Determine whether the Rows will contain expense or date information, and place an "x" in the appropriate cell. When you do this, you also define whether the label is Fixed or Variable. You can place only one "x" in the Row section (columns 2–5).

Determine whether the Columns will contain expense or date information, and place an "x" in the appropriate cell. When you do this, you also define whether the label is Fixed or Variable. You can place only one "x" in the Column section (columns 6–9).

10. Define the dimensions of the Section. The dimensions of the Section appear in the green columns (10–13).

# of Rows	Represents the total number of columns in the Section, excluding any header or total columns. Another words, this includes only the number of columns in the Section where your smartphone data will be placed.
# of Columns	Represents the total number of rows in the Section, excluding any header or total rows. In other words, this includes only the number of rows in the Section where your smartphone data will be placed.

Start Row	Is the number of the first row of the Section that will be filled with your smartphone data.
Start Columns	Is the number of the first column of the Section that will be filled with your smartphone data.

11. Define the Dates and Intervals. The dates and intervals between dates appears in the light blue columns (14–17).

Date	Intervals Between		
Date	Dates	Start day	Day
1	0		

In the Date cell, enter the row or column number where all the date information will be placed.

In the Dates cell, enter the number of blank columns (or rows) separating the date fields. If there are no blank columns (or rows) between date entries, leave this number set to zero.

In the Start Day cell, enter the day of the week that starts the expense reporting period. Enter a three-character abbreviation for the day (e.g., Sun, Mon, Tue).

In the Day cell, enter the row or column number where all the day information will be placed. If the dates are in a row, enter the row number. If the dates are in a column, enter the column number.

12. Define whether the Section is in list format. This setting appears in the light purple columns (18–19).

Listing Format	Expense Type
YES	8

If the Section will present the data in a list format, enter the word "yes". Otherwise, enter the word "no". The following diagram shows data presented in a list format:

Only if your section is in list format: In the Expense Type cell, enter the number of the row or column where the expense description will be placed. Expense amounts can be entered in several different columns or rows if required by your template. Expense type labels must all appear in the same column.

13. Enter the row or column numbers for the expense types that appear in the Section. These settings appear in the aqua columns (20–48).

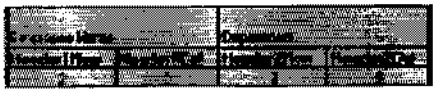
For these settings, simply enter the row or column number for the expense types that you want to appear in the Section. Note that the same row or column number can be used more than once. An example of this would be meals that encompass breakfast, lunch, dinner, and snacks. In the previous example, all expense items would be populated into row/column 4 of the custom Expense Report.

14. Complete the table. All of the remaining columns (49–57) in the table are used to define the column or row number that corresponds to the description.

15. Mark a Section for prepaid expenses (yellow column). If a row in the map table is for prepaid (company paid) expenses, type a "yes" in the cell on that Section's row. Type "no" in all the cells of this column that do not pertain to prepaid expenses.

16. Repeat steps 9 through 15 for each Section that you have defined for your custom Expense Report.

17. Map Expense Report Options dialog (magenta section). The Expense Report Options dialog has five fields where you can fill in data for the header on your expense report. Use this section to specify the row and column on your template where this information will be mapped.



Because header data is not related to any particular Section, you have to fill in only one row. If the item does not appear on your template, leave these cells blank.

C

Using Applications Other than Microsoft Excel

You can use applications other than Microsoft Excel (such as Lotus 1-2-3 or Quattro Pro) to open and manipulate the Expense data on your computer. The data file is named "Expense.txt," and is stored in the Expense folder, within the folder containing the smartphone user data.

Expense data in the Expense.txt file is in tab-delimited format.

Expense File Details

The Expense.txt file contains four groups of data. It will be easier to see these four distinct groups of data if you open the file with a spreadsheet application.

Trips Shows the number of Expense application categories, and lists each one followed by an "end" statement.

Currency Shows how many currencies were used for the Expense data, and lists the countries that correspond to that currency.

Trip Shows the number of expenses by category, and lists the expenses for each category.

Expenses Shows the total number of expenses, and lists them chronologically.

D

APPENDIX D

Non-ASCII Characters for Login Scripts

The following information enables you to create custom login scripts that require non-ASCII characters. It is provided for advanced users who understand the use and requirements of such characters in a custom login script.

Use of ^char

You may use the caret (^) to transmit ASCII command characters. If you send ^char, and the ASCII value of char is between @ and _, then the character is automatically translated to a single-byte value between 0 and 31.

For example, ^M is converted to a carriage return. If char is a value between a and z, then the character sequence is translated to a single-byte value between 1 and 26. If char is any other value, then the character sequence is not subject to any special processing.

For example, the string "Joe^M" transmits Joe, followed by a carriage return.

Carriage Return and Line Feed

You may include carriage return and line feed commands as part of the login script, when entered in the following format:

<cr> Sends or receives a carriage return

<lf> Sends or receives a line feed

For example, the string "waitfor Joe<cr><lf>" waits to receive Joe followed by a carriage return and line feed from the remote computer before executing the next command in the script.

Literal Characters

The backslash (\ ) character defines that the next character is transmitted as a literal character, and is not subject to any special processing ordinarily associated with that character.

Examples:

\^ Includes a caret as part of the string

\< Includes a < as part of the string

\\ Includes a backslash as part of the string

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