indicate under which category the event is filed.

Display Options
☐ Show Category List
Default View: ▾ Day
| Agenda | Day | Month |
☑ Show Time Bars
☑ Compress Day View
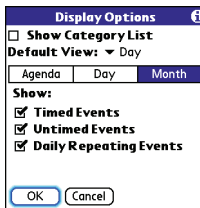☑ Show Category Column

OK   Cancel
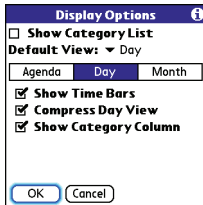
6 Select **Month** and set any of the following options:

Show Category List: The Category pick list appears in Month View.

Timed Events: The events that are scheduled for a specific time appear in Month View.

Untimed Events: The events that are scheduled for a specific date but not a specific time appear in Month View.

Daily Repeating Events: The events that repeat every day appear in Month View.

Display Options
☐ Show Category List
Default View: ▾ Day
| Agenda | Day | Month |
Show:
☑ Timed Events
☑ Untimed Events
☑ Daily Repeating Events

OK   Cancel

7 Select **OK**.

TIP You can customize your Treo 680 to display the most current Calendar event in the Main tab in the Phone application. Press **Phone**, open the **Options** menu, and then select **Phone Display Options**. Check the **Show Calendar event** box.

Selecting alarm tones

1 Press **Menu** .

2 Select **Options**, and then select **Sound Preferences.**

3 Select the **Application** pick list and select **Calendar**.

**4** Select the **Volume** pick list and select the volume level.

5 Select the **Vibrate** pick list and select when you want your Treo 680 to vibrate for an event alarm.

6 Select **tones** from any of the following pick lists:

Alarm Sound: The tone that plays the first time your alarm goes off.

Reminder Sound: The tone that plays if an alarm is not acknowledged and the alarm repeats itself.

Repeat: The number of times the alarm repeats itself if the alarm is not acknowledged.

Default Alarm: A default amount of time before the event for which the alarm goes off.
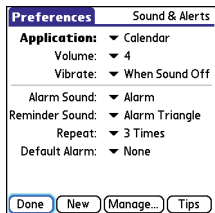
7 Select **Done**.

> **TIP** You can also record sounds and use them as alarms. Select **Manage** on the Sound & Alerts Preferences screen.
>
> • To record a sound, select **New**.
>
> • To play a sound, select it and press **Center** on the 5-way.
>
> • To delete a sound, select it and press **Backspace**.
>
> • To send a sound, select it and then select **Send**.
>
> **DID YOU KNOW?** Your Treo includes a silent alarm that can vibrate even when the Ringer switch is set to Sound Off.

World Clock

World Clock displays the day and time in three cities anywhere around the globe. Whether you're traveling or staying home, it's easy to keep track of the best time to reach your business associates, friends, and family in faraway places.

Selecting cities

World Clock shows the system date and time above the world map. If you selected the option to get the date and time from the mobile network (see Setting the date and time), the Cingular Wireless network automatically updates the time display to match the local time when you travel.

TIP If you did not select the option to get the date and time from the mobile network, then you can set the city at the top of the screen to a fixed location.

Below the world map, you can view the time in two other cities. If you travel a lot you may want to select your home city as one of these two cities, so that you always know what time it is at home.

1 Press **Applications** and select **World Clock** .

2 Select a **City** pick list, and select a city in the same time zone.

DID YOU KNOW? You can run your stylus over the map to see the time in other cities. The shadow over the map represents nighttime moving across the globe.

TIP World Clock does not automatically update the system time for daylight savings time. To change the Daylight Savings Time setting, see Setting the date and time.

Adding cities

If the city you want to display is not in the predefined list, you can add it.

1 Select a **City** pick list and select **Edit List**.

2 Select **Add**.

3 Select a location in the same time zone as the city you want to add, and then select **OK**.

4 Enter the name of the city.

5 Select **Location**, select **Map**, select the location of the city, and then select **OK**.

6 If the city is not on Daylight Savings Time, uncheck this box. If Daylight Savings Time is observed, enter **Start** and **End** dates.

7 Select **OK**, and then select **Done**.

Setting an alarm

The next time you travel, don't rely on a hotel alarm clock to get you to that important meeting. Use your Treo 680 instead. World Clock includes a built-in alarm feature that you can use as a travel alarm.

1 Select **Off** in the upper-right corner.

2 Select the time you want the alarm to sound.

3 Select **OK**.

TIP To customize the alarm sound and volume, open the **Options** menu and select **Alarm Preferences**.

TIP Make sure the **Ringer switch** is set to **Sound On**, so that you can hear the alarm.

Tasks

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

Adding a task

1 Press **Applications** and select **Tasks** .

2 Select **New** to create a new task.

3 Enter a description of the task. The text can be longer than one line.

Setting task priority, due date, and other details

The Details dialog box enables you to assign a priority level, due date, category, privacy flag, and other details for each task.

1 Select the task to which you want to assign details.

2 Select **Details**.

3 Set any of the following:

Priority: Select the priority number for this task (1 is most important). Later you can arrange your tasks based on the importance of each task.

TIP You can also select the priority from the Tasks list by selecting the number next to a task and then selecting a priority level.

Category: Assign the task to a specific category.

Due Date: Select the **Due Date** pick list and select a due date for the task.

TIP If you turn on the Show Due Dates option in the Tasks Preferences screen, you can select the due date in the Tasks list to set a new date.
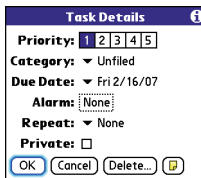

Alarm: Set an alarm for this task.

Repeat: Indicate whether the task occurs at regular intervals and how often it repeats. When you check off a

repeating task, the next instance of this task automatically appears in your task list.

Private: Check this box to mark this task private. See Working with private entries for additional information.

📝: Select this button to enter additional text that you want to associate with the task.

Task Details	
Priority:	1 2 3 4 5
Category:	▼ Unfiled
Due Date:	▼ Fri 2/16/07
Alarm:	None
Repeat:	▼ None
Private:	☐
OK	Cancel	Delete...	📝

4 Select **OK**.

TIP Press **Menu** to access other features such as importing phone numbers into the Tasks list.

Checking off a task

1 Select the task you want to check off.

2 Press **Center** ⬤ or tap in the box to check off the task.

Organizing your tasks

In the Tasks list, select one of these options:

All: Displays all your tasks.

Date: Displays tasks that are due in a specific time frame. With **Date** selected, press **Down** ▼ to select the pick list, and then press **Center** ⬭ to see the various options: **Due Today**, **Last 7 Days**, **Next 7 Days**, or **Past Due**.

Category: Displays tasks that are assigned to the selected category. Select the **Category** pick list to select a different category.

TIP If you accidentally check off a task and need to uncheck it, highlight the task again and press **Center** on the 5-way to uncheck it.

TIP You can set Tasks to record the date that you completed a task, and you can select to show or hide completed tasks. Completed tasks remain in the memory of your Treo 680 until you purge them.

DID YOU KNOW? Overdue tasks have an exclamation point (!) next to the due date.
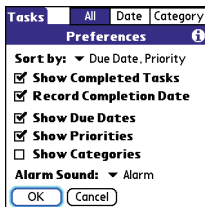
Deleting a task

1 Select the task you want to delete.

2 Press **Menu** 🗐 .

3 Select **Delete Task** from the **Record** menu.

4 Select **OK**.

TIP To save memory, you can purge all completed tasks. Open the **Record** menu and select **Purge**. Select **OK**.

Customizing Tasks

The Tasks Preferences screen enables you to control the appearance of the Tasks list screen.

1 In the Tasks list screen, press **Menu** 🗐 .

2 Select **Options**, and then select **Preferences**.

3 Set any of the following preferences:

Sort by: Indicates the order in which your tasks appear in the list.

Show Completed Tasks: Displays tasks you've checked off.

Record Completion Date: Replaces due date with the completion date when you complete (check off) the task.

Show Due Dates: Displays task due dates and inserts an exclamation point (!) next to overdue tasks.

Show Priorities: Displays the priority setting for each task.

Show Categories: Displays the category for each task.

Alarm Sound: Sets the sound for the alarms you assign to your tasks.

4 Select **OK**.

DID YOU KNOW? You can display your tasks in your calendar. See Customizing display options for your calendar for details.

Your memos and documents

With its ability to store large amounts of important information, your Palm® Treo™ 680 smart device lets you take your office with you—including your Microsoft Office and PDF files. You can keep updated copies of the files on both your Treo 680 and your computer so that you can work on them in the most convenient location any time.

Leave your note pad and voice recorder at home. Use Memos to type notes. Use Voice Memo to record notes, agenda items, and other important thoughts, and play them back, right on your Treo 680. You can even send your notes and voice memos to a friend or colleague by attaching them to an email or multimedia message.

Benefits

- Manage Word, Excel, PowerPoint, and PDF files on your Treo 680
- Improve productivity by taking important docs, spreadsheets, and presentations with you

- Capture thoughts on the fly

In this chapter

Documents To Go Professional

NOTE The Palm Software Installation CD includes the Documents To Go® desktop software. On your Treo 680, the companion for Documents To Go is named Documents and it's already installed on your Treo 680.

With the Documents application, you can take your important office info with you. You can carry, create, view, and edit Microsoft Word and Excel files directly on your Treo 680. You can also view, carry, and manage PowerPoint and PDF files. For example, you can open email attachments, files you download with the web browser, and files stored on an expansion card—as long as the files are in a supported format.

If you install the Documents To Go desktop software (from the Palm Software Installation CD), you can use Documents To Go to transfer files from your computer to your Treo 680 when you synchronize.

Here are a few more examples of what you can do with Documents:

- Send and receive email attachments in Word, Excel, PowerPoint, and Acrobat file formats (DOC, XLS, PPT, and PDF).
- View Word, Excel, PowerPoint, and Acrobat files (DOC, XLS, PPT, and PDF).
- Create or edit a Word-compatible document or Excel-compatible spreadsheet on your Treo 680, and then save it in the native DOC or XLS format.
- Create a PowerPoint presentation on your computer, use the Documents To Go desktop application to optimize the file for your Treo 680, and then sync the file onto your Treo 680 to view it on the go.

NOTE The Documents application does not support some editing functions, such as multiple font sizes and spell checking.

TIP For more info on the Documents To Go application on your Treo 680, go to www.dataviz.com. If you installed the desktop application from the Palm Software Installation CD, you can also click the **Documents To Go** icon on your computer, and then click **Help**.

TIP Install the **Files** application from the Palm Software Installation CD to easily browse and manage files on an expansion card.

Opening a document

In the Documents application, you can view and open any Word, Excel, PowerPoint, or Acrobat (PDF) file on your Treo 680 or an expansion card that is inserted in the expansion slot.

1 Press **Applications** and select **Documents** .
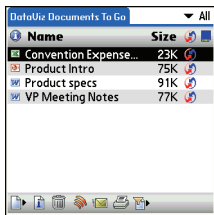
2 Select the document you want from the list.

TIP When you work on a file on your Treo 680, you can save it to your Treo 680 or an expansion card. Open the **File** menu, select **Save As**, and then select the location where you want to save the file.
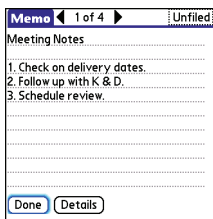
Memos

Memos are a great way to store notes on your Treo 680.

DID YOU KNOW? Each memo can include 4,096 characters of text.

Creating a memo

1 Press **Applications** and select **Memos** .

2 Enter the text you want to appear in the memo.

3 Select **Done**.

important thoughts directly on your Treo 680.

Creating a voice memo

When recording a voice memo, hold your Treo 680 with the screen facing towards you while speaking.

1 Press and hold the **Side** button on your Treo 680 while recording your memo. After you finish recording, release the **Side** button.

The memo is automatically saved to your Treo 680.

2 (Optional) Enter a title for the memo.

TIP You can also access Voice Memo, by pressing **Applications** and selecting **Voice Memo**.

TIP If you need to pause while recording, press and hold **Center** on the 5-way. Release the button to resume recording.

DID YOU KNOW? You can use a voice memo as a ringtone. Highlight the voice memo in the list, open the **Voice Memo** menu, and then select **Copy to Ringtone**.

TIP You can assign categories to your memos. Open the memo you want to change, select the **category** pick list at the top of the screen, and select a category.

Deleting a memo

1 Open the memo you want to delete.

2 Press **Menu** .

3 Select **Delete Memo** from the **Record** menu.

4 Select **OK**.

Voice Memo

Voice Memo provides a place for you to record and play back notes and other

Listening to a voice memo

1 Press **Applications** and select **Voice Memo** .

2 In the Voice Memo list, navigate to the voice memo title and then press **Center** to select it. The voice memo begins to play.

3 Press **Center** to pause or stop playback.

TIP To adjust the volume level, press the **Volume** button on the side of your Treo 680.

TIP To change a voice memo title, open the **Voice Memo** menu and select **Rename Memo**.

DID YOU KNOW? You can send a voice memo in an email or MMS message (see the documentation for your email application, or Creating and sending a multimedia message). You can also use Bluetooth® wireless technology to send a voice memo to a nearby Bluetooth device (see Sending info over a Bluetooth wireless connection).

Your application and info management tools

Synchronization is a great way to transfer, update, and back up info on your Palm® Treo™ 680 smart device. Synchronizing simply means that info you entered or updated in one place (your Treo or your computer) is automatically updated in the other. There's no need to enter info twice.

Expansion cards (sold separately) provide a compact and limitless storage solution. When one card becomes full, simply use another card to carry your extra music and video clips and to install and run cool games and other software, from dictionaries to travel guides.

Benefits

- Locate info in your applications with the Find feature
- Install applications, games, and other software

- Quickly enter, update, and protect your info on your computer and your Treo
- Store, carry, and exchange info

In this chapter

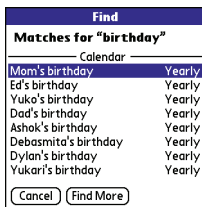# Using Find

The Find feature locates any text in the built-in applications and databases and in some third-party applications. The Find feature searches for the group of characters you specify, including characters that are part of a word. Find is not case-sensitive.

DID YOU KNOW? Find locates any word that begins with the text you enter. For example, entering "plane" finds "planet," but not "airplane."

1 Press **Option** ⬤, and then press **Shift/ Find** ⬤ to open the Find dialog box.

2 Enter the text you want to find.

3 Select **OK** to start the search.

4 In the search results, select the text you want to review, or select **Find More** to continue the search.

[Find dialog box screen]

Find
Matches for "birthday"
─── Calendar ───
Mom's birthday	Yearly
Ed's birthday	Yearly
Yuko's birthday	Yearly
Dad's birthday	Yearly
Ashok's birthday	Yearly
Debasmita's birthday	Yearly
Dylan's birthday	Yearly
Yukari's birthday	Yearly
(Cancel) (Find More)

Viewing and using the alerts

The Alert dialog box on your Treo 680 shows info about incoming items, such as new email messages and Calendar events. An alert also notifies you when you miss a phone call.

To view the Alert dialog box, tap the blinking bell 🔔 with your stylus when it appears in the upper-left corner of any screen, or press and hold **Center** ⬤ when the blinking bell appears.

In the Alert dialog box, you can do any of the following:

- Check the box next to the alert to remove it from the list.
- Select the alert to open the corresponding application and view the alert item (message, event, missed call, and so on).
- Select **Done** to close the Alert dialog box. The alert remains active and the bell continues to blink in the upper-left corner of the screen.
- Select **Clear All** to delete all alerts in the Alert dialog box.

Calculator

Calculator includes a basic calculator, plus an advanced calculator with scientific, financial, and conversion functions.

Switching between Basic and Advanced Calculator Modes

1   Press **Applications** and select **Calc** .

2   Press **Menu** .

3   Select **Options**, and then select **Advanced Mode** or **Basic Mode**.
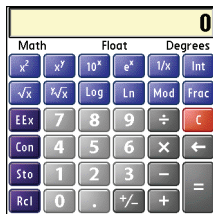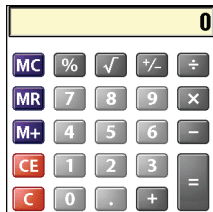
TIP In Basic Mode, you can also press **Right** on the 5-way to switch to Advanced Mode. In Advanced Mode, press **Right** on the 5-way to cycle between functions, and press **Left** on the 5-way to return to Basic Mode.

DID YOU KNOW? You can tap the onscreen number pad or use the keyboard to input numbers.

Selecting functions in Advanced Calculator Mode

1 Switch to **Advanced Mode** (see the preceding procedure).

2 Press **Menu** .

3 Select **Options**, and then select the type of function you want to use:

Math: Advanced mathematical functions such as exponents, roots, and logarithms.

Trig: Trigonometric functions such as sine, cosine, tangent, and variants.

Finance: Financial calculator functions such as APR and amortization.

Logic: Hexadecimal characters in keypad, plus logic functions such as And, Not, Or, and Xor.

Statistics: Statistical functions such as sum, factorial, and random number generator.

Weight/Tmp: Weight and temperature conversions for metric and English values.

Length: Length conversions for metric and English values.

Area: Area conversions for metric, traditional, and English values.

Volume: Volume conversions for metric and English values.

4 Press **Menu** .

5 Select **Pref**, and then select the decimal display format: **Float**, **Fixed(x)**, **Sci(x)**, or **Eng(x)**.

6 Press **Menu** .

7 Select **Pref**, and then select the number display format: **Degrees**, **Radians**, or **Grads**.

TIP Select **Sto** to store a number in one of ten memory slots. Select **Rcl** to recall a stored number.

TIP Select **Con** to access a list of mathematical constants such as Avogadro's number or the speed of light.

Installing applications

Your Treo 680 comes with several built-in and ready-to-use applications. You can also install additional applications, such as business software, games, and more. The Palm Software Installation CD includes several bonus software apps, and you can purchase other third-party Palm OS® apps as well. To learn about applications you can add to your Treo 680, go to www.palm.com/mytreo680cingular.

NOTE The instructions in this section tell you how to install basic PRC (Palm OS application) and PDB (Palm OS database) files on your Treo. Some Palm OS software uses an installer or wizard to guide you through the process. For details, consult the documentation that came with the software.

Installing bonus software from the CD

The Palm Software Installation CD includes several bonus software applications that you can install on your Treo 680. You can install these applications when you install

the desktop software, or you can install them later.

1 Insert the Palm Software Installation CD into the CD drive on your computer.

2 Click **Install bonus software**.

3 Click the name of the application you want to install.

4 Click **Install** (on the right side of the screen).

5 Repeat steps 3 and 4 to install additional applications.

6 Synchronize your Treo 680 with your computer to install the application(s) on your Treo.

Installing applications from the Internet

You can use the web browser on your Treo to install Palm OS files (PRC or PDB) directly from the Internet. When you download a PRC or PDB file, it is automatically installed on your Treo. If a file is compressed (ZIP or SIT files), you need to download it to your computer, expand the file, and then synchronize to transfer the expanded file to your Treo.

1 Open the web browser (see Viewing a web page).

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

3 Press **Left** ◀ or **Right** ▶ to highlight the link to the file, and then press **Center** ⬭ to initiate the download process.

4 Follow the onscreen instructions to accept and install the application.

Installing applications from a computer

When you download an application to your computer, it is probably in a compressed format such as a ZIP or SIT file. If the file is compressed, you need to use a decompression utility on your computer, such as WinZip or Allume Stuffit Expander, before you install the application on your Treo.

BEFORE YOU BEGIN To install an app from your computer to your Treo, you must first install Palm® Desktop software on your computer (see Installing the desktop synchronization software).

1 Windows: Drag and drop the file(s) onto the *Palm* **Quick Install** icon on the Windows desktop.

Mac: Drag and drop the file(s) onto the **Send To Handheld** droplet in the **Palm** folder.

2 Select your device name from the **User** list, and then click **OK**.

3 Synchronize your Treo with your computer to install the application(s) on your Treo 680.

TIP Want to install an app to an expansion card rather than your Treo 680?

Windows: Open Palm® Quick Install and drag the file to the **Expansion Card** pane.

Mac: In the menu for Palm Desktop software, click **HotSync**, select **Install Handheld files**, and select **expansion card** as the file's destination.

TIP On a Windows computer, you can also access Palm Quick Install by selecting the **Quick Install** icon in Palm Desktop software or from the **Programs** folder in the **Start** menu.

Getting help with third-party applications

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

Removing applications

If you decide that you no longer need an application, or you want to free up memory, you can remove apps from your Treo or an expansion card (for more on expansion cards, see Inserting an expansion card). You can remove only apps, patches, and extensions that you install; you cannot remove the built-in apps that reside in the ROM portion of your Treo. Applications that you cannot remove appear with a Lock icon next to them.

1 Press **Applications** .

2 If you want to remove an application from an expansion card, insert the card into your Treo.

3 Press **Menu** .

4 Select **Delete** on the **App** menu.

5 Select the **Delete From** pick list and select the location of the application you want to remove: **Phone** or **<card name>**.

6 Select the application that you want to remove.

7 Select **Delete**.

8 Synchronize to remove the application from the Backup subfolder on your computer.

Manually deleting applications

If an app you delete reappears on your Treo 680, you may need to manually delete the app from your computer.

1 Locate your **Backup** subfolder on your computer.

Windows: C:\Program Files\Palm\<device name>.

Mac: Mac HD\Applications\Palm\Users\<device name>.

If you upgraded from a previous version of Palm Desktop, your Backup subfolder may be located in the palmOne or Handspring folder.

2 If you find a PRC or PDB file for the application you just removed, delete the file from the Backup subfolder.

3 Delete the file from your device again.

Viewing application info

The Info screens display basic statistics about the applications on your Treo.

1 Press **Applications** .

2 Press **Menu** .

3 Select **Info** on the **App** menu.

4 Select the **Device** pick list and select the location of the app you want to view info for: **Phone** or **<card name>**.

5 At the bottom of the screen, select the type of information you want to view:
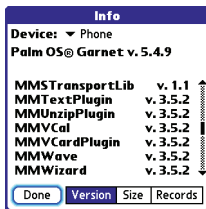
Version: The version numbers of applications on your Treo 680.

Size: The size (in kilobytes) of applications and information on your Treo 680.

Records: The number of entries in various applications on your Treo 680.

6 Scroll to the application you want to see info about.

7 Select **Done**.

Sending information with Bluetooth wireless technology

The range of Bluetooth® wireless technology is up to 30 feet in optimum environmental conditions. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

TIP Check your battery level before establishing a Bluetooth wireless connection. If the battery level is very low, you can't make a Bluetooth wireless connection.

Sending info over a Bluetooth wireless connection

In most applications, you can send an individual entry or item such as a contact or a picture. You can also send all the entries in a category, such as all contacts in the Business category.

1 Press **Applications** and select **Bluetooth** .

2 Select **Bluetooth On**.

3 Open an application.

4 Select the entry or category you want to send. You cannot send an item that has a lock next to it.

5 Press **Menu** .

6 Select **Send** from the leftmost menu.

7 Select **Bluetooth**, and then select **OK**.

8 Select the receiving device(s) from the Discovery Results list, and then select **OK**.

9 Wait for a message to indicate that the transfer is complete before you continue using your Treo.

Sending an app over a Bluetooth wireless connection

1 Press **Applications** and select **Bluetooth** .

2 Select **Bluetooth On**.

3 Press **Applications** .

4 Press **Menu** .

5 Select **Send** from the **App** menu.

6 Select the **Send From** pick list and select the location of the app you want to send: **Phone** or **<card name>**.

7 Select the application you want to transfer. You cannot send an item that has a lock next to it.

8 Select **Send**.

9 Select **Bluetooth**, and then select **OK**.

10 Select the receiving device(s) from the Discovery Results list, and then select **OK**.

11 Wait for a message to indicate that the transfer is complete before you continue using your Treo.

Receiving info over a Bluetooth wireless connection

1 Press **Applications** and select **Bluetooth** .

2 Select **Bluetooth On**.

3 Select the **Visibility** pick list and select one of the following:

Visible: Enables Bluetooth devices that are not on your Trusted Devices list to request a connection with your Treo 680. Your Treo 680 remains accessible to other devices until you turn this option off. After you're done using this setting, remember to change it back to Hidden.

Temporary: Enables Bluetooth devices that are not on your Trusted Devices list to request a connection with your Treo 680 during the next two minutes. Your Treo 680 reverts to the Hidden setting and becomes inaccessible to other devices after two minutes.

4 Use the other device to discover your Treo 680 and send information to it:

- See the other device's documentation to learn how to discover and send information over a Bluetooth wireless connection.

- If the Ringer switch is set to Sound On, your Treo beeps to notify you of the connection and then prompts you to accept the info. Select a category or expansion card to file the item(s). If you don't select a category, the item(s) goes into the Unfiled category.

5 Select **Yes** to receive the information or **No** to refuse it.

TIP The Device Name in the Bluetooth app is the name other devices with Bluetooth wireless technology see when they connect to your Treo 680. The default name is the name you gave your device during setup. You can change this name if you want to.

DID YOU KNOW? When you receive an application over a Bluetooth connection, you can store the application on your Treo 680 or send it to an expansion card inserted into the expansion card slot.

Beaming information

Your Treo 680 is equipped with an IR (infrared) port so that you can beam information to another device with an IR port—provided the other device supports IR communications with Palm OS devices. The IR port is located on the top of your Treo 680, next to the Ringer switch, behind the small dark shield.

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

Beaming an entry

You can beam an individual entry or item such as a contact or a picture. You can also beam all the entries in the selected category, such as all the contacts in the Business or Family category.

TIP Beam your business card in two key presses: From the Main tab in the Phone application, press **Menu**, and then press **M**.

1 Open the application that holds the entry you want to beam.

2 Select the entry or category you want to beam. You cannot beam an item that has a lock 🔒 next to it.

3 Press **Menu** 🗐 .

4 Select **Record**, and then select one of the following:

Beam: Sends an individual record.

Beam Category: Sends all entries in the current category.

DID YOU KNOW? If you beam a bookmark or saved page from the web browser, it beams the URL, not the contents of that page.

5 When the Beam Status dialog box appears, point the IR port on your Treo directly at the IR port of the receiving device.

6 Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue using your Treo.
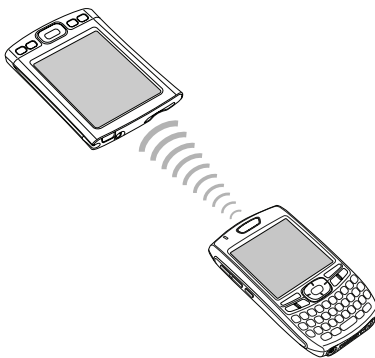
Beaming an application

Not all applications can be beamed. A lock 🔒 icon appears on the Beam screen next to applications that cannot be beamed.

1 Press **Applications** 📱 .

2 Press **Menu** 🗐 .

3 Select **Beam** from the **App** menu.

4 Select the **Beam From** pick list and select the location of the application you want to beam: **Phone** or **<card name>**.

5 Select the application you want to transfer.

6 Select **Beam**.

7 When the Beam Status dialog box appears, point the IR port on your Treo directly at the IR port of the receiving device.

8 Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue using your Treo.

Receiving beamed information

BEFORE YOU BEGIN Make sure that the **Beam Receive** option in Power Preferences is **On**. See Optimizing power settings for details.

1 Turn on your screen.

2 Select the beam command on the transmitting device.

3 Point the IR port on your Treo directly at the IR port of the transmitting device to open the Beam Status dialog box.

4 When the Beam Status dialog box appears, select a category for the entry.

5 Select **Yes** to receive the information or **No** to refuse it.

TIP If you do not select a category upon receiving a beamed item, the item is placed in the Unfiled category.

TIP If you can't receive beamed info, make sure that you are not running a third-party app that disables beaming. If you still can't receive a beam, try a soft reset (see Resetting your Treo).

DID YOU KNOW? You can store a beamed app on your Treo 680 or send it to an expansion card inserted into the expansion card slot.

Synchronizing information— advanced

Changing which applications sync

By default, information from Calendar, Contacts, Memos, Pictures & Videos, and Tasks is updated each time you synchronize your Treo 680.   You can change which applications synchronize. For example, if you don't use the Memos application and you want to speed up

synchronization, you can turn off synchronization for Memos.

TIP Windows If you set up your Treo 680 to sync with Outlook, you can learn how to change which applications synchronize, by doing the following: Click the **HotSync manager** icon in the taskbar and select **Custom**. Select a conduit that syncs with Outlook, click **Change**, and then click **Help**.

WINDOWS ONLY

1 Click **HotSync® manager** in the taskbar in the lower-right corner of your screen.

2 Select **Custom**.

3 Select your device name from the **User** list at the top of the screen.

4 Select the application for which you want to turn synchronization on or off, and then click **Change**.

5 Select **Synchronize the files** to turn on synchronization for an app.

Select **Do nothing** to turn off synchronization for an app that currently synchronizes (for example, to turn off

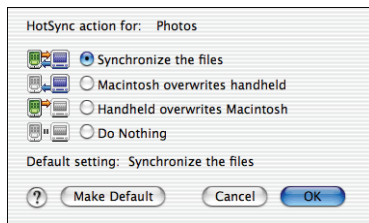synchronization for Memos if you do not use this app).
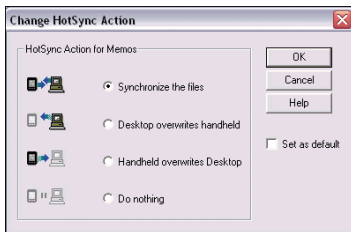
NOTE If you want the information in one location (Treo 680 or computer) to completely replace the information in the other location for that app, select one of the two overwrite options. For example, if the Calendar info on your Treo 680 is accurate but the info on your computer has become corrupted, select **Handheld overwrites Desktop** for the Calendar app to have your Treo 680 info replace your computer info. Note that "handheld" refers to your Treo 680 and "desktop" refers to your computer.

6 (Optional) If you want to make this change permanent, check the **Set as default** box. Otherwise, your change affects only one synchronization (the next one you do); thereafter, the synchronization action reverts to what it was before the change.

7 Click **OK**.

8 (Optional) To turn synchronization on or off for other apps, repeat steps 4, 5, 6, and 7 for each application you want to change.

9 Click **Done**.

MAC ONLY

1 Double-click the **Palm Desktop** icon in the **Palm** folder.

2 From the **HotSync** menu, select **Conduit Settings**.

3 From the **User** pop-up menu, select your device name.

4 Select the application for which you want to turn synchronization on or off, and then click **Conduit Settings**.

5 Select **Synchronize the files** to turn on synchronization for an app.

Select **Do nothing** to turn off synchronization for an app that currently synchronizes (for example, to turn off synchronization for Memos if you do not use this app).


NOTE If you want the information in one location (Treo 680 or computer) to completely replace the information in the other location for that app, select one of the two overwrite options. For example, if the Calendar info on your Treo 680 is accurate but the info on your Mac has become corrupted, select **Handheld overwrites Macintosh** for the Calendar app to have your Treo 680 info replace the info on your Mac. Note that "handheld" refers to your Treo 680.

6 (Optional) If you want to make this change permanent, click **Make Default**. Otherwise, your change affects only one synchronization (the next one you do); thereafter, the synchronization action reverts to what it was before the change.

7 Click **OK**.

8 (Optional) To turn synchronization on or off for other apps, repeat steps 4, 5, 6, and 7 for each application you want to change.

9 Close the Conduit Settings window.

Setting up a Bluetooth connection for synchronization

If your computer is enabled with Bluetooth wireless technology, you can synchronize wirelessly over a Bluetooth connection.

1 Press **Applications** and select **Bluetooth** .

2 Select **Bluetooth On**.
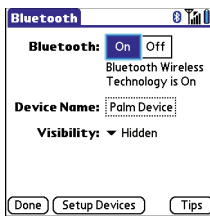
3 (Optional) Enter a device name that identifies your Treo 680 when it is discovered by other Bluetooth devices.

NOTE Use the same device name for all your Bluetooth connections. If you change the device name, you need to recreate any partnerships you already created.

4 Select the **Visibility** pick list and select **Visible** or **Temporary**.

TIP After you form a partnership with a device, you can change the **Visibility** setting back to **Hidden**. That way only devices with which you've already formed a partnership can find your Treo 680. New devices cannot request a connection.

5 Select **Setup Devices**.

6 Select **HotSync Setup**.
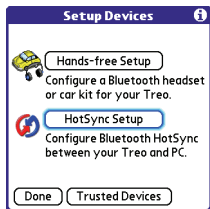
7 Follow the onscreen instructions to create a partnership between your Treo 680 and your computer. In some cases you may need to perform setup steps on your computer before you can complete this step. Check your computer's documentation for specific setup instructions.

8 After you finish the HotSync setup, select **Done** to return to Applications View.

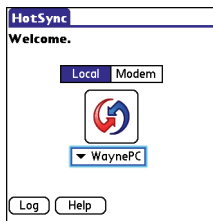You're now ready to sync your Treo 680 with your Bluetooth computer.

Synchronizing over a Bluetooth connection

When you synchronize using the Bluetooth wireless feature on your Treo, you don't need your sync cable. This is especially useful if you travel with a laptop enabled with Bluetooth wireless technology.

BEFORE YOU BEGIN Verify the following on your computer:

• It includes built-in Bluetooth wireless technology or a Bluetooth adapter.

• Bluetooth is turned on.

• HotSync manager is active. On a Windows computer, you know HotSync manager is active when its icon appears in the lower-right corner of your screen.

1 Press **Applications** and select **HotSync** .

CHAPTER

2 Select **Local**.

3 Select the pick list below the HotSync icon, and then select the name of the PC you set up for Bluetooth synchronization (see Setting up a Bluetooth connection for synchronization).

4 Select the **HotSync** ⚙ icon on your Treo 680.

When synchronization is complete, a message appears at the top of your Treo 680 screen. Be patient; synchronization may take a few minutes.

Synchronizing over an infrared connection

When you synchronize using the IR port on your Treo, you don't need your sync cable. This is especially useful if you travel with an IR-enabled laptop.

BEFORE YOU BEGIN Your computer must include the following items:

• An enabled IR port and driver or an IR device attached to it. Check your computer's documentation to see if it supports IR communication.

• HotSync manager must be active. On a Windows computer, you know HotSync manager is active when its icon appears in the lower-right corner of your screen.

WINDOWS ONLY

1 On your computer, click **HotSync manager** ⚙ in the taskbar in the lower-right corner of your screen. Make sure that **Infrared** is selected.
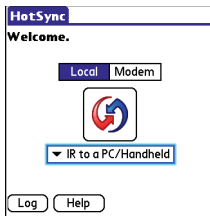
2 On your Treo 680, press **Applications** 🔲 and select **HotSync** ⚙.

3 Select **Local**.

4 Select the pick list below the HotSync icon and select **IR to a PC/Handheld**.

5 Position the IR port on your Treo within a few inches of your computer's IR port.

6 Select the **HotSync** icon on your Treo 680.

When synchronization is complete, a message appears at the top of your Treo 680 screen. Be patient; synchronization may take a few minutes.

MAC ONLY

1 Double-click the **HotSync manager** icon in the **Palm** folder.

2 Click the **HotSync Controls** tab, and then select **Enabled**.

3 Click the **Connection Settings** tab, and then check the **On** box next to **IR port**.

4 Close the HotSync Software Setup window.

5 On your Treo 680, press **Applications** and select **HotSync**.

6 Select **Local**.

7 Select the pick list below the HotSync icon and select **IR to a PC/Handheld**.

8 Position the IR port on your Treo within a few inches of your Mac's IR port.

9 Select the **HotSync** icon on your Treo 680.

When synchronization is complete, a message appears at the top of your Treo 680 screen. Be patient; synchronization may take a few minutes.

Using expansion cards

The expansion card slot on your Treo 680 enables you to add SD cards and MultiMediaCard cards to extend the storage capacity of your Treo 680 (expansion cards sold separately). Here are some examples of what SD and MultiMediaCard expansion cards can store:

• Photos

• MP3 audio files

• Email attachments

• Games

• eBooks

- Microsoft Office files
- Adobe Acrobat files
- Applications
- Databases

TIP SD cards are faster than MultiMediaCard cards for reading and writing information, and SD cards also offer write-protection.

Your Treo 680 is also compatible with SDIO cards, which you can use to add accessories, such as an FM radio module, to your Treo.

IMPORTANT When using an SDIO card, the SDIO card may protrude from the side of your Treo 680 and prevent you from closing the door of the expansion card slot. Be careful not to damage the door. Additionally, some SDIO cards may be too wide to fit inside the expansion door opening, so make sure the SDIO card fits inside the expansion door opening before making your purchase.
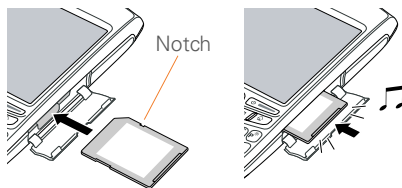
Inserting an expansion card

1 Open the expansion slot door.

2 Hold your Treo with the screen facing you, and hold the card with the label facing you. The notch on the card should be in the upper corner closest to the screen.

3 Insert the card into the expansion card slot until you feel it lock into place.

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

TIP If the Ringer switch is set to Sound On, you hear a confirmation tone when you insert or remove an expansion card.

Notch

4 Close the expansion slot door.

Removing an expansion card

1 Open the expansion slot door.

2 Press the card into the expansion slot to release it from the expansion slot.

**3** After you feel the expansion card slot eject the card, remove the card from the slot.
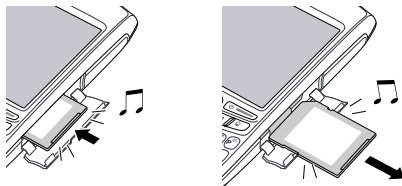
4 Close the expansion slot door.

Opening applications on an expansion card

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

1 Insert the expansion card into the expansion card slot. The Card category of Applications View automatically appears.
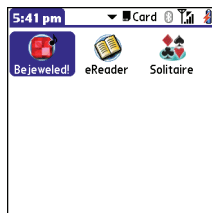
2 Select the icon for the application you want to open.

3 Press **Center** ⬭ to open the application.

> **TIP** Install the Files application from the Palm Software Installation CD to easily browse and manage files on an expansion card.

Accessing items stored on an expansion card

When an expansion card contains items such as pictures or songs, you can't view them directly from the Card category in Applications View. You must open the app that recognizes the item.
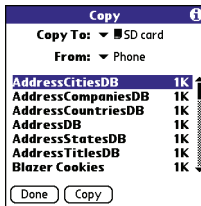
1 Insert the expansion card into the expansion card slot. The Card category of Applications View automatically appears.

2 Select the **category** pick list in the title bar, and select **All**.

3 Select the icon for the application in which you want to open the item. For example, to view a picture, select **Pics&Videos**.

Copying applications between an expansion card and your Treo

You can copy applications from your Treo to your expansion card and vice versa.
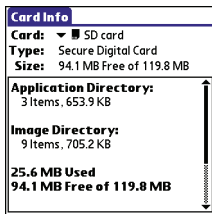
1 Press **Applications** .

2 Press **Menu** .

3 Select **Copy** from the **App** menu.

4 Select the **Copy To** pick list and select the destination: **Phone** or **<card name>**.

5 Select the **From** pick list and select the location of the application you want to copy: **Phone** or **<card name>**.

6 Highlight the application you want to copy.

7 Select **Copy**.

Viewing expansion card information

```
Card Info
Card:  ▼ ▮ SD card
Type:  Secure Digital Card
Size:  94.1 MB Free of 119.8 MB

Application Directory:
   3 Items, 653.9 KB

Image Directory:
   9 Items, 705.2 KB

25.6 MB Used
94.1 MB Free of 119.8 MB
```

The Card Info application displays general information about the expansion card that is currently in the expansion slot, and it enables you to rename and format a card.

• Press **Applications** and select **Card Info** .

Renaming an expansion card

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

1 Insert the expansion card into the expansion card slot.

2 Select the **category** pick list at the top of the screen and select **All**.

3 Select **Card Info** .

4 Press **Menu** .

5 Select **Rename Card** from the **Card** menu.

6 Enter a new name for the card.

7 Select **OK**.

TIP If you have trouble copying info to, renaming, or formatting an expansion card, make sure the card is not write-protected. Press **Applications** and select **Card Info**. If a This card is read-only message appears, then the card is write-protected. If you're using an SD card, you can slide the write-protect tab to the opposite position to write to the card. See the instructions that came with your card for additional info.

Formatting an expansion card

Formatting an expansion card is similar to formatting a disk on a computer. When you format an expansion card, you erase all the information stored on the card.

TIP If you format a card, any photos or documents that were previously stored on the card are deleted from your desktop software the next time you sync. You can recover these files from the backup folder, or you can prevent the deletion by temporarily changing your sync settings for the affected application to Desktop overwrites handheld.

1 Insert the expansion card into the expansion card slot.

2 Select the **category** pick list at the top of the screen and select **All**.

3 Select **Card Info** .

4 Press **Menu** .

5 Select **Format Card** from the **Card** menu.

6 Enter a new name for the card.

7 Select **OK**.

Your personal settings

Customizing your Palm® Treo™ 680 smart device is great way to make it match your lifestyle and work even harder for you.

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

Benefits

- Access applications quickly
- Make your screen easy to read
- Conserve power
- Enjoy your Treo 680 more

In this chapter

System sound settings

Silencing sounds

You can immediately silence all alerts, ringtones, music that plays through the built-in speaker, and system sounds by sliding the Ringer switch to the Sound Off position. This does not mute the audio during a phone call.

1 Slide the **Ringer switch** to the **Sound Off** ✗ position. Your Treo 680 vibrates once to let you know that you've turned sounds off.

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

NOTE For info on setting the vibrate option, see the section on setting alert tones in the chapters that describe the individual applications.

When you slide the Ringer switch back to the Sound On position, it restores the previous sound settings.
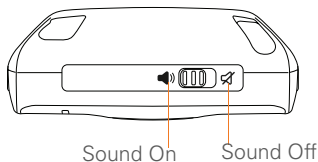
Sound On   Sound Off

Setting system volume levels

You can set the volume level for system sounds, such as the tone that plays when you synchronize.

TIP If the Ringer switch is set to Sound Off, the ringer setting overrides the sound settings and all sounds are turned off.

1 Press **Applications** and select **Sounds** .

2 Select the **Application** pick list and select **System**.

3 Select the **System Volume** and **Game Volume** pick lists and select the volume levels.
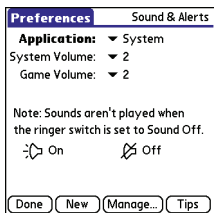
4 Select **Done**.

Display and appearance settings

Adjusting the brightness

Depending on the lighting conditions in which you're using your Treo, you may need to adjust the brightness of the screen and keyboard backlight.

1 Press **Option** , and then press **Backlight** .

Backlight

2 Press **Left** ◀ and **Right** ▶ to adjust the brightness.

3 Select **Done**.

> **TIP** To temporarily set the backlight to the preset low setting, press **Option + Menu**.

> **TIP** You can also adjust the backlight and set the brightness duration during a call in Power Preferences. See Optimizing power settings.

Changing the screen font

You can change the screen font in Calendar, Contacts, Memos, Messaging, Tasks, and Web. The font styles may vary between applications and some applications may offer fewer choices.

1 Open the application in which you want to change the font.

2 Press **Menu** .

3 Select **Options**, and then select **Font**.

4 Select a font style. (In the web browser, select the **Font size** pick list and select **Large** or **Small**.)

Small font — Large font
Small bold font
Large bold font
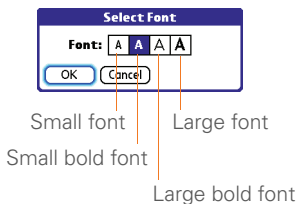
5 Select **OK**.

Setting display formats

Formats Preferences enable you to select number conventions based on geographic regions. For example, in the United Kingdom, time often is expressed using a 24-hour clock. In the United States, time is expressed using a 12-hour clock with an AM or a PM suffix. Many of the built-in applications on your Treo 680 use the Formats Preferences settings.

1 Press **Applications** and select **Prefs** .

2 Select **Formats**.

3 Set any of the following preferences:

Preset to: The standard number conventions for your country. When you select a country, the other Formats Preferences are automatically set to that country's conventions. You can also edit each option individually.
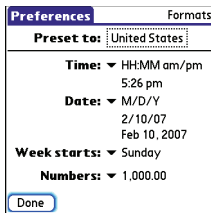
Time: The time format. Select **HH:MM** to display a 24-hour clock.

Date: The date format.

Week starts: The first day of the week (usually Sunday or Monday).
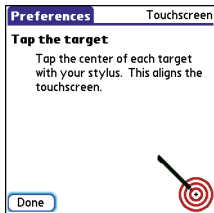
Numbers: The format for numbers with decimal points and commas.

4 Select **Done**.

CHAPTER

Aligning the screen to correct tapping problems

Occasionally, your Treo screen may need to be readjusted. If this problem occurs, you may see the wrong feature being activated when you tap the screen. To fix the problem, you can align the screen at any time.

1 Press **Applications** 🏠 and select **Prefs** 📔.

2 Select **Touchscreen**.

3 Follow the onscreen instructions and tap the screen where indicated.

Preferences Touchscreen
Tap the target
   Tap the center of each target with your stylus. This aligns the touchscreen.

Done

4 Select **Done**.

Changing the system color scheme

1 Press **Applications** 🏠 and select **Prefs** 📔.

2 Select **Color Theme**.

3 Select a color scheme from the list.

Preferences Color Theme
Select a Color Theme:
Original
Plum
Pumpkin
Purple
Rain
Red
Rose
Silver
Sky

Done

4 Select **Done**.

TIP You can also set the wallpaper for the Main tab in the Phone application (see Customizing the Main tab in the Phone application) and the background for Calendar Agenda View (see Customizing display options for your calendar).

Applications settings

You can change the Applications settings on your Treo so that you can easily access the applications you use most often. You can arrange and display your applications by category, reassign the buttons on your Treo, and select default applications for specific tasks.

Arranging applications by category

You can assign an application to a category and then display a specific category of applications in Applications View.

1 Press **Applications** .
2 Press **Menu** .
3 Select **Category** on the **App** menu.
4 Select the pick list next to each application and select a category.
5 Select **Done**.

TIP To create a new category, select the **category** pick list and select **Edit Categories**. Select **New**, and then enter the category name. Select **OK** to close the dialog box, and then select **OK**.

DID YOU KNOW? If there is an expansion card in the expansion slot, the card appears in the category pick list and is treated as a category when you press **Applications** repeatedly.

Displaying applications by category

Do one of the following:

• Press **Applications** repeatedly to cycle through the categories.
• Select the **category** pick list at the top of the screen and select a category. Select **All** to display all of your applications.

Changing Applications View

By default, Applications View displays each application as an icon. As an alternative, you can view a list of applications. The list view is particularly useful when you have so many applications in a category that the applications fill up more than one screen.

1 Press **Applications** ⌂ .

2 Press **Menu** ▤ .

3 Select **Options**, and then select **Preferences**.

4 Select the **View By** pick list and select **List**.

5 Select **OK**.

Reassigning buttons

With Buttons Preferences, you can select which applications are associated with the quick buttons and the Side button on your Treo. You can assign a primary and secondary application to each of the three quick buttons that open an application.

NOTE We recommend that you keep the primary button assignments on the factory settings until you become comfortable with the features of your Treo 680. If you do change the primary button assignments, remember that the instructions in this guide and in the other help features refer to the original button settings.

1 Press **Applications** ⌂ and select **Prefs** 🖭 .

2 Select **Buttons**.

3 Select the pick list next to the item you want to reassign, and then select an application.
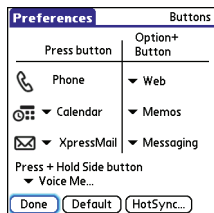
4 Select **Done**.

DID YOU KNOW? You can also choose an application to open with the sync button on the USB sync cable. To change this setting, select **HotSync** on the Buttons Preferences screen.

TIP To restore all the buttons and key combinations to their factory settings, select **Default**.

DID YOU KNOW? Some third-party applications automatically take over a button when you install the application.

Changing default applications

Sometimes one application looks for another application to handle information (for example, a mail application might open a browser when you select a link in an email message). Your Treo 680 comes with a set of predefined applications to handle email, messaging, and browser requests from other applications. If you have more than one application to handle these requests on your Treo 680, you can specify which application you want to use for each function.

1 Press **Applications** and select **Prefs** .

2 Select **Default Apps**.

3 Select each pick list and select the application you want to associate with that function.
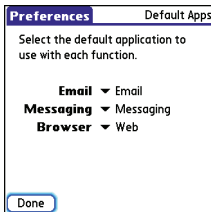
4 Select **Done**.

Locking your Treo and info

Your Treo includes several features to protect your Treo 680 from inadvertent use and keep your information private. You can lock any of the following features on your Treo 680:

Keyboard (Keyguard): You can use the Keyguard feature to disable the keyboard and all buttons to prevent accidental presses in your bag or pocket.

Screen: You can disable the screen's touch-sensitive feature during an active call or call alert.

Phone (Phone Lock): You can set your phone to require a password to make calls. The built-in security software lets you make emergency calls even if your phone is locked.

Treo: You can set your Treo to require a password for you to see any information on your Treo.

Entries: You can mask or hide entries marked as private and set your Treo 680 to require a password for viewing them.

Locking your keyboard (Keyguard)

The Keyguard feature locks the keyboard so that you don't accidentally press buttons or activate items on the screen while your Treo 680 is in a pocket or bag.

By default, Keyguard turns on whenever the screen is off. Each time you wake up the screen, you must turn off Keyguard to unlock the keyboard and use your Treo 680.

To turn off Keyguard, do the following:

1   When the screen is off, press **Power/ End** to wake up the screen.

2   Press **Center** to turn off **Keyguard**.
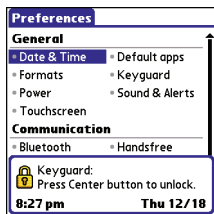
You can change how quickly Keyguard turns on, or you can disable this feature altogether. To change the Keyguard settings, do the following:

1   Press **Applications** and select **Prefs** .

2   Select **Keyguard**.

3   Select the **Auto-Keyguard** pick list, and then do one of the following:

   • Select how quickly you want Keyguard to turn on: **When power is turned off**, **5 seconds after power off**, or **30 seconds after power off**.

   • Select **Disable** to completely disable the Keyguard feature until you turn it on again by pressing **Option** **+**

Power/End when the screen is on.

4 Select **Done**.

Locking your screen

You can set your Treo 680 to automatically lock the screen's touch-sensitive features in certain situations.

1 Press **Applications** and select **Prefs** .

2 Select **Keyguard**.

3 Check any of the following boxes:

Incoming calls received: Disables the screen when the phone rings. You must use the **5-way** to select the onscreen Answer and Ignore buttons, or press **Send** to answer the call or **Power/End** to ignore the call.

On a call: Disables the screen after you answer a call. You must use the **5-way** to select the onscreen buttons during the call. Use this setting to avoid accidentally pressing onscreen buttons while you're holding your Treo 680 near your ear to speak.

4 Select **Done**.

DID YOU KNOW? When you check the boxes to disable the touchscreen during a call, the touchscreen is automatically enabled again after you end the call.

Locking your phone (Phone Lock)

You can lock your SIM card to prevent unauthorized calls and use of other wireless features. When your SIM card is locked, you must enter the correct PIN code to unlock it, even if you move it to a different phone. You can still make emergency calls when your phone is locked, however.

IMPORTANT If your SIM card is locked and you enter the wrong PIN more than three times, you must call Cingular Wireless for your unique PIN unlock key (PUK) to unlock your SIM card.

TIP When Phone Lock is turned on, other people can still see the info on your Treo 680, but they cannot make or receive phone calls or use the other wireless features without your password.

CHAPTER

1 Press **Phone** .

2 Press **Menu** .

3 Select **Options**, and then select **Phone Lock**.

4 Check the **Lock SIM** box.

5 When prompted, enter the current **PIN** and select **OK**. (Unless you changed your PIN, enter the default PIN, provided with Cingular Wireless's account materials.)

6 If you want to change the PIN, select **Change PIN**, enter a new PIN, and then select **OK**. Repeat this step to verify the new PIN.

7 If your SIM card supports fixed number dialing (FDN), select **Advanced** and check the **Enable Fixed Number Dialing** box to restrict dialing to the numbers in your FDN list. When prompted, enter your **PIN2** and then select **OK**.

8 Turn your phone off to activate the phone lock feature.

9 To turn your phone on again, press and hold **Power/End** , enter your PIN, and then select **OK** to unlock your Treo 680.

TIP To manage your FDN list, press **Applications** select **SIM Book**, press **Menu**, and then select **Modify FDN** from the **Options** menu.

Your SIM card locks again when you turn off your Treo 680 and then turn it back on.

To disable the current Phone Lock settings:

1 Press **Phone** .

2 Press **Menu** .

3 Select **Options**, and then select **Phone Lock**.

4 Uncheck the **Lock SIM** box.

5 Enter your **PIN** code.

6 Select **OK**.

Locking your Treo

To protect your personal information, you can lock your Treo 680 so that you need to enter your password to access any of your information or use any of the features on your Treo, including the phone. You can, however, still make emergency calls when your Treo is locked.

IMPORTANT If you lock your Treo, you must enter the exact password to unlock it. If you forget the password, you need to perform a hard reset to resume using your Treo. Performing a hard reset deletes all the entries in your Treo. If you use password protection in Palm Desktop software, you must remember your password to restore your info. However, if you *do not* use password protection in Palm Desktop software, you can restore all previously synchronized info the next time you sync (see Synchronizing information—the basics).

1 Press **Applications** and select **Security** .

2 Select the **Password** box.
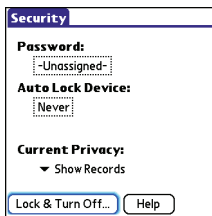
3 Assign a password and a password hint.

4 Select the **Auto Lock Device** box.

5 When prompted, enter your password and select **OK**.

6 Select one of the following options:

Never: Prevents your Treo from locking automatically.
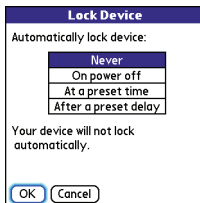
On power off: Locks your Treo when you turn off the screen, or when it shuts off with the Auto-off feature.

At a preset time: Locks your Treo at a specific time of day.

After a preset delay: Locks your Treo after a period of inactivity.

7 Select **OK**.

8 Do one of the following:

• Select **Lock & Turn Off** to lock your Treo immediately.

- Press **Applications** 🏠 to accept your settings and continue using your Treo.

Working with private entries

In most applications, you can mark individual entries as private. All private entries remain visible and accessible until you select the Security setting. You have three Security setting options:

Show Records: Private records are visible.

Hide Records: Private entries do not appear anywhere in the application.

Mask Records: Private entries are replaced with a gray bar that lets you know the entry is there but keeps it from being legible.

After you enable the mask or hide setting, any entries marked as private are immediately hidden or masked. If you define a password, you must enter it to display private entries. If you do not define a password, you (or anyone else) can reveal private entries without a password.

1 Open the entry that you want to mark private.
2 Select **Details**.
3 Check the **Private** box.
4 Select **OK**.

Hiding or masking all private entries

Make sure the entries you want to mask or hide are marked private.

1 Press **Applications** 🏠 and select **Security** 🔒.
2 Select the **Current Privacy** pick list and select either **Hide Records** or **Mask Records**.
3 If prompted for your password, enter it and then select **OK**.

Viewing all private records

You can reveal all the entries you've hidden or masked.

1 Press **Applications** and select **Security** .

2 Select the **Current Privacy** pick list and select **Show Records**.

3 If prompted for your password, enter it and then select **OK**.

Viewing private entries in a specific application

1 Open the application that contains the private entries you want to see.

2 Press **Menu** .

3 Select **Options**, and then select **Security**.

4 Select the **Current Privacy** pick list and select **Show Records**.

5 Select **OK**.

6 If prompted for your password, enter it and then select **OK**.

Security and Palm Desktop software (Windows)

You can set the Windows version of Palm® Desktop software to observe the security password for your Treo 680. If you forget your password, you cannot view your information in Palm Desktop. If your Treo 680 is unlocked, you can change your password on your Treo 680, but all entries marked as private are deleted. You can restore your private entries the next time you sync and then create a new password.

Follow these steps to recover from a lost password:

1 Press **Applications** and select **Security** .

2 Select the **Password** box.

3 Select **Lost Password**.

4 Select **Yes**.
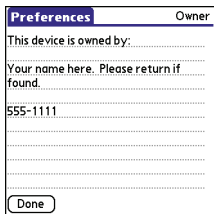
TIP If you want additional security for Palm Desktop files, you may want to purchase a third-party solution.

Entering owner information

You can use Owner Preferences to record information that you want to associate with

your Treo 680, such as your name, company name, and home phone number. If you lock your Treo (see <u>Locking your Treo</u>), the Owner Preferences information appears on the screen that requests your password to unlock it, and you must also enter your password to change the Owner Preferences information.

1 Press **Applications** and select **Prefs** .

2 Select **Owner**.

3 If you assigned a password with the Security application, select **Unlock**, enter your password, and then select **OK** to continue.

4 Enter the text that you want to appear in the Owner Preferences screen.

5 Select **Done**.

System settings

Setting the date and time

By default, your Treo 680 synchronizes the date, time, and time zone with the Cingular Wireless network when your phone is on and you are inside a coverage area. Date & Time Preferences also enable you to manually set the date, time, and location (time zone) setting for your Treo 680.

1 Press **Applications** and select **Prefs** .

2 Select **Date & Time**.

3 Select the **Automatically set** pick list and select one of the following settings:

NOTE The options that appear on the screen vary based on the setting you select in step 3.

Date, time and time zone: The date, time, and time zone are acquired from the Cingular Wireless network.

Date and time: Lets you set the time zone manually. The date and time are acquired from the Cingular Wireless network.

Nothing: Lets you set the date, time, and time zone manually. No info is acquired from the Cingular Wireless network.

TIP You can also set time zones for Calendar events. See Creating an event.

Optimizing power settings

Power Preferences enable you to adjust settings to maximize the battery's performance.

1 Press **Applications** and select **Prefs** .

2 Select **Power**.

3 Set any of the following preferences:

Brightness: Sets the intensity of the screen and keyboard backlights. Drag the slider or press **Left** ◀ and **Right** ▶ to adjust the brightness level.

4 If the **Location** pick list appears, select it, and then select a city in your time zone.

TIP If a city in the same time zone is not on the list, select **Edit List**, select **Add**, select a city in your time zone, and then select **OK**. If necessary, modify any of the settings in the Edit Location dialog box, and then select **OK**.

5 If the Date and Time fields appear, select the **Date** field and select the date, and then select the **Time** field and select the time.

6 Select **Done**.

Auto-off after: Determines how long your screen stays on during a period of

inactivity. When there is no interaction with the keyboard or screen for the specified time period, your Treo 680 turns off automatically.

On a call, dim backlight after: Determines how long the backlight stays on at normal intensity during a phone call. After the specified time period, the backlight dims to conserve power during a long phone call.

Beam Receive: Determines whether your Treo is ready to receive information over an infrared beam. If you leave this option turned off, you must return to this screen to turn on this option the next time you want to receive a beam.

4 Select **Done**.

TIP You can also access the brightness setting by pressing **Option + P**. To temporarily set the backlight to the preset low setting, press **Option + Menu**.

Connecting to a VPN

If you want to use your Treo to access your corporate email account or other files on your corporate server, you may need to set up a virtual private network (VPN) on your Treo. A VPN enables you to log in to your corporate server through the company's firewall (security layer). You need a VPN client on your Treo 680 if your Treo 680 and your company's server are located on opposite sides of the firewall.

Check with your company's system administrator to see if a VPN is required to access the corporate server. If a VPN is necessary, you must purchase and install a third-party VPN client on your Treo 680 to use this feature.

TIP For information about third-party VPN client software, see the Palm Software Installation CD or visit www.palm.com/mytreo680cingular.

1 Install your third-party VPN client. See Installing applications for details.

2 Press **Applications** and select **Prefs** .

3 Select **VPN**.

4 Enter the settings provided by your corporate system administrator.

Common questions

Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions. For additional information and answers to other common questions, visit www.palm.com/treo680cingular-support.

In this chapter

Upgrading

If you experience problems with your Palm® Treo™ 680 smart device after performing the upgrade steps in this guide, you may have incompatible applications or settings that were not quarantined during the installation process. These Incompatible applications or settings can lead to numerous issues, including system resets and freezes. If you experience a problem after upgrading, follow the steps in this section to remove the incompatible apps from your Treo 680 and to transfer your other info to your new Treo 680.

NOTE If you have trouble installing a third-party application, contact the developer for assistance.

We recommend that you *do not* install apps that do any of the following:

• Modify phone functions, such as ringtones, dialing, or caller ID

• Replace organizer features, such as Contacts or Calendar

• Set data connection features, such as activating or ending data connections

• Provide web clipping features, such as PQA files

• Provide instant messaging features

If you want to continue using these types of applications, please contact the third-party developer for software updates and info about compatibility with your Treo 680.

WINDOWS ONLY

1 On your computer, click **Start>Programs>Palm>Safe HotSync.**

2 Follow the instructions on the screen.

3 Locate the **Old_Apps** folder on your computer. This folder is usually located inside one of the following folders:
C:\Program Files\Palm
C:\Program Files\palmOne
C:\Program Files\Handspring

4 To help you identify the app that is causing the problem, move one app at a time from the **Old_Apps** folder to the **Backup** folder, and then sync.

If the problem recurs, delete the last app you installed and report the problem to its developer.

5 Repeat step 4 for each of the apps in the **Old_Apps** folder.

NOTE If you have trouble moving apps from the Old_Apps folder to the Backup folder, or determining which files to move, try reinstalling the app using the original third- party developer files.

> **TIP** Need more info on the Backup folder? See <u>What is the backup folder?</u>.

MAC ONLY

1 Locate your **user** folder on your computer.

NOTE Your user folder name is the same as your device name and is usually found in this location: **<Mac hard drive> : Users : <your Mac username> : Documents : Palm : Users**

2 Select your **user** folder and Option-drag it to your Mac desktop to make a copy of that folder.

3 Confirm that your copy includes the **Backup** subfolder and that all the files in the original Backup subfolder are also in the copy of the Backup subfolder.

4 Delete all files from the original **Backup** subfolder.

5 Perform a hard reset on your Treo 680. See <u>Resetting your Treo</u> for instructions.

6 Sync your Treo 680 with your new desktop software and be sure to select your existing device name from the User list.

7 To help you identify the app that is causing the problem, move one third-party app from the copy of the **Backup** subfolder to the original **Backup** subfolder, and then sync.

If the problem recurs, delete the last app you installed and report the problem to its developer.

8 Repeat step 7 for each of the third-party apps in the copy of the **Backup** folder.

Desktop software installation

If you are having trouble installing the desktop software, you may have the wrong version of the software or some of your computer's resources may be unavailable.

TIP The Palm Software Installation CD installs software that lets you synchronize using Palm® Desktop software or Microsoft Outlook for Windows. If you want to synchronize using a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's author or vendor to learn if software is available for your Treo 680.

Follow these steps to retry the installation.

1 Make sure your computer profile includes administrator rights to install software. In large organizations, these are usually granted by the system administrator.

2 Restart your computer.

3 Quit any active applications, including virus scanners and Internet security applications.

4 Make sure you're installing the software from the Palm Software Installation CD that came with your new Treo 680. Other versions of the desktop software may not work with your Treo 680.

5 Insert the Palm Software Installation CD to restart the installation.

IMPORTANT Always use the same language for your Treo, your computer operating system, and your desktop software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.

Resetting your Treo

Performing a soft reset

A soft reset is similar to restarting a computer. If your Treo is not responding or you have trouble synchronizing with your computer, a soft reset may help. All your

info is retained when you perform a soft reset.

1 Remove the battery from your Treo 680, and then reinsert it.

   Don't know how? See Replacing the battery.

NOTE The reset begins when you reinsert the battery.

2 At the end of the soft reset, Date & Time Preferences appears. Select **Done**.

Performing a system reset

A system reset, also called a safe or warm reset, tells your Treo to stop what it's doing and start over again without loading any system extras. If your Treo loops or freezes during or after a soft reset, a system reset may help. Performing a system reset can release your Treo from an endless loop so that you can uninstall a third-party application that may be causing the looping.

1 Remove the battery from your Treo 680, and then reinsert it.

Don't know how? See Replacing the battery.

2 When the Palm logo appears, press and hold **Up** ▲ until the black status bar at the bottom of the screen fills and disappears, and then release **Up** ▲.

3 Delete the third-party application that you suspect is causing the problem.

4 Perform a soft reset. The wireless features of your Treo 680 are not available until you complete this step.

Performing a hard reset

A hard reset erases all information and third-party software on your Treo. Never perform a hard reset without first trying a soft reset, a system reset, and trying to resolve third-party software issues. (See Third-party applications for suggestions on diagnosing third-party software issues.) After a hard reset, you can restore previously synchronized information the next time you sync.

IMPORTANT If you set a password on your Treo 680, performing a hard reset reformats your Treo 680. This is a more severe form of a hard reset, which

removes all your information, and restores your formats, preferences, and other settings to the factory default settings.

TIP Some third-party applications do not create a backup on your computer when you synchronize. If you perform a hard reset, you may lose data in these applications and you will need to reinstall the application after the hard reset. Please contact the application's developer to find out which data is backed up during synchronization.

1 Remove the battery from your Treo 680, and then reinsert it.

Don't know how? See Replacing the battery.

2 When the Palm logo appears, press and hold **Power/End** until the black status bar at the bottom of the screen fills and disappears, and then release **Power/End**.

3 When the **Erase all data?** prompt appears, press **Up** ▲ to confirm the hard reset.

IMPORTANT If a **Reformatting in progress** message appears, do not touch your Treo 680 until the process is complete. This may take up to 10 minutes.

4 When the language selection screen appears, select the same language you selected for your desktop software.

IMPORTANT Always use the same language for your Treo, your computer operating system, and your desktop software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.

5 (Optional) If you want to confirm that the hard reset was successful, press **Applications** and select **HotSync** . If you see your device name in the upper-right corner, the hard reset was *not* successful.

Replacing the battery

Your Treo 680 comes with a replaceable battery. Be sure to use a replacement battery that is recommended or sold by Palm and is compatible with the Treo 680.

CAUTION Failure to use the proper battery may result in a risk of personal injury or product damage, and it voids your Treo 680 warranty.

1 Press **Power/End** to turn off the screen.

2 Press the **Battery door release** button, and slide the battery door downward to remove it from your Treo 680.

Battery door release button
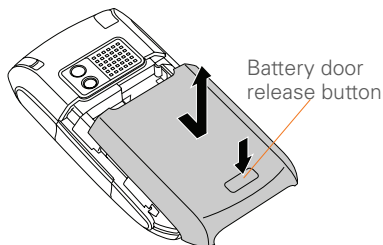
3 Place a finger in the notch next to the battery, and lift up the old battery at a 45-degree angle to remove it from the compartment.

4 Align the metal contacts on the new battery with the contacts inside the battery compartment, insert the new battery into the compartment at a

45-degree angle, and then press it into place.

Battery contacts

Treo 680 contacts

Notch
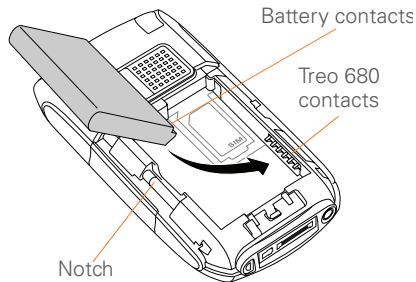
IMPORTANT Use the battery that came with your Treo 680. Do *not* use a battery from another Treo model in your Treo 680. Similarly, do *not* use the Treo 680 battery in another Treo model. Using a battery that is designed for another Treo model can damage your Treo 680.

5 Slide the battery door onto the back of the Treo 680 until it clicks into place.

6 Connect your Treo to the charger or sync cable to charge the new battery.

Screen

The screen appears blank

1 When a call lasts longer than the limit specified in Power Preferences, the screen dims automatically. In certain lighting conditions, the screen may appear blank when this occurs. Press any key except Power/End to restore the screen to normal brightness. Pressing Power/End hangs up the call.

2 When a period of inactivity lasts longer than the limit specified in Power Preferences, the screen turns off. Press and release **Power/End** to wake up the screen.

3 Look closely at the screen. If you can see a dim image, try adjusting the screen brightness (see Adjusting the brightness).

4 If the screen is still blank, perform a soft reset (see Performing a soft reset).

5 If the problem persists, connect your Treo to the charger (see Charging the battery) and perform a soft reset again.

6 If that doesn't work, perform a hard reset (see Performing a hard reset).

The screen doesn't respond accurately to taps or it activates wrong features

1 Press **Applications** .
2 Use the **5-way** to select **Prefs** .
3 Use the **5-way** to select **Touchscreen**.
4 Follow the onscreen instructions to align the screen.
5 Select **Done**.
6 If the problem persists, check for dirt between the screen and the edge of the Treo 680.
7 If you're using a screen protector, make sure that it is properly installed.

There's a blinking bell in the upper-left corner

The blinking bell in the upper-left corner of the screen is the Alert icon. It appears when you have alarms or messages that you haven't acknowledged.

1 Press and hold **Center** or tap the blinking bell with your stylus.

2 When the list of pending alerts appears, do any of the following:

- Select the text of the alert to view the item. The item stays in the list.
- Check the box next to an alert to clear it from the list, and then select **Done**.

Synchronization

Synchronization backs up the information from your Treo onto your computer and vice versa. If you ever need to perform a hard reset or otherwise need to erase all your information on your Treo 680, you can synchronize your Treo 680 with your computer to restore the info. Similarly, if your computer crashes and your Palm Desktop info is damaged, you can recover

your info by synchronizing with your Treo 680. To make sure you always have an up-to-date backup of your info, synchronize frequently.

This section describes synchronization between your Treo and a desktop computer running Palm Desktop software. You can also synchronize the information on your Treo using third-party applications. See the documentation for the third-party application for information on features and configuration.

Before you attempt to synchronize, make sure you've installed the desktop synchronization software from the Palm Software Installation CD.

> **TIP** Every device needs a unique name. Never synchronize more than one device to the same device name on your computer.

I can't find my user folder

Windows: If your device name is one word, your user folder name is the first six characters of your device name. If your device name is two words, your user folder name consists of the first six characters of

the second word of your device name followed by the first letter of the first word. For example, if your device name is John Smith, your user folder is named SmithJ. Your user folder is usually located inside one of the following folders:
C:\Program Files\Palm
C:\Program Files\palmOne
C:\Program Files\Handspring

Mac: Your user folder name is the same as your device name and is usually found in this location: **<Mac hard drive> : Users : <your Mac username> : Documents : Palm : Users**

What is the backup folder?

The Backup folder is located inside your user folder (see I can't find my user folder). During synchronization, HotSync® Manager puts a copy of most of your info and applications in the Backup folder. (Some third-party apps do not put a copy in the Backup folder.) The next time you sync, HotSync Manager compares the contents of the Backup folder to the contents of your Treo 680, and then restores any missing info or applications.

If an app that you deleted reappears on your Treo 680, try deleting the app from your Backup folder.

Palm Desktop does not respond to a sync attempt

1 Make sure that the USB sync cable is securely connected to the USB port on your computer and on the bottom of your Treo 680 (see Synchronizing information—the basics).

TIP If you're having trouble trying to sync using an IR or Bluetooth® wireless technology connection, try using the USB sync cable instead. If this solves the problem, then check your IR or Bluetooth settings (see Synchronizing information—advanced).

2 Make sure that HotSync manager is running:

Windows: Right-click **HotSync manager** in the taskbar in the lower-right corner of your computer screen, and make sure that **Local USB** is checked. If you don't see the HotSync manager icon, click **Start**, select **Programs**, select **Palm**, and then select **HotSync Manager**.
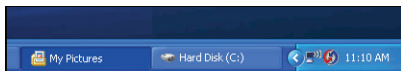
Mac: Find the **Palm** folder on your Mac hard drive. Double-click the **HotSync manager** icon in the **Palm** folder. In the Connection Settings panel, set the **Local Setup port** to **Palm USB**.

3 Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.

4 Perform a soft reset (see Performing a soft reset).

5 Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.

6 If problems persist and you're synchronizing through a USB hub, try connecting the sync cable to a different USB port or directly to your computer's built-in USB port.

7 Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.

8 Check the multi-connector on the bottom of your Treo 680 for debris or discoloration. Carefully clean the connector by dipping a cotton swab in some rubbing alcohol and gently wiping the metal contacts on the connector. Try to sync again.

9 Check the connector on the USB sync cable for integrity and cleanliness. Make sure the pins on the connector are straight, protruding, and not damaged. If the cable appears to be damaged, stop here and locate another USB sync cable.

10 **WINDOWS ONLY** Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select **Palm Desktop software**, and then click **Change/Remove**.

NOTE Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Technical Support if the problem persists after completing step 7.

11 Reboot your computer.

12 Reinstall Palm Desktop software from the Palm Software Installation CD that came with your Treo 680.

Synchronization starts but stops without finishing

TIP The HotSync Log can give you information about your most recent synchronization.

Windows: Right-click the **HotSync manager** icon in the taskbar in the lower-right corner of your computer screen, and then select **View Log**.

Mac: Open Palm Desktop software. From the **HotSync** menu, select **View Log**.

If you upgraded from a previous Palm OS® device or received a system error, such as Sys0505, there may be conflicts with software on your Treo 680.

1 Locate your **Backup** subfolder and rename the folder (for example, BackupOld).

   Windows: C:\Program Files\Palm\<device name>

   Mac: <Mac hard drive> : Applications : Palm : Users : <device name>

NOTE Can't find a Palm folder in Program Files? Then look for a palmOne or Handspring folder instead. For more info, see I can't find my user folder.

2 Synchronize.

3 If the problem is resolved, begin reinstalling your third-party applications one at a time by double-clicking a single file in the original **Backup** subfolder that you renamed, and sync after each application you install. If the problem recurs, delete the last application you installed and report the problem to its developer.

4 WINDOWS ONLY If the Windows New Hardware Wizard appears, the synchronization process may be timing out before the wizard completes its job. Follow all instructions in the New Hardware Wizard, and then sync again.

5 WINDOWS ONLY Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select **Palm Desktop software**, and then click **Change/Remove**.

NOTE Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Technical Support if the problem persists after completing step 3.

6 Reboot your computer.

7 Reinstall Palm Desktop software from the Palm Software Installation CD that came with your Treo 680.

Synchronization finishes but info doesn't appear where it should

1 Make sure you're synchronizing with the intended desktop personal information manager (PIM). The Palm Software Installation CD enables you to choose whether you want to synchronize with Palm Desktop software or Microsoft Outlook for Windows. Reinsert the installation CD and select **Change your synchronization method** if necessary. If you use a different PIM, you need to install third-party software to synchronize. For more information, consult the company that makes the PIM.

2 If multiple Palm OS devices are synchronizing with your computer, make sure the name of the device you are synchronizing appears in the **User** field on the toolbar of Palm Desktop software.

3 Open HotSync manager on your computer, and make sure the necessary conduits are set to **Synchronize the files**.

NOTE If you need to change the setting to **Synchronize the files**, be sure to check the **Set as default** box as well.

4 **WINDOWS ONLY** Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select **Palm Desktop software**, and then click **Change/Remove**.

MAC ONLY Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Technical Support if the problem persists after completing step 3.

5 Reboot your computer.

6 Reinstall Palm Desktop software from the Palm Software Installation CD that came with your Treo 680.

7 (Outlook only) If you're trying to synchronize offline, set your Outlook Calendar, Contacts, Notes, and Tasks to be available offline.

TIP Outlook subfolders and public folders are not accessible with the included software. You may wish to use a third-party solution instead.

TIP (Outlook only) If you want to sync your info with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Outlook (right-click the addresses and select **Add to Personal Address Book**).

TIP For more info on Outlook conduits, right-click the **HotSync manager** icon in the taskbar, select **Custom**, select an app with Outlook in its name, and then select **Help**.

I have duplicate entries in Microsoft Outlook after I sync

1 Open Microsoft Outlook and delete the duplicate entries.

2 On your computer, go to the application with duplicate entries and manually enter any info you added to your Treo 680 since the last time you synchronized.

3 Right-click **HotSync manager** in the taskbar and select **Custom**.

4 Select an application that has duplicate entries and also has Outlook in its name.

5 Click **Change**.

6 Select **Desktop overwrites handheld**, and then click **OK**.

7 If more than one application has duplicate entries, repeat steps 4 through 6 for each application with duplicates.

8 Click **Done**.

9 Synchronize your Treo 680 and your computer.

My appointments show up in the wrong time slot after I sync

If you create an appointment in the wrong time zone (i.e., your desktop was set to the wrong time zone), it shows up in the wrong time zone on your Treo. To be safe, enable local network time and avoid assigning time zones to your appointments.

If you're using **Microsoft Outlook**:

1 Make sure that you installed the Microsoft Outlook conduit that came with your Treo 680. If you're not sure whether this software is installed, reinstall Palm Desktop software from the Palm Software Installation CD that came with your Treo 680.

2 Open Microsoft Outlook and correct the wrong entries.

3 On your computer, manually enter any Calendar info you added to your Treo 680 since the last time you synchronized.

4 Click **HotSync manager** 🌀 in the taskbar and select **Custom**.

5 Select an application that has both Calendar and Outlook in its name.

6 Click **Change**.

7 Select **Desktop overwrites handheld**, and then click **OK**.

8 Synchronize your Treo 680 and your computer.

9 Repeat steps 4 through 6 to open the Calendar Change HotSync Action dialog box again.

10 Make sure **Synchronize the files** is selected and **Set as default** is checked, and then click **OK**.

You should now be able to assign time zones to your events without encountering this problem.

If you're using **Palm Desktop software**:

1 On your Treo 680, press **Calendar** 📅.

2 Press **Menu** 📖.

3 Select **Options**, and then select **Preferences**.

4 Uncheck the **New events use time zones** box (if it's checked).

5 On your computer, open Palm Desktop software and correct the wrong entries.

6 On your computer, manually enter any Calendar info you added to your Treo 680 since the last time you synchronized.

7 Click **HotSync manager** 🌀 in the taskbar and select **Custom**.

8 Select **Calendar**.

9 Click **Change**.

10 Select **Desktop overwrites handheld**, and then click **OK**.

11 Synchronize your Treo 680 and your computer.

12 Repeat steps 7 through 9 to open the Calendar Change HotSync Action dialog box again.

13 Make sure **Synchronize the files** is selected and **Set as default** is checked, and then click **OK**.

You should now be able to assign time zones to your events without encountering this problem.

IMPORTANT To avoid this problem in the future, do not assign time zones to your events. Palm Desktop software does not support time zones.

The text of my memos is truncated after I sync

If you use your desktop software to create a memo that is longer than 4,096 characters, the excess characters are truncated when you transfer the memo to your Treo 680.

Phone

Signal strength is weak

Become familiar with low coverage areas where you live, commute, work, and play. Then you will know when to expect signal strength issues. You can check signal strength by looking at the **Signal Strength** $\overline{Y}_\text{ill}$ icon in the title bar of the Main tab in the Phone application. The stronger the

signal, the more bars that appear. If you are outside a coverage area, no bars appear.

1 If you're standing, move about ten feet in any direction.

2 If you're in a building, move near a window. Open any metal blinds.

3 If you're in a building, move outdoors or to a more open area.

4 If you're outdoors, move away from large buildings, trees, or electrical wires.

5 If you're in a vehicle, move your Treo so that it's close to a window of your vehicle.

My Treo won't connect to the mobile network

1 Try the suggestions about signal strength described in Signal strength is weak.

2 Turn off your phone and turn it on again (see Turning your phone on and off).

3 Remove the SIM card and reinsert it (see Inserting the SIM card and battery).

4 Perform a soft reset (see Performing a soft reset).

The other person hears an echo

- Try decreasing the volume on your Treo to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and the earpiece.

- Position the earpiece closer to your ear to prevent sound leaking back to the microphone. Keep your hand away from the microphone hole, which is on the bottom right side of the Treo 680.

- If you're using the speakerphone feature with your Treo lying on a flat surface, try turning the Treo face down (screen facing the surface).

I hear my own voice echo

Ask the person on the other end of the call to turn down the volume on his or her phone or to hold the phone closer to his or her ear.

My voice is too quiet on the other end

- Be sure to place the bottom of the Treo, or the hands-free microphone, close to your mouth.

- Check the **Signal Strength** 📶 icon in the title bar of the Main tab in the

Phone application. If the signal is weak (few bars are displayed), try the suggestions about signal strength described in Signal strength is weak.

I hear static or interference

Check the **Signal Strength** 📶 icon in the title bar of the Main tab in the Phone application. If the signal is weak (few bars are displayed), try the suggestions about signal strength described in Signal strength is weak.

If you're using a Bluetooth hands-free device, see I hear static or interference when using my Bluetooth hands-free device.

My phone seems to turn off by itself

If a system error and reset occur, the Treo 680 automatically turns the phone on if it was on before the reset. However, if the Treo 680 can't determine if your phone was on before the reset, the phone does not automatically turn on (see Turning your phone on and off). If the problem persists and you're using third-party applications, see Third-party applications for additional suggestions.

My Treo makes or answers calls when it's in a bag or pocket

Items in your bag or pocket may be pressing the onscreen Answer button or otherwise activating screen items. If this happens, be sure to press **Power/End** to turn off the screen before placing your Treo in a bag or pocket. You may also want to disable the screen's touch-sensitive feature during incoming calls (see Locking your screen).

TIP To find carrying cases that can help prevent your Treo 680 from making calls, as well as other useful accessories, visit www.palm.com/mytreo680cingular.

Hands-free devices

TIP Bluetooth range is up to 30 feet in optimum environmental conditions. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

I can't make or receive calls using a Bluetooth hands-free device

Confirm all the following:

- The Bluetooth device is compatible with your Treo 680. Go to www.palm.com/treo680cingular-support for a list of compatible devices.
- Press **Applications** and select **Bluetooth** . Make sure the **Bluetooth** setting is **On**.
- You have already formed a partnership between your Treo 680 and your hands-free device, and that the hands-free device appears in the Trusted Devices list. (see Connecting to a Bluetooth hands-free device).
- Your hands-free device is charged and turned on.
- Your Treo is within range of the hands-free device.

If the problem persists, turn the **Bluetooth** setting **Off** and then turn it **On** again. If it still persists, create a new partnership with the hands-free device (see Connecting to a Bluetooth hands-free device).

I hear static or interference when using my Bluetooth hands-free device

- Try moving your Treo closer to the hands-free device. Audio quality degrades as the distance between your Treo and hands-free device increases. The effective range for a device varies between manufacturers.

- Confirm that no obstructions, including your body, are between your Treo and your hands-free device.

- If the problem persists, turn the **Bluetooth** setting **Off** and then turn it back on again. If it still persists, create a new partnership with the hands-free device (see Connecting to a Bluetooth hands-free device).

TIP For best performance, keep your Bluetooth hands-free device and your phone on the same side of your body.

Some features of my Bluetooth hands-free device don't work with my Treo

- Check the Palm compatibility list at www.palm.com/treo680cingular-support to ensure that your device is compatible.

- Check the documentation that came with your device or the manufacturer's website for information specific to your device.

Email

- For troubleshooting info on the VersaMail® application, see the *User Guide for the VersaMail Application* on your computer.

  Windows: Start>Programs>Palm

  Mac: Insert the Palm Installation CD and click the link to the *User Guide for the VersaMail Application* in the **Documentation** folder.

Messaging

I can't tell if data services are available

When your phone is on, icons appear in the title bar in the Main tab in the Phone application to indicate whether data services are available and whether a data