



User Guide

Your Palm® Treo™ 500v Smartphone

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Welcome

Congratulations on the purchase of your Palm® Treo™ 500v smartphone!

Benefits

- Make and receive phone calls
- Manage your contacts, calendar, and task list
- Receive and send corporate and personal email messages
- Browse the web
- Use a Bluetooth® headset (sold separately) for hands-free operation

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Your new smartphone

In one compact and indispensable device—your new Palm® Treo™ 500v smartphone—you now have all of the following:

- An advanced wireless smartphone
- A Windows Mobile® organiser with portable expansion capability (microSD)
- High-speed data with GPRS and UMTS (3G) support
- A 2-megapixel digital camera
- Support for numerous mobile email solutions
- Text and multimedia messaging
- Windows Media® Player Mobile
- Microsoft® Office Viewer applications

This guide will help you set up your smartphone and quickly learn to use it.

NOTE If you want to use your phone and send and receive text messages, you need a service contract with your network operator. If you also want to browse the web and send and receive email, you need

not only a service contract but also a data service plan from your network operator. You may also need a specific data service plan to send and receive multimedia messages. Data speeds vary based on network availability and capacity.

TIP LOOK HERE: Don't miss the helpful tips and cross-references given in these boxes.

What's in the box?

All of the following items should be in the smartphone box:

Hardware

- Treo 500v smartphone
- Rechargeable battery (1200 mAh)
- AC charger with international adapters
- USB sync cable
- Stereo headset

Documentation and software

- *Quick Start Guide*

- *Introducing Your Palm® Treo™ 500v Smartphone*
 - Windows Mobile Getting Started CD, which includes links to the following:
 - Desktop synchronisation software download (ActiveSync® desktop software for Windows XP, Windows Mobile Device Center for Windows Vista)
 - Microsoft Office Outlook® software download
 - *User Guide* (this guide)
 - Palm warranty
 - End User Licence Agreement
- You must have an activated wireless account (using a SIM card from your network operator) with data services.
 - If you plan to synchronise personal information between your smartphone and a computer, you need access to that computer during setup.
 - You must also have your smartphone within range of your network operator's cellular coverage.

What do I need to get started?

As you work through the instructions in this guide, you need all the items that came in the smartphone box (see [What's in the box?](#)), as well as the following:

Where to learn more

Websites

Support from Palm and online forums:
go.palm.com/treo500v/.

Registration

To obtain discounts on software and accessories, faster technical support, updates, and special promotions: palm.com/register. Registration is free.

Customer service from your network operator

For questions about your mobile account or features.

Corporate network support/your IT administrator

If you are having problems synchronising information on a corporate network



Setting up

You're about to discover the many things about your smartphone that will help you better manage your life and have fun, too.

As you become more familiar with your smartphone, you'll want to personalise the settings and add applications to make it uniquely yours. But first, follow these few easy steps to set up your smartphone and get it running.

Benefits

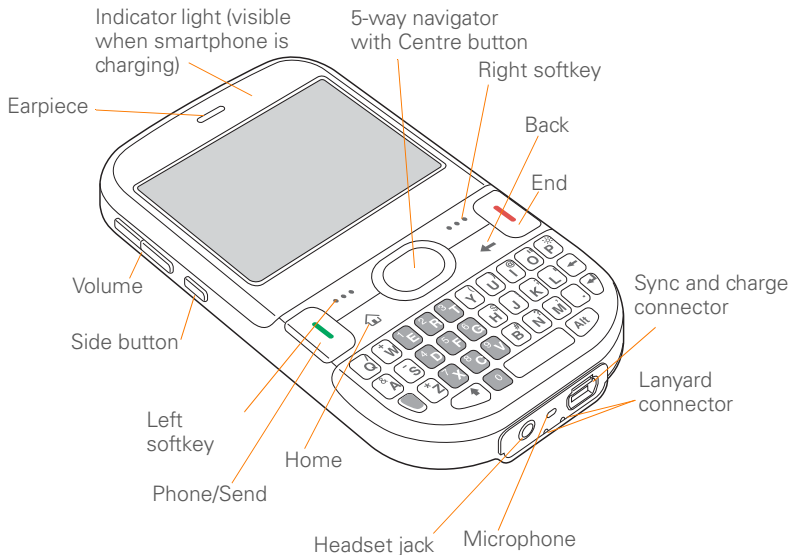
- Know where your smartphone controls are located
- Start using your smartphone right away

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Palm Treo 500v smartphone overview

Front view



TIP Be careful not to scratch or crush your smartphone screen. Do not store it in a place where other items might damage it.

DID YOU KNOW? Pressing and holding the Side button opens Internet Explorer Mobile (see [Browsing the web](#)).

TIP To connect a lanyard (sold separately), remove the battery door, connect the lanyard, and then replace the battery door.

Back view

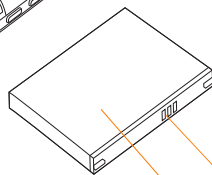
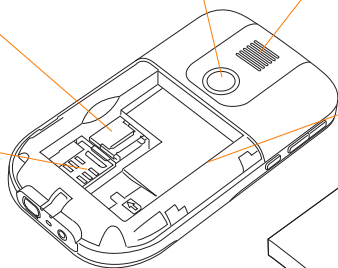
Expansion card tray (located inside battery compartment, beneath battery)

SIM card slot (located inside battery compartment, beneath battery)

Camera lens

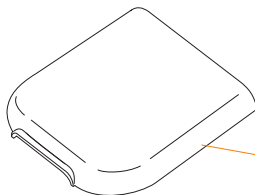
Speaker

Smartphone contacts (located on side of battery compartment)



Battery contacts

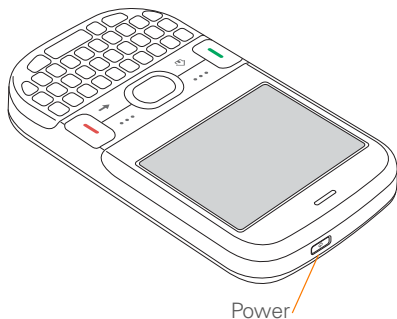
Battery



Battery door

IMPORTANT The smartphone speaker includes a large magnet, so be sure not to store your smartphone near credit cards or other items that could be demagnetised.

Top view



Inserting the SIM card and battery

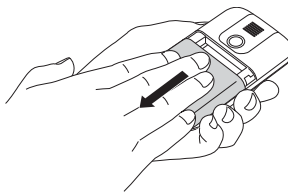
Your SIM card contains account information such as your phone number

and voicemail access number. To use your smartphone's phone, email, or web features, you need to insert a SIM card. If a SIM card is not included in your smartphone box, your network operator will provide you with one.

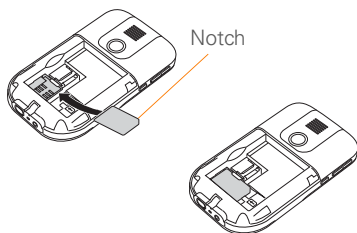
To take advantage of the high-speed data connection available on your smartphone, you need to have a 3G SIM card. A 3G SIM card has "3G" on it.

TIP If you don't have a SIM card, contact your network operator.

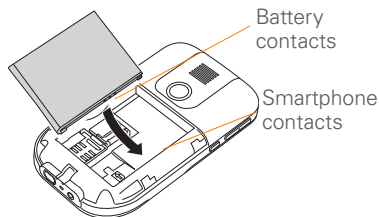
- 1 Holding your smartphone screen side down, use two or more fingers to press firmly against the battery door while pulling downward to release it, and then slide the door off the back of your smartphone.




- 2 If the battery is installed, remove it. Slide your finger under the left side of the battery and lift up to remove it.
- 3 With the metal contacts facing the battery compartment, slide the SIM card into the cutout in the lower-left corner of the compartment until you feel the card click into place. Align the notches to make sure you have the card oriented correctly.



- 4 Align the metal contacts on the battery with the contacts inside the battery compartment, insert the battery into the compartment at a 45-degree angle, and then press it into place.



- 5 Slide the battery door back into place.
- 6 Press and hold **Power**  until the Palm® logo appears.

TIP If your smartphone does not turn on after you insert the battery, you need to connect it to the AC charger to charge it (see [Charging the battery](#)). If it still doesn't start, perform a soft reset (see [Performing a soft reset](#)).

- 7 Follow the onscreen instructions to finish the installation.
- 8 If your SIM card is not already activated, follow the activation steps provided by your network operator, or contact your network operator directly for assistance. If you plan to use email and web browsing, you need a data service

plan from your network operator in addition to your service contract. You may also need a data service plan to send and receive multimedia messages.

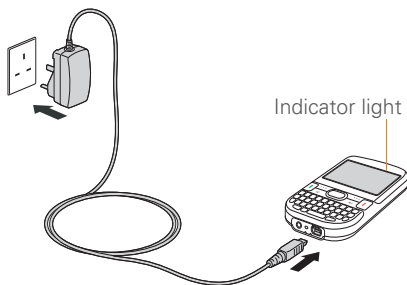
TIP You can buy an extra battery as a spare for long airplane trips or periods of heavy data use. To ensure proper functioning and avoid nullifying the warranty, be sure to use batteries from Palm only. Visit palm.com.

Charging the battery

Although the battery may come with a sufficient charge to complete the setup process, we recommend that after setup you charge your smartphone for three hours (or until the indicator light is solid green) to give it a full charge. See [Maximising battery life](#) for tips on making your battery's power last longer.

BEFORE YOU BEGIN Make sure the battery is inserted in your smartphone before you charge. If you connect your smartphone to a power source without the battery inserted, nothing happens.

- 1 Prepare the AC charger by inserting the adapter that fits the wall outlet you're going to use.
- 2 Plug the AC charger into a wall outlet.
- 3 Connect the charger cable to the bottom of your smartphone.



- 4 Check the indicator light to confirm that your smartphone is charging.
 - Solid red indicates that your smartphone is charging.
 - Solid green indicates that your smartphone is fully charged.

DID YOU KNOW? If the battery is low, the indicator light flashes red.

When your smartphone is on (see [Turning your Palm® Treo™ 500v smartphone on/off](#)), the onscreen battery icon displays the charging status:



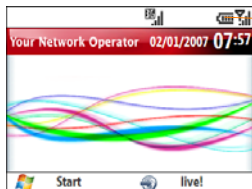
This icon indicates that the battery is being charged.



This icon indicates that the battery is fully charged.



This icon indicates that the battery needs to be charged immediately.



Battery icon


DID YOU KNOW? If your battery ever becomes fully drained, your info remains safely stored on your smartphone. Recharge the battery to access your info.

TIP You can also charge your smartphone from your computer by connecting them with the sync cable.

Maximising battery life

Battery life depends on how you use your smartphone. You can maximise the life of your battery by following a few easy guidelines:

- Charge your smartphone whenever you're at your desk, or charge it overnight each day. The battery in your smartphone has a much longer useful life if you charge it frequently instead of waiting until it's fully drained.
- If you spend a lot of time using the camera, games, media players (including listening to music with wireless headphones using the built-in Bluetooth® wireless technology), or other applications, keep an eye on the battery icon and charge when necessary.
- The wireless features (phone, email, messaging, instant messaging, and web) on your smartphone generally consume more power than the organiser features. If you don't plan to use the wireless features on your smartphone for a while, turn off your wireless services (see [Turning wireless services on/off](#)). You can forward calls


to a different number or let all calls be picked up by voicemail (see [Forwarding calls](#)). To see if your wireless services are on, press **Power**  and select **Wireless Manager**.

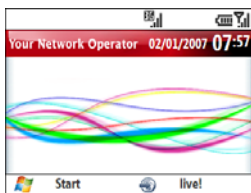
- If you are synchronising email and other information directly with your corporate Exchange server using Microsoft Exchange ActiveSync®, set the synchronisation interval to a maximum of every 15 minutes during peak times and every hour (or turned off completely) during non-peak times (see [Setting the synchronisation schedule](#)).
 - Turn off the Bluetooth feature when you do not need to make a Bluetooth connection (see [Entering basic Bluetooth settings](#)).
 - As with any mobile phone, if you are in an area with no wireless coverage, your smartphone searches for a signal, which consumes power. If you cannot move to an area of better coverage, temporarily turn off your phone (see [Turning your phone off](#)).
- Turn down the screen brightness (see [Adjusting the brightness](#)).
 - Set your screen to turn off automatically after a shorter period of inactivity (see [Optimising power settings](#)).
 - Turn off the option to receive beamed information using Bluetooth technology (see [Beaming an entry or file](#)).
 - If you use Internet Connection Sharing to connect to the Internet, make a connection to your computer using the USB sync cable instead of wirelessly using Bluetooth technology (see [Using your device as a wireless modem](#)).
 - Keep your battery away from direct sunlight and other sources of heat. Temperatures over 50 degrees Celsius can permanently reduce the capacity and life span of any lithium-ion battery.

TIP When your phone is on, press **Power** to display a list of options from which you can quickly turn off the phone (see [Turning your phone off](#)), silence the ringer (see [Selecting a sound profile](#)), and more.

- Charge your battery at a comfortable room temperature. Charging your battery in cold temperatures results in lower usable charge capacity.

Making your first call



- 1 Press **Home**  to display your Home screen.



TIP You can also press **End** to display your Home screen, unless you are on a call. If you are on a call, pressing **End** hangs up the call.

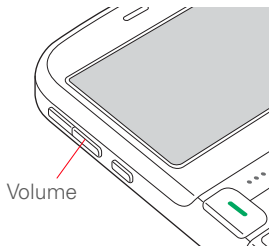
- 2 Using the numbered keys (and the +, *, and # keys, if necessary) on the keyboard, enter a phone number.



- 3 Press **Phone/Send**  to dial.
- 4 When your call is complete, press **End**  to end the call.




Adjusting call volume

While a call is in progress, press the **Volume** button on the side of your smartphone to adjust the call volume.

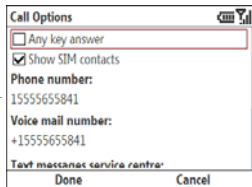


What's my number?

BEFORE YOU BEGIN Make sure your phone is on (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Phone**, and then select **Call Options**.

Look here for your phone number



- 4 Press **Done**  (left softkey).

TIP If your phone number doesn't appear on the Call Options screen, your network has not yet sent the number to the SIM card (this does not affect SIM card functionality). Turn your phone off, wait a few hours, and then turn on your phone and repeat these steps. If your phone number still does not appear, contact your network operator for assistance.

Setting up synchronisation

After you've finished setting up your smartphone, we recommend that you set up a synchronisation method to get the most out of your smartphone. Synchronising means that information that has been entered or updated in one place—your smartphone, your computer, or your corporate server—is automatically updated in the other (see [Synchronising information](#)).



Moving around on your Palm® Treo™ 500v smartphone

Have you ever been to a new city and felt a bit lost until you figured out the streets? Learning to move around on your Palm® Treo™ 500v smartphone is similar. Most applications that work on your smartphone use the same set of controls. So once you learn how to use these controls, you'll be driving all over town and you won't even need a map.

Benefits

- Quickly move around and complete tasks in applications using one thumb on the 5-way navigator
- Access extra features with menus
- Find and open applications quickly

In this chapter

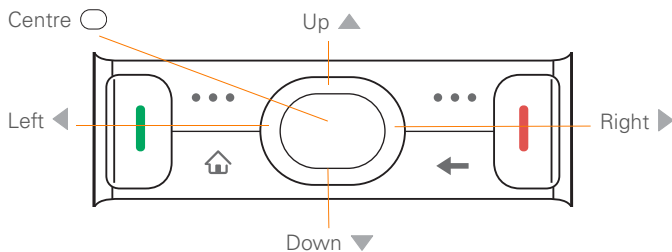
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Navigating around the screen

To navigate around the smartphone screen, you use the 5-way navigator. As you become familiar with your smartphone, you'll find your own favourite way to scroll, highlight, and select items.






Using the 5-way, press **Right** ▶, **Left** ◀, **Up** ▲, or **Down** ▼ to move around the screen. Press **Centre** ○ to highlight and select items.

TIP The arrow icons that indicate directions on the 5-way are different from the onscreen arrows that indicate that a list is available (see [Selecting options in a list](#)).

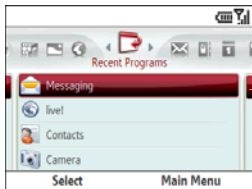


Scrolling through screens







As on a computer, on your smartphone you scroll to move from field to field or page to page, or in some cases to highlight an item or option in a list. There are several methods of scrolling:

- Use the **5-way**  on the front of your smartphone. Press **Right** , **Left** , **Up** , or **Down**  to move to the next field, button, or action in that direction.


TIP If a scroll bar appears on the right side of a screen, this indicates that more options are available than what is shown on the screen. Press **Up** or **Down** on the 5-way to display additional options.



Scroll bar

- When inside a text field, press **Right**  or **Left**  to move to the next character, and press **Up**  or **Down**  to move between lines.
- When inside a list, press and hold **Up**  or **Down**  to rapidly scroll through the list.

Closing screens

- To accept the information you entered on a screen and to return to the previous screen—or to return to the previous screen without making any changes—press **Back** .

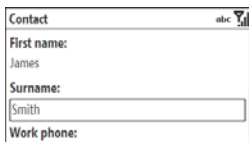
Highlighting and selecting items

On most screens, one item—an icon, a list entry, or a check box—is highlighted by default. The highlight identifies which item is affected by your next action. Use the 5-way to move the highlight from one item to another before opening or selecting it.

TIP The best way to learn to use the 5-way is to experiment. Press the 5-way buttons, and as you do, follow the movement of the border around the screen. The behaviour of the 5-way varies slightly in each application.

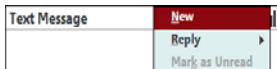
The highlight can take one of two forms, depending on what is highlighted:


- **Border:** This rectangular border highlights items such as a text-entry field, a check box, an option, or a web link.



A screenshot of a contact form titled "Contact". The form has a title bar with "atc" and a signal strength icon. The fields are: "First name:" with the value "James", "Surname:" with the value "Smith" (highlighted by a rectangular border), and "Work phone:". The "Surname" field is a text input box.

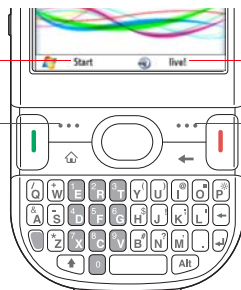
- **Light text on a dark background:** This highlights items such as a phone number, an email address, or an item in a menu or a list.



After highlighting an item with the 5-way, select or activate it by pressing **Centre** .

Using the softkeys

Left softkey
activates this
command
Left softkey



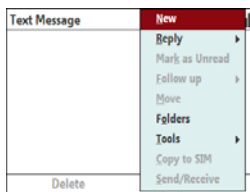
Right softkey
activates this
command
Right softkey

The left and right softkeys give you quick access to tasks that you can do on the current screen, so the softkey items vary from application to application and from screen to screen. Look on the screen directly above the softkey to see the action that it takes in the current context. In some contexts, these keys may do nothing at all. In most cases the right softkey **⋮** opens the menu, and the left softkey **⋮** activates a specific command, such as New or Done. Remember that softkey functions vary from screen to screen, so be sure to check the onscreen label before pressing the softkeys.

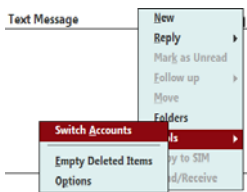
Selecting menu items

In many applications, a menu provides access to additional features. The menu is hidden until you press Menu **⋮** (right softkey). To get the most out of your smartphone, it's a good idea to familiarise yourself with the additional features available through the menu in various applications.

- 1 Press **Menu** **⋮** (right softkey) to display an application's menu.



- 2 Press **Up** ▲ or **Down** ▼ to highlight a menu item.
- 3 If an arrow appears at the top or bottom of the displayed menu items, press **Up** ▲ or **Down** ▼ to view additional items.
- 4 If an arrow appears next to a menu item, press **Centre** ○ or **Right** ► to display additional options for that item, and then press **Up** ▲ or **Down** ▼ to highlight a menu item. To return to the original menu without making a selection, press **Left** ◀.

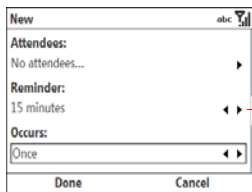


- 5 Press **Centre** ○ to select the menu item, or press **Left** ◀ or **Menu** ☰ (right softkey) to close the menu and cancel your selection.

DID YOU KNOW? You can select most menu items by pressing a key on the keyboard. To quickly access a menu item, press **Menu** (right softkey) followed by the underlined letter in the menu item's name.

Selecting options in a list

If a rectangle appears around a field and the field contains both a right- and a left-pointing arrow, a list is available. On most screens, the rectangle does not appear until you navigate to the field using the 5-way.







Arrows indicate a list

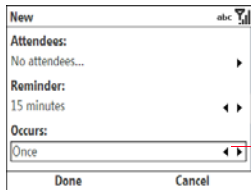
TIP Fields that display a right arrow only do not contain list items. These are either text-entry fields (see [Using text-entry fields](#)), or selection fields (for example, the Attendees field in Calendar or the Categories field in Contacts or Tasks). In a selection field, press **Centre** or **Right** to view additional options.

NOTE A list is available for the Subject field in Calendar and Tasks, even though this field does not display arrows.

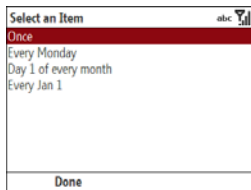
Lists are different from the menus described earlier in this section.

To select from a list, do any of the following:

- Use the 5-way to highlight the field, and then press **Centre**  to display the items in the list. Press **Up**  or **Down**  to highlight the item you want, and then press **Centre**  to make your selection.

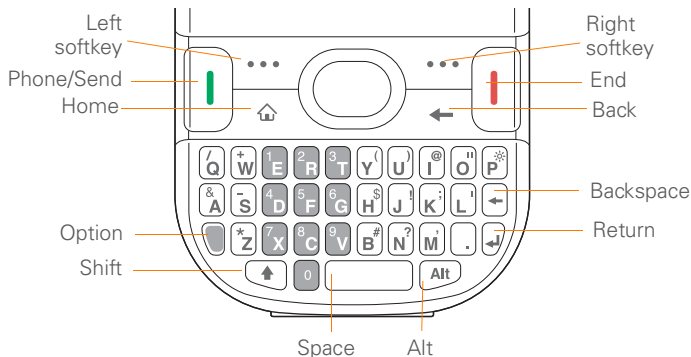


Press Centre to display list



- With the field highlighted, press **Right** ► or **Left** ◀ to scroll through the options until the one you want appears. This works with all list fields except the Subject field in Calendar and Tasks. In that field, you can press **Centre** ○ to display list items.

Using the keyboard



Use the keyboard to enter text and other symbols in many applications on your smartphone, as well as to dial phone numbers (see [Using your Home screen](#)).

NOTE Depending on your region, your keyboard layout may be different from the one shown above.



Understanding the keyboard backlight

Your smartphone includes a keyboard backlight for low light conditions. The keyboard backlight activates automatically when the screen turns on. The backlight turns off automatically when the screen turns off or when you are on a call or playing music in the background for longer than the time specified in Backlight Settings. You can set different time intervals depending on whether the smartphone is operating on battery power or is connected to an external power source. The backlight also turns off when an application's power-saving features turn it off.

TIP You can change the backlight shut-off interval. Press **Home**, press **Start** (left softkey), navigate to the **My Settings** content list, and then press **All Settings** (right softkey). Select **More**, and then select **Power Management**. Use the two **Backlight time out on...** lists to specify how long the backlight stays on.

Using text-entry fields

In applications such as Contacts, Calendar, and Tasks, text-entry fields are designated by a rectangle around the field. On most screens, the rectangle does not appear until you navigate to the field using the 5-way. To enter text in a field, highlight the field and use the keyboard to enter text.



Some text-entry fields—for example, the Street field in Contacts or the Notes field in Contacts, Calendar, or Tasks—display a right-pointing arrow. In these fields, press **Centre**  or **Right**  to open a text-entry screen that allows you to enter more than one line of text.

The address and subject lines in an email, text, or multimedia message you compose, as well as the message body, are also text-entry fields.


TIP Some fields that display a right arrow—for example, the Attendees field in Calendar or the Categories field in Contacts or Tasks—are selection fields, not text-entry fields. In a selection field, press **Centre** or **Right** to view additional options.



TIP If a field displays both a right and a left arrow, it is not a text-entry field. Instead, it is a field for which a list is available (see [Selecting options in a list](#)).

Entering lowercase and uppercase letters

By default, the first letter of each sentence or field is capitalised and the remaining text you enter is lowercase. In some cases, the initial capital letter does not appear until after you finish typing the first word and press **Space**  or **Enter** .




To enter other uppercase letters, do one of the following:

- Press **Shift**  and enter a letter. You don't need to press and hold Shift while entering a letter.

- Press **Shift**  twice to turn on Caps Lock, and then enter a series of letters. When Caps Lock is on, this symbol appears at the bottom of the screen: **ABC**. To turn off Caps Lock, press **Shift**  again.

Entering numbers, punctuation, and symbols

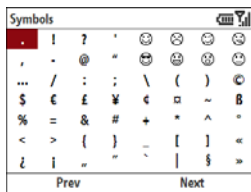
Numbers, punctuation, and symbols appear above the letters on the keys. To enter these characters, do one of the following:

- Press **Option** , and then press the key of the desired character. You don't need to hold Option while pressing the key.
- Press **Option**  twice to turn on Option Lock, and then press the desired keys to enter a series of characters. When Option Lock is on, this symbol appears at the bottom of the screen: **123**. To turn off Option Lock, press **Option**  again.

Entering other symbols and accented characters

You can enter symbols and accented characters that don't appear on the keys by using the alternative character list.

- 1 Press **Alt** (Alt) to display the alternative character list.
- 2 Press **Prev** (⋮) (left softkey) or **Next** (⋮) (right softkey) to scroll through the alternative character screens.
- 3 When the character you want appears on the screen, use the **5-way** (⊙) to highlight the character.



- 4 Press **Centre** (⊙) to insert the character.

TIP To quickly view the most commonly used accented characters, press **Alt** and then press **Prev** (left softkey).

Entering passwords

You can't see your password as you enter it, so be careful. Be sure Caps Lock and Option Lock are not on unless you need them. For info on how to enter characters, see [Entering lowercase and uppercase letters](#) and [Entering numbers, punctuation, and symbols](#).

Opening and closing applications

You can open applications in one of the following ways:

Recent Programs content list: Contains the ten programs you used most recently.



Other content lists: Contain groups of related items to give you fast access to frequently used applications.

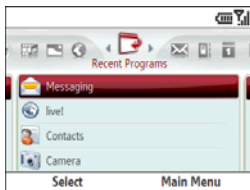
Keyboard shortcuts: Open applications with just two key presses.




Main Menu: Gives you full access to all applications and files on your smartphone.

Your smartphone can run multiple apps at the same time, so when you finish using one, just open the next one you want to use.

Using the Recent Programs content list

- 1 Press **Home** , and then press **Start**  (left softkey). The Recent Programs content list is displayed.



- 2 Press **Up**  or **Down**  to highlight the desired application.
- 3 Press **Centre**  to open the app.

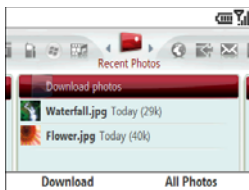
Using other content lists




Other content lists contain a mix of applications, files, and features. If you select a file or feature from a content list, it opens in the related application on your smartphone. For example, selecting a

picture opens the Pictures & Videos app, while selecting the “Add a Favourite” feature opens Contacts.

NOTE The content list icons and entries may vary according to your network operator.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Press **Right**  or **Left**  to navigate to the content list containing the application, file, or feature you want.



- 3 Press **Up**  or **Down**  to highlight the desired item.
- 4 Press **Centre**  to open the item in the appropriate application.

Using keyboard shortcuts

Home  + **Right** : Opens the **Message Centre** content list.


Home  + **Left** : Opens the **live!** content list.

TIP You can create additional keyboard shortcuts to quickly open apps (see [Creating keyboard shortcuts](#)).

Using the Main Menu

- 1 Press **Home** , and then press **Centre** .



- 2 Navigate to the category or item you want and press **Centre** . You may need to navigate through one or more levels of folders to get to the item you want.


DID YOU KNOW? If you have a new email, text, or multimedia message alert, pressing **Home** + **Centre** opens the message. If you have a new voicemail message alert, pressing **Home** + **Centre** dials your voicemail number.







TIP To view all available applications, select **Applications**.


TIP When you open a category from the Main Menu, items appear in a list with a letter to the left of each item. To open an item, either select it with the **5-way** or press the letter on the keyboard.


Closing applications

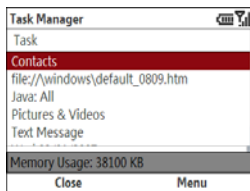
You can have several applications open at once, so you don't need to exit an application to open another one. In most cases, applications close automatically when available memory is low, but you can also close applications manually.

NOTE If you press **Back**  to leave an application, the current application continues to run in the background. Manually closing applications helps free up memory.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Press **More**  (left softkey) and select **Task Manager** .
- 4 Do one of the following:

Close a single application: Highlight the application you want and press **Close**  (left softkey).

Close all open applications: Press **Menu**  (right softkey) and select **Close All**.

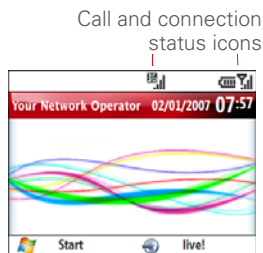


Using your Home screen

From your Home screen you can quickly see your call and connection status and access all of your applications.

To access your Home screen, press **Home** .

TIP You can also open the Home screen by pressing **End**, unless you are on a call. If you are on a call, pressing End hangs up the call.



- **Title bar and status icons:** See [What are all those icons?](#) to learn about the icons that appear in this area.

- **Start** [⋮] (**left softkey**): Press this key to open the content lists (see [Using the Recent Programs content list](#) and [Using other content lists](#)).
- **live!** [⋮] (**right softkey**): Press this key to open your smartphone's web browser to the Vodafone live! website.

TIP You can select a picture for your Home screen background and select which items appear in the Home screen. See [Home screen settings](#) for details.



Your phone

The phone is your home base for making and receiving calls.

You can creatively manage multiple calls, such as swapping between calls and creating conference calls. You can also access voicemail or talk using a wired or wireless headset.

Benefits

- Stay in touch—you choose how
- Work in other applications when on a call
- Add contact numbers to your Favourite Contacts content list for quick access

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Turning your Palm® Treo™ 500v smartphone on/off

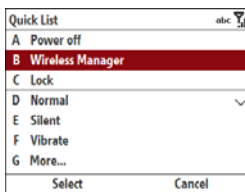
The term *smartphone* refers to the device and its physical aspects. The term *phone* refers to the wireless feature of your Palm® Treo™ 500v smartphone that enables you to connect to your network operator's network so that you can make and receive calls and send and receive data.

The phone and your smartphone can be turned off and on separately. This means you can turn on your smartphone to use just the organiser features without turning on the phone.

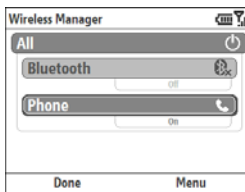
Turning your phone off

When you turn the phone off, you can still use the Microsoft Office apps and all the organiser features of your smartphone.


- 1 Press **Power**  and select **Wireless Manager**.



- 2 Select **Phone**.



- 3 Press **Done**  (left softkey).

When your phone is off, the **phone-off**  icon appears at the top of the screen and **Phone Off** appears in the upper-left of the screen. Your phone is not connected to any mobile network. Although you can no longer use the phone, you can still use Microsoft Office apps and all the organiser features of your smartphone.



TIP When you travel by plane, you need to turn off all radios on your smartphone, which include the phone and the Bluetooth® wireless technology feature. This is sometimes referred to as *flight mode*. To turn off all radios, press **Power**, select **Wireless Manager**, and then select **All**.


TIP You can also press **Power** and select **Silent** to quickly silence the ringer on your phone.


Turning your phone on

When you turn on your phone, it connects to a mobile network so that you can make and receive phone calls and use other wireless services (if supported by the local network).


NOTE The first time you turn your smartphone on (see [Turning your smartphone on](#)), the phone is on by default.

- 1 Press **Power**  and select **Wireless Manager**.
- 2 Select **Phone**.
- 3 Press **Done**  (left softkey).

When your smartphone locates a signal, your network operator's name appears in the upper-left of the screen and the signal-strength  icon appears at the top of the screen.


When you are inside a coverage area, the signal-strength  icon has bars in it. If you're outside a coverage area, the indicator light flashes red and no bars appear in the signal-strength icon.

Turning your smartphone on

- Press and hold **Power**  until the Palm® logo appears.

TIP If battery power is extremely low, the screen does not turn on when you press and hold Power. If this happens, you need to charge the battery.

Turning your smartphone off

- Press and hold **Power** . When your smartphone is off, the screen turns off. You cannot make phone calls or use any of the Microsoft Office apps or the organiser features on your smartphone.

TIP You can also turn your smartphone off by pressing **Power** and selecting **Power off**.

Waking up the screen

After a designated period of inactivity, your smartphone screen turns off, even though your smartphone is still powered on. If the screen turns off, wake up the screen by pressing any key. If you press **End** (U), you automatically go to the Home screen after you wake up the screen. If you press any other key, the last screen you were using is displayed.

TIP You can change the time interval for the period of inactivity that takes place before the screen turns off. Press **Home**, press **Start** (left softkey), navigate to the **My Settings** content list, and then press **All Settings** (right softkey). Select **More**, and then select **Power Management**. Select the **Display time out** list and specify how many minutes the screen stays on during a period of inactivity.

Making calls from the Home screen

Your smartphone offers several ways to make phone calls from the Home screen.

Dialling from the Home screen


BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** (H).
- 2 Using the numbered keys (and the +, *, and # keys, if needed) on the keyboard, enter a phone number.



DID YOU KNOW? When you're on a call, you can enter +, *, or # without first pressing Option. You can also press **P** to pause. This makes it easy to respond to further dialling instructions.

3 Press **Phone/Send**  to dial.

NOTE You do not need to press Option to access the numbers on the keyboard. However, when dialling short numbers, the number may conflict with a contact name. If this occurs, press **Option**  to avoid starting a contact lookup. For emergencies, you can dial your national emergency number (such as 999 or 112) without pressing Option first.


TIP If you lock your smartphone and select Simple PIN as the password type, you can dial an emergency number by entering the number in the password field and pressing **Phone/Send**. You do not need to press Option before entering the number. However, if you select Strong alphanumeric as the password type, you must first press **Option** twice before entering the number in the password field. See [Locking your smartphone](#).

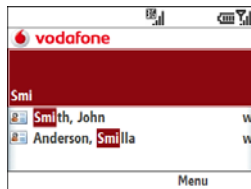
Dialling by contact name

You can look up contacts quickly by entering just a few letters of a contact's name directly from your Home screen.

BEFORE YOU BEGIN

- Before you can dial a number by contact name, you must create some contacts (see [Adding a contact](#).) or import them by synchronising (see [Synchronising information](#)).
- Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** .
- 2 Using the keyboard, begin entering one of the following for the contact you want to call:




- First name (JOH for John)

- Last name (SMI for Smith)
- First initial, a space, and then last initial (J S for John Smith)
- A few letters of the first name, a space, and then a few letters of the last name (JOH SMI for John Smith)

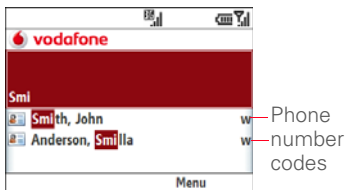
For example, entering SM finds both Smilla Anderson and John Smith. Entering SM AN finds only Smilla Anderson.

TIP You can type letters from the last name first; for example, typing “S J” or “Smi Joh” also finds “John Smith.”


DID YOU KNOW? The search function offers several features that make it easy to find the contact you want, even if you are not sure of the exact name: 1) Search results include name variations, such as “David” for “Dave.” 2) The search function inserts a space before the last letter typed if it cannot find a match. So if entering “Davidm” returns no results, the search function automatically tries to search for “David M.” 3) Search results include soundalike entries, so entering “Dwayne” also returns results for “Duane.”


To delete letters when correcting a misspelled name, press **Backspace** .

- 3 Each matching contact is displayed with a code for the type of number you last entered for that contact: “w” for work, “m” for mobile, and so on.



DID YOU KNOW? If you enter a letter—for example, “E”—that corresponds to a number key, both the number and any matching contact names appear on the screen. The onscreen numbers do not affect the process for dialing by contact name.

If the name you want is displayed with the correct phone number code, highlight the name and press **Phone/Send**  to dial the number.


If you want to dial a different number for a displayed contact, select the contact name, select the number to dial, and then press **Phone/Send** .

Dialling with a speed dial



BEFORE YOU BEGIN



- Create some speed dials. See [Creating speed dials](#).
- Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

You can make a call using a speed dial you have assigned to a contact's phone number.

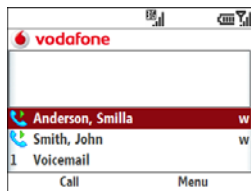
- 1 Press **Home** .
- 2 Press and hold the key or keys that you assigned as a speed dial to the contact number you want to call. If you have assigned a two-digit speed dial to this number, press the first key and then press and hold the second key.

Redialling a recently called number

To dial the last number you called: Press **Home** , and then press **Phone/Send**  twice.

To select from your most recently dialled numbers: Press **Home** , press **Phone/Send** , highlight the number or

contact name you want to call, and then press **Phone/Send**  to dial.









TIP You can manage information about a recently called number in several ways (see [Working with called numbers](#)).

Other ways of making calls

Your smartphone offers several ways to make phone calls other than from the Home screen. Try them all and you'll discover which methods you prefer.

Dialling by company name

BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Favourite Contacts** content list and press **All Contacts**  (right softkey).
- 3 Press **Menu**  (right softkey) and select **View By > Company**.
- 4 Press **Phone/Send**  to go to your Home screen.
- 5 Using the keyboard, begin entering the first few letters of the company name.
- 6 Select the number you want to dial.
- 7 Press **Phone/Send**  to dial.

Dialling from a message

Your smartphone recognises most phone numbers that appear in text, email, or multimedia messages.

- 1 Use the 5-way to highlight the phone number you want to dial in the message.

- 2 Press **Phone/Send**  to dial.

TIP If the message includes the name of a contact whose contact entry contains a phone number, you can also highlight the contact name and press **Phone/Send** to dial the associated number.

TIP Highlight a name or phone number in a message and press **Centre** to create a new contact containing the highlighted information or edit an existing contact to include the highlighted information.

Receiving calls



To answer calls, your phone must be on. This is different from having only your smartphone turned on (see [Turning your phone on](#)). When your phone is off, your calls go to voicemail.


TIP See a picture of the person calling you! Learn how to assign a caller ID picture in [Adding a contact](#).

If music is playing when a call arrives, the smartphone rings softly. You can answer

the phone as you normally would. The audio pauses during your call.


To answer a call, do one of the following:

- Press **Phone/Send** .
- Press **Answer**  (left softkey).
- If a headset is attached, press the headset button.

To ignore a call and send it to voicemail, select **Ignore**  (right softkey) or press **End** .

Using voicemail


Setting up voicemail


- 1 Press **Home** .
- 2 Press and hold **1** on the keyboard to dial your network operator's voicemail system.
- 3 Follow the voice prompts to set up your voicemail.

Retrieving voicemail messages from the Home screen

Voicemail icon



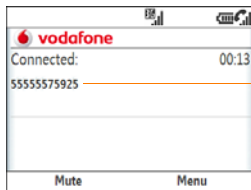
When you have unretrieved voicemail messages, a Voicemail  icon appears at the top of your screen.

- 1 Press **Home** .
- 2 Press and hold **1** on the keyboard to dial your network operator's voicemail system.
- 3 Enter your voicemail password using the keyboard.
- 4 Follow the voice prompts to listen to your messages.

What can I do during a call?

Your smartphone offers many advanced telephone features, including call waiting, six-way conferencing, and call forwarding. These features depend on your service plan. Contact your network operator for more information.

When you make or receive a call, the call info appears on your Home screen.



Caller's name
and/or number

During a call, you can do any of the following:

Navigate around the Home screen: Use Up ▲ and Down ▼ to move around or highlight items.

Put the call on hold: Press **Menu** [•••] (right softkey) and select **Hold**. To take the call off hold, press **Unhold** [•••] (left softkey).

Mute the microphone so you can't be heard: Press **Mute** [•••] (left softkey). To turn the microphone back on, press **Unmute** [•••] (left softkey).

DID YOU KNOW? The "Connected" screen (shown above) must be displayed if you want to place a call on hold or mute a call. If the "Connected" screen is not displayed, press **Back** until it appears.


Use the built-in speakerphone: Press **Menu** [•••] (right softkey) and select **Speakerphone On**. To turn the speakerphone off, press **Menu** [•••] (right softkey) and select **Speakerphone Off**.

DID YOU KNOW? When you are on a call, the screen dims to conserve battery power. Press any key except End to light up the screen.

DID YOU KNOW? You can send and receive text messages during a call. This is a great way to stay connected with colleagues during a long call.

Ending a call


Do one of the following:

- Press **End** .
- Press the headset button (if a headset is attached and has a button on it). Some headsets do not have a button.

Switching applications during an active call



You can use many other applications on your smartphone, including the organiser and text message features, while holding a phone conversation. You cannot, however, make some data connections during an active call while connected to a GPRS network. If you're connected to a GPRS network, you cannot browse the web or send and receive email or multimedia messages while on a voice call. If you're connected to a UMTS (3G) network, you can perform simultaneous voice and data functions. How can you tell which kind of network you're connected to? See [What are all those icons?](#)

To open an application, see [Opening and closing applications](#).

From any application, press **Home**  to return to your Home screen.

Saving phone numbers

After you hang up a call, you can add the number of the person you were talking with to Contacts if it's not already in your list. If an incoming call uses caller ID blocking, you cannot save the number.

- 1 After you hang up the call, press **Save**  (left softkey).
- 2 Do one of the following:
 - Create a new contact:** Select **<New Contact>**.
 - Add this number to an existing contact:** Select the contact name.
 - Decline adding the number:** Press **Cancel**  (right softkey).

TIP You can also save contact info from email messages.

If you don't add a number right away, follow these steps to add it later:

- 1 Press **Home** , and then press **Phone/Send** .

- 2 Highlight the number you want to save.
- 3 Press **Save** [⋮] (left softkey).
- 4 Do one of the following:

Create a new contact: Select **<New Contact>**.

Add this number to an existing contact: Select the contact name.

Decline adding the number: Press

Cancel [⋮] (right softkey).

Making a second call

You can make a second call while your first call is still active:

- 1 Place your first call on hold by pressing **Menu** [⋮] (right softkey) and selecting **Hold**.
- 2 Dial a second number using any of the methods described in [Making calls from the Home screen](#).

When two calls are active, your Home screen includes two call status sections, each representing one of the calls.

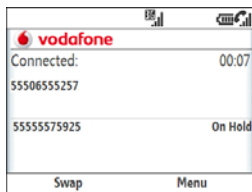


Answering a second call (call waiting)

When you're on a call and you receive a second call, the call waiting notification appears if you have chosen to be notified (see [Setting call waiting notification](#)). You can do any of the following:

Send the new call to voicemail: Press **Ignore** [⋮] (right softkey).

Place the current call on hold and answer the new call: Press **Answer** [⋮] (left softkey) or **Phone/Send** [i]. After you answer the call:



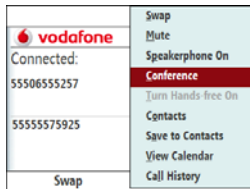
- Press **Swap** [⋮] (left softkey) to move between callers by placing the current active call on hold and talking on the other line.
- Make the calls a conference call. See [Making a conference call](#).

Making a conference call

BEFORE YOU BEGIN Not all service plans support the conference call feature. Even if your home network supports conference calling, the feature may not be supported if you are roaming. If you experience problems, check with your network operator to confirm that your service plan includes conference calling. If you are roaming, try a test call to see if conference calling is supported.

IMPORTANT You can join up to 5 calls into a 6-way conference call. The number of calls you can join in conference depends on your service plan. Additional charges may apply, and minutes in your mobile account may be deducted for each call. Please contact your network operator for more information.

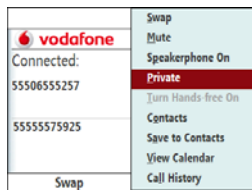
- 1 Answer a second call (see [Answering a second call \(call waiting\)](#)), or put the first call on hold and make a second call (see [Making a second call](#)).
- 2 Press **Menu** [⋮] (right softkey) and select **Conference**. This joins the two calls with you in a conference.



- 3 (Optional) Do one or more of the following:
 - Make or answer more calls and join them into the conference call. The

number of calls you can join in conference depends on your service plan.

- Extract a caller from the conference call to talk with them privately by pressing **Menu** [⋮] (right softkey), selecting **Private**, and then selecting the phone number. The extracted call becomes the active call. To return that call to the conference, press **Menu** [⋮] (right softkey) and select **Conference**.



- Swap between the conference call and the private call by pressing **Swap** [⋮] (left softkey).
- 4 When you're done, do one of the following:
- If you have extracted a call, press **End** [⏏] twice to hang up all calls or

press **End** [⏏] once to hang up just the active call.

- If you have not extracted a call, press **End** [⏏] once to hang up all calls.

Forwarding calls

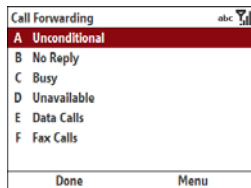
You can forward calls to another phone number. Please check with your network operator about availability and pricing of forwarded calls; additional charges may apply.

When all calls are forwarded, the call forwarding  icon appears in the title bar.

BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** [⏏], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).
- 3 Select **Phone**, and then select **Call Forwarding**.
- 4 Select when you want calls to be forwarded. Select **Unconditional** if you want all calls to be forwarded. Some of

the settings may already be set by your network operator to send your calls to voicemail.



- 5 Press **Done** [•••] (left softkey).

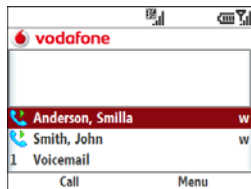
TIP To turn off call forwarding, press **Menu** (right softkey) and select **Disable All**.

Working with called numbers

You can redial a number you've recently called (see [Redialling a recently called number](#)). You can also view call details, send a text message to a number, save the number to your contact list, and more.

Working with recently called numbers

- 1 Press **Home** [Home], and then press **Phone/Send** [Phone].



DID YOU KNOW? On the recent calls list, outgoing calls are designated by a right-pointing green arrow, and incoming calls are designated by a left-pointing yellow arrow. Missed calls are designated by a red exclamation point.

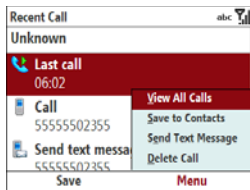
TIP To filter the calls shown on the recent call list, press **Menu** (right softkey), select **View**, and then select the option you want.

- 2 Highlight the number you want and do one or more of the following:
- Save the phone number to a contact:** See [Saving phone numbers](#).
 - Send a text message to the number:** Press **Menu** [•••] (right softkey) and

select **Send Text Message**. Enter the message text and press **Send** [⋮] (left softkey).

View more details about the number:

Press **Menu** [⋮] (right softkey) and select **Open Call**. The first entry shows the length of your last call with this number. Use the other entries to call the number or send a text message.



- 3 With the call open, do either of the following:

View all calls with this number: Press **Menu** [⋮] (right softkey) and select **View All Calls**. All calls with this number are shown, including their duration.

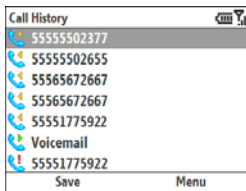
Delete the call from the recent calls list: Press **Menu** [⋮] (right softkey)

and select **Delete Call**. Press **Yes** [⋮] (left softkey) to confirm the deletion.

Viewing all of your calls

Your Call History list contains the numbers for all incoming and outgoing calls.

- 1 Press **Home** [Home], and then press **Centre** [O].
- 2 Select **Calls** [Calls].



DID YOU KNOW? On the Call History list, outgoing calls are designated by a right-pointing green arrow, and incoming calls are designated by a left-pointing yellow arrow. Missed calls are designated by a red exclamation point.

- 3 Highlight a number and do one or more of the following:

Save the phone number to a contact:

Press **Save** [⋮] (left softkey) and refer to [Saving phone numbers](#).

Open the contact associated with the

phone number: Press **Menu** [⋮] (right softkey) and select **Find Contact**.

Send a text message to the number:

Press **Menu** [⋮] (right softkey) and select **Send Text Message**. Enter the message text and press **Send** [⋮] (left softkey).

Send an email message to the contact associated with the number:

Press **Menu** [⋮] (right softkey) and select **Email**. Enter the message text and press **Send** [⋮] (left softkey).

View timers for the most recent call, all calls, and more with this number:

Press **Menu** [⋮] (right softkey) and select **View Timers**.

TIP To reset call timers to zero for this number, press **Menu** (right softkey) and select **Reset Timers**. Press **Yes** (left softkey) to confirm that you want to reset all timers.

Delete the number from the list:

Press **Menu** [⋮] (right softkey) and select **Delete**. Press **Yes** [⋮] (left softkey) to confirm the deletion.

Delete the entire Call History list:





Press **Menu** [⋮] (right softkey) and select **Delete List**. Press **Yes** [⋮] (left softkey) to confirm the deletion.

TIP To filter the calls shown on the Call History list, press **Menu** (right softkey), select **Filter**, and then the type of calls you want to view.

Creating speed dials

You can assign a speed dial to any contact phone number. You can create up to 99 speed dials.

BEFORE YOU BEGIN Before you can assign a speed dial to a contact phone number, you must create some contacts (see [Adding a contact](#)) or import them by synchronizing (see [Synchronising information](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Favourite Contacts** content list and press **All Contacts**  (right softkey).
- 3 Select the contact to whom you want to assign a speed dial.
- 4 Highlight the phone number to which you want to assign a speed dial.
- 5 Press **Menu**  (right softkey) and select **Add to Speed Dial**.
- 6 If you want to change the name for this speed dial, select the **Name** list and enter a new name.
- 7 Select the **Keypad assignment** list, and then select the speed dial you want to assign to this phone number.

DID YOU KNOW? If you select a number that is already assigned as a speed dial to a different phone number, you receive an alert asking if you want to replace the existing assignment with the new one.

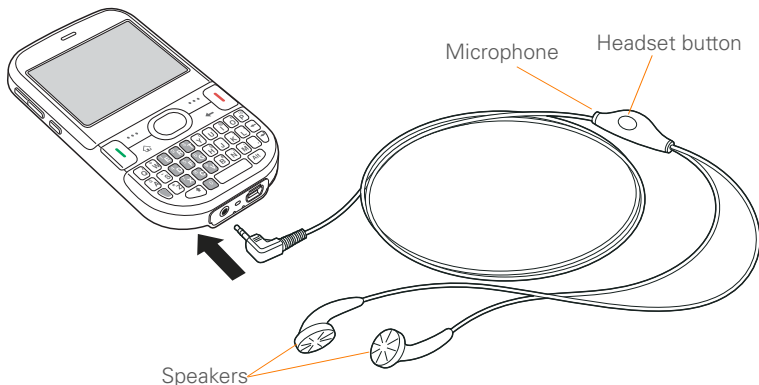
DID YOU KNOW? The number 0 is reserved for entering the + symbol in a phone number, and the number 1 is reserved for dialing your voicemail system. You cannot assign either of these numbers as a speed dial.

TIP You can also create speed dials to quickly open applications (see [Creating keyboard shortcuts](#)).

Using a phone headset

You can connect a phone headset for hands-free operation. You can use either the headset that came with your smartphone or a compatible third-party headset.

Using a wired headset



IMPORTANT If driving while using a smartphone is permitted where you are and you need to make a call, we recommend using a phone headset or a hands-free car kit (sold separately). If you must use the wired headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises. Make such a call only if it is legal to do so and you can do so safely.

The headset button is context-sensitive, and it performs various actions based on the situation. You can press the headset button to perform tasks such as the following:

- Answer an incoming call
- Respond to call waiting
- Hang up a single active call or all calls on a conference call if there is no extracted call
- Swap between calls if there is one active call and one call on hold

NOTE Your smartphone works with headsets that have a 2.5mm, 3-pin connector (look for three dark bands on the plug). When in doubt, ask the third-party headset manufacturer if the product is compatible with your smartphone. If you hear a headset buzz or poor microphone performance, your headset may be incompatible with your smartphone.

Connecting to a Bluetooth® hands-free device



Your smartphone is also compatible with many headsets and car kits (sold

separately) enabled with Bluetooth® wireless technology version 2.0 or earlier.

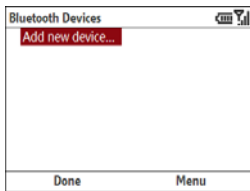
For a list of compatible hands-free devices with Bluetooth wireless technology, go to go.palm.com/treo500v/.

After you set up a connection with a Bluetooth headset or hands-free car kit, you can communicate with that device whenever it is within range and the Bluetooth feature on your smartphone is turned on. The range varies greatly, depending on environmental factors. The maximum is about 9 metres.

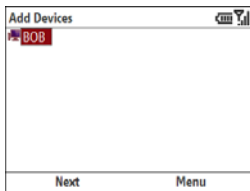
DID YOU KNOW? If you have both a compatible Bluetooth headset and a car kit, the one you connected to your smartphone last becomes the active device.

- 1 If necessary, prepare the other device, such as a headset, to accept a new connection. Check the device's documentation for details. Be sure to find out if the device has a predefined passkey that you need to enter on your smartphone in step 9.
- 2 Press **Home** , and then press **Start**  (left softkey).

- 3 Navigate to the **My Settings** content list, highlight **Bluetooth**, and then press **Turn On** [•••] (left softkey).
- 4 Select **Bluetooth**, and then select **Add new device**.



- 5 Wait for your smartphone to search for devices and to display the device list.



- 6 Select the device you want to connect to and press **Next** [•••] (left softkey).
- 7 Enter a passkey between 1 and 16 digits long and press **Next** [•••] (left

softkey). You do not need to press **Option** [] before entering digits

IMPORTANT Some hands-free devices have a predefined passkey. If your hands-free device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your smartphone and your hands-free device. We recommend that you use a passkey of 16 digits, where possible, to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered.

DID YOU KNOW? The Bluetooth icon on your Home screen indicates the status of the Bluetooth feature. See [The Bluetooth status icon](#) for details.

- 8 If the passkey is not predefined, enter the same passkey on the other Bluetooth device.
- 9 Press **OK** [•••] (left softkey).

You can now communicate with this device whenever it is within range and the Bluetooth feature on your smartphone is turned on. The range varies greatly, depending on environmental factors. The maximum is about 9 metres.

Using a Bluetooth hands-free device

To learn how to set up and connect to Bluetooth devices, see [Connecting to a Bluetooth® hands-free device](#).

Here are tips for working with a Bluetooth hands-free device:

- To transfer a call from the handset to a Bluetooth hands-free device during a call, press **Menu** [⋮] (right softkey) and select **Connect Bluetooth**. To transfer the call back to the handset, press **Menu** [⋮] (right softkey) and select **Cancel Bluetooth**.
- To transfer a call from a wired headset to a Bluetooth headset or car kit that is within range and with which you've previously set up a partnership (Bluetooth headset or car kit required, sold separately), unplug the wired

headset and press the button on the Bluetooth headset or car kit.

DID YOU KNOW? If you're using a Bluetooth hands-free device and it is within range, your smartphone routes all calls to the hands-free device instead of to the earpiece on your smartphone. Bluetooth range is up to 9 metres in optimum environmental conditions.




TIP To find out how to transfer your contacts from your smartphone to your car kit, go to go.palm.com/treo500v/.

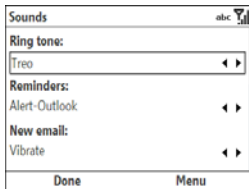
Customising phone settings



Selecting ringtones and alert sounds

You can set tones for incoming phone calls, notifications, and voicemail messages. You can download MP3, MIDI, AMR, WAV, and WMA ringtones directly to your smartphone (see [Downloading files and images from a web page](#)). You can also download ringtones to your computer and then email them to your phone.

BEFORE YOU BEGIN If you want to use a downloaded or emailed ring tone, make sure it has been saved or copied to the My Ringtones folder on your smartphone (see [Finding information](#)).



- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Sounds**.



- 4 Select one or more of the following lists, and then press **Right**  or **Left**  to make your selection:
Ring tone: Sets the ring sound for incoming calls.

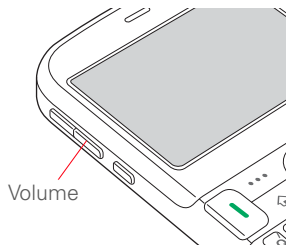
TIP Select **Vibrate** to have your smartphone vibrate when a call arrives (see [Selecting a sound profile](#)).

New voice message: Sets the sound when you receive a new voicemail message.

- 5 (Optional) To preview the selected sound, press **Menu**  (right softkey) and select **Play**.
- 6 Press **Done**  (left softkey).

TIP You can also set sounds for messaging notifications, calendar reminders, and other events (see [Selecting Sounds & Notifications](#)).






Adjusting call and ringer volume



When the phone is ringing, press **Volume** (on the side of your smartphone) to adjust the ring volume.

While a call is in progress, press **Volume** to adjust the call volume.





Assigning a caller ID ringtone

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Favourite Contacts** content list and press **All Contacts**  (right softkey).
- 3 Highlight the contact's name.
- 4 Press **Menu**  (right softkey) and select **Edit**.
- 5 Select the **Custom ring tone** list, and then select a tone for this contact entry.
- 6 Press **Done**  (left softkey).

Automatically answering calls

You can set your smartphone to automatically answer calls when you are using a hands-free device.

NOTE Automatic answering is not available when the sound profile is set to Silent (see [Selecting a sound profile](#)).




- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Phone**, and then select **Auto Answer**.
- 4 Select an option for how quickly calls are automatically answered when using a hands-free device.
- 5 Press **Done**  (left softkey).

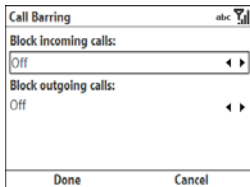
Blocking calls

You can block (bar) incoming or outgoing calls.

BEFORE YOU BEGIN You need to do the following:

- Make sure that call barring is supported by your service plan. Check with your network operator for more information.
- Get a call barring password from your network operator.
- Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Phone**, and then select **Call Barring**.





- 4 Select the **Block incoming calls** list, and then select one of the options:
 - Off:** No incoming calls are blocked.
 - When roaming:** All incoming calls are blocked when roaming.
 - All calls:** All incoming calls are blocked.
- 5 Select the **Block outgoing calls** list and then select one of the options:
 - Off:** No outgoing calls are blocked.

Int'l except to home: All outgoing international calls are blocked except to the country where the phone is based.

Int'l calls: All outgoing international calls are blocked.




All calls: All outgoing calls are blocked.

- 6 Press **Done**  (left softkey).
- 7 Enter a call barring password and press **Done**  (left softkey).

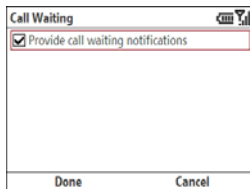
Setting call waiting notification

You can choose to be notified when you receive a call while you are on a call. If you set up call waiting, you can choose to accept the call or not. See [Answering a second call \(call waiting\)](#).

BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).

- 3 Select **Phone**, and then select **Call Waiting**.



- 4 Check the box if you want to receive call waiting notifications.
- 5 Press **Done** [•••] (left softkey).

Setting caller ID

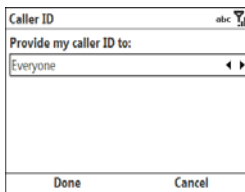
You can set the option for who can see your number when you call them.

BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** [Home], and then press **Start** [•••] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [•••] (right softkey).

- 3 Select **Phone**, and then select **Caller ID**.

- 4 Select the appropriate option to provide your caller ID to **Everyone**, **No one**, or **Only my contacts**.



- 5 Press **Done** [•••] (left softkey).




Enabling fixed dialling

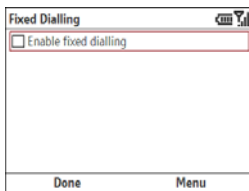
Fixed dialling allows you to restrict your outgoing calls and messages to selected phone numbers included in your fixed dialling list. After the service is activated, you can call and send messages only to the phone numbers from the list.




The list is protected by a PIN2 code. If you enter an incorrect PIN2 more times than allowed by your network operator, the SIM card locks. After the SIM card locks, you need the PUK2 (pin unblocking key) to

unlock the SIM card. Contact your network operator for more information and your PIN2 and PUK2.

BEFORE YOU BEGIN

- Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).
 - Get your PIN2 from your network operator.
- 1 Press **Home** , and then press **Start**  (left softkey).
 - 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
 - 3 Select **Phone**.
 - 4 Select **More**, and then select **Fixed Dialling**.



- 5 Check the **Enable fixed dialling** box and press **Done**  (left softkey).
- 6 Enter your PIN2 and press **Done**  (left softkey).
- 7 Press **Menu**  (right softkey) to add, delete, or edit the phone numbers in the list. The options to add or delete numbers appear only when fixed dialling has been enabled.

TIP You can add or edit numbers only in the fixed dialling list. You cannot edit the names that appear.

- 8 Press **Done**  (left softkey).




TIP If your network operator provides you with a new PIN2, you can easily change it on your smartphone. Press **Home**, press **Start**, and navigate to the **My Settings** content list. Press **All Settings** (right softkey), select **More**, and then select **Security**. Select **Change PIN2** and enter your new PIN2.

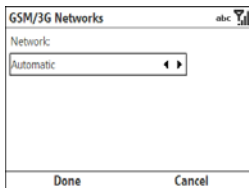
Manually selecting your wireless band

IMPORTANT The wireless band setting is preset for optimum performance. Do not change this setting unless instructed to do

so by a representative from your network operator.


BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Phone**.
- 4 Select **More**, and then select **GSM/3G Networks**.



- 5 Select the **Network** list, and then select one of the following:
Automatic: Automatically selects a network.




GSM: Connects only to GSM networks.

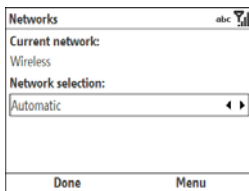
- 6 Press **Done**  (left softkey).
- 7 If prompted, turn off your smartphone (see [Turning your smartphone off](#)).

Manually selecting your network settings

IMPORTANT The network settings are preset for optimum performance. Do not change these settings unless instructed to do so by a representative from your network operator. The network settings options vary according to your wireless service provider.

BEFORE YOU BEGIN Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Phone**.
- 4 Select **More**, and then select **Networks**.



- 5 To search for other available networks, press **Menu** [⋮] (right softkey), select **Find a New Network**, and then select an available network.
- 6 To switch to another network, press **Menu** [⋮] (right softkey), select **Select a Network**, and then select an available network.
- 7 To change your preferred network, select **Preferred Networks**, check the box next to the networks you want, and then select your order of preference.
- 8 From the **Network selection** list, select an option:
Automatic: The network connection is automatically made.

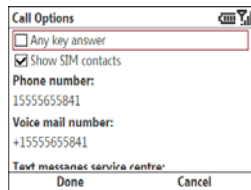
Manual: Network connections are manually made. If you are manually selecting a network, select a network from the list of available networks.

- 9 Press **Done** [⋮] (left softkey).

Setting other call options

You can change your voicemail number, enter a country or dialling code, and more.

- 1 Press **Home** [🏠], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).
- 3 Select **Phone**, and then select **Call Options**.



- 4 Select one or more of the following options:

Any key answer: Check the box if you want to answer incoming calls by pressing any key.

Show SIM contacts: Check the box if you want contacts on your SIM card displayed when you do a contact lookup.

Voice mail number: Your network operator's voicemail number is entered by default. Enter a new number only if your network operator changes its voicemail number.

Text messages service centre: The number for your network operator's text message service centre is entered by default. Enter a new number only if your network operator changes its text message service centre number.

Country code: Enter a country code that you want to be dialled automatically when you enter a phone number. All numbers you dial are preceded by this code.

Dialling code: Enter any other dialling code, such as a "1," that you want to be dialled automatically when you enter a phone number. All numbers you dial are preceded by this code.




- 5 Press **Done** (left softkey).

Using the SIM toolkit

The SIM toolkit is a set of small applications that are stored on your SIM card and enable you to do certain tasks. For example, using the SIM toolkit, you might be able to check your prepaid balance or call customer service.

IMPORTANT Not all network operators offer the SIM toolkit on their SIM cards. For those network operators that do support the SIM toolkit, features vary by network operator. If your network operator does not support the SIM toolkit, you cannot open this application on your smartphone.

BEFORE YOU BEGIN The name of the SIM toolkit application varies depending on your network operator. Contact your network operator for the SIM toolkit application name.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **More**.
- 3 Select the SIM toolkit application.

What are all those icons?

You can monitor the status of several items using icons at the top of your Home screen:



You missed an incoming call.



You have a voicemail message.



You have a new text, multimedia, or email message.



You have a new text message.



You have a new instant message.



No SIM card is inserted.



There is a problem reading the SIM card.



The ringer on your phone is off.



Your phone is on. The bars display the signal strength. The stronger the signal, the more bars that appear.



Your phone is on but there is no signal.



Your phone is on but you are in an area where there is no service, or the SIM card is locked and you have exceeded the number of tries permitted to unlock the SIM card (see [Locking the SIM card](#)).



Your phone is off.



The SIM card is locked. You need to enter a PIN or a PUK to unlock the SIM card (see [Locking the SIM card](#)).



A voice call is in progress.



A voice call is on hold.



All calls are being forwarded.



A data call is in progress.



The speakerphone is turned on.



You are in a roaming coverage area. Additional fees may apply for calls or data transmission.



Your phone is connected to a 3G UMTS network, but you are not actively transmitting data. You can still make or receive calls.



Your phone is on and a 3G UMTS data connection is active. You can make and receive calls and transmit data simultaneously.



You are in a roaming coverage area and your phone is connected to a 3G UMTS network, but you are not actively transmitting data. Additional fees may apply for calls or data transmission.



Your phone is connected to a GPRS network, but you are not actively transmitting data. You can still make or receive calls.



Your phone is on and a GPRS data connection is active. You can still make or receive calls, but the data transmission is automatically interrupted.



You are in a roaming coverage area and your phone is connected to a GPRS network, but you are not actively transmitting data. Additional fees may apply for calls or data transmission.



No battery is inserted into your smartphone.



Your smartphone's battery is low.



Your smartphone's battery is being charged.



Your smartphone's battery is fully charged.

Network operator name Your phone is on. When you turn off your phone, **Phone Off** appears instead.



A synchronisation error occurred.



The vibrate profile is enabled.



The Bluetooth® wireless technology feature is turned on.



A call is in progress and your smartphone is connected to a Bluetooth headset or car kit.



Music files are playing from your smartphone through a connected Bluetooth headset.

abc

Lowercase text entry is enabled.

Abc

Shift is enabled.

ABC

Caps Lock is enabled.

123

Option is enabled.

123

Option Lock is enabled.



You have an alert from Microsoft.



Synchronising information

Synchronising means that information that has been entered or updated in one place—your Palm® Treo™ 500v smartphone, your computer, or your corporate server—is automatically updated in the other. There's no need to enter information twice. Some types of synchronisation can happen on an automated schedule, so you don't even have to think about it.

After you get into the habit of synchronising regularly, you'll know what a powerful tool synchronisation is for transferring, updating, and backing up large amounts of information on your smartphone.

Benefits

- Quickly update information on your computer, your corporate server, and your smartphone
- Send photos and videos to your smartphone from your desktop computer
- Protect your information

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Synchronisation overview

This chapter discusses using desktop sync software and other methods to synchronise your smartphone and your computer.

When you synchronise, info you enter on your smartphone, your computer, or your corporate server is automatically updated in the other location. There's no need to enter the info twice. This is true whether you sync wirelessly with your company's Exchange server using Microsoft Exchange ActiveSync (see [Setting up wireless synchronisation](#)) or with your computer using desktop synchronisation software (see [Setting up your computer for synchronisation](#)).

How do I synchronise?

There are a number of ways to make synchronisation occur. You may be able to synchronise wirelessly with an Exchange server, or you can install desktop sync software on your computer to synchronise in one of several ways. You can also maximise your sync options and sync with both an Exchange server and desktop sync software.

Synchronising wirelessly with the server

You can set up your smartphone to synchronise email and other information wirelessly with Microsoft Exchange Server 2003 or Exchange Server 2007 using Microsoft Exchange ActiveSync (see [Setting up wireless synchronisation](#)). If you choose this method, synchronisation takes place automatically after setup. You do not need to install the software from the Windows Mobile Getting Started CD.

NOTE We recommend that you install the desktop sync software from the CD even if

you synchronise wirelessly with the server. You need the desktop sync software to synchronise pictures, videos, music files, and other info directly with your computer.

Synchronising with desktop sync software

BEFORE YOU BEGIN Install the software from the Windows Mobile Getting Started CD, which came with your smartphone. You must install this software even if you have already installed a previous version of desktop sync software. See [Installing ActiveSync desktop software: Windows XP](#) or [Installing Windows Mobile Device Center: Windows Vista](#) for instructions.

After you install desktop sync software, you can synchronise in either of the following ways:

- By connecting your smartphone to your computer using the sync cable (see [Synchronising using the sync cable](#))
- By connecting your smartphone to your computer using Bluetooth® wireless technology (see [Synchronising over a Bluetooth connection](#))

If you have a Windows XP computer:

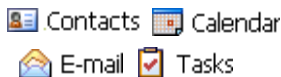
The desktop sync software is called ActiveSync® desktop software.

If you have a Windows Vista computer:

The desktop sync software is called Windows Mobile Device Center. The sync application on your smartphone is called ActiveSync.

What can I synchronise?

If you have Microsoft Office Outlook® 2003 or later installed on your computer, by default, the following information is synchronised when you synchronise using either desktop sync software or Microsoft Exchange ActiveSync:



You can, however, customise sync settings to suit your needs and sync only some of these applications.

TIP If you don't already have Outlook 2003 or later installed on your computer, you can install a trial version of Outlook 2007 from the Windows Mobile Getting Started CD. Insert the CD into your computer's CD drive, select **Add Programs** (Windows XP) or **Bonus Software** (Windows Vista), and then select the link to download a trial version of Outlook 2007.

If you set up synchronisation with your computer using the desktop sync software, information in the Favourites application is synchronised by default as well. Synchronising Favourites gives you an easy way to get web favourites from the web browser on your computer into the web browser on your smartphone. Just add them to the folder called Mobile Favourites, which shows up in your computer's browser. When you sync, they

become available on your smartphone as well. Backup copies of any favourites that you add on the smartphone browser are also stored in the Mobile Favourites folder.

You can also change settings to synchronise Word, Excel, PowerPoint, and PDF files, as well as pictures, music, videos, and other types of files (see [Changing which applications sync](#)).

TIP If you want to synchronise with a personal information manager (PIM) other than Microsoft Office Outlook, you must install a third-party solution. Contact the PIM's vendor to learn if software is available for your smartphone.

The following table lists the types of info you can synchronise and the methods to use.

Info type	Method	Where to learn more
Outlook Contacts, Calendar, Tasks	Desktop sync software (sync with computer) or Exchange ActiveSync (direct sync with server)	Setting up your computer for synchronisation or Setting up wireless synchronisation

Info type	Method	Where to learn more
Outlook Email	Desktop sync software <i>or</i> Exchange ActiveSync	<u>Setting up your computer for synchronisation</u> <i>or</i> <u>Setting up wireless synchronisation</u>
Word, Excel, PowerPoint, PDF files	Desktop sync software	<u>Setting up your computer for synchronisation</u> <u>Synchronising your Microsoft Office files</u> <u>Changing which applications sync</u>
Music and video files	Desktop sync software <i>and</i> Windows Media Player	<u>Setting up your computer for synchronisation</u> <u>Changing which applications sync</u> <u>Transferring media files to your smartphone</u>
Pictures	Windows XP: Desktop sync software Windows Vista: Desktop sync software <i>and</i> Windows Media Player	<u>Setting up your computer for synchronisation</u> <u>Changing which applications sync</u> <u>Transferring media files to your smartphone</u> (Windows Vista)
Outlook Notes	Desktop sync software	<u>Setting up your computer for synchronisation</u> <u>Changing which applications sync</u>

Info type	Method	Where to learn more
Files to be transferred to an expansion card	Desktop sync software	Setting up your computer for synchronisation Changing which applications sync

TIP If you want to synchronise music and videos, you need to have Windows Media Player 10 or later installed on your computer. If you don't already have Windows Media Player on your computer, you can download it from microsoft.com.

Setting up wireless synchronisation

Does your company use Microsoft Outlook as its email solution? Does your company also use Microsoft Exchange Server 2003 or 2007 as its email server? If so, you may be able to wirelessly synchronise the email and other Outlook info on your smartphone and the same info stored on the Exchange server using Microsoft Exchange ActiveSync.

If you are using Exchange Server 2007 or Exchange Server 2003 that has been upgraded to Service Pack 2, you may be able to take advantage of the additional features of Microsoft Direct Push. Microsoft Direct Push is a two-way wireless delivery method that keeps your Outlook information always up-to-date and provides more efficient communication between the server and your smartphone. It includes features like Global Address List; Tasks Over The Air (OTA); and IP-based push updating of Calendar, Messaging, and Inbox (email).

DID YOU KNOW? Because your desktop copy of Outlook also syncs with the server, whatever is synchronised to the server from your smartphone also shows up in Outlook; and whatever you enter or change in Outlook on your computer syncs to the server and then shows up on your smartphone.

DID YOU KNOW? You cannot synchronise email distribution lists wirelessly with the Exchange Server. However, you can search for a Global Address List in Contacts (see [Finding a contact in an online address book](#)) and add it as a single entry in your contact list. This contact entry can then synchronise with the server.

TIP If you are using Microsoft Exchange ActiveSync and you lose your smartphone, contact your IT department as soon as possible to have them deactivate access to the Exchange server from your smartphone.

NOTE Even if you sync with an Exchange server, we recommend that you install the desktop sync software as well, to take full advantage of your smartphone's capabilities.

BEFORE YOU BEGIN To synchronise wirelessly, you need to set up an Exchange Server account. Work with your system administrator to gather the following info, and then follow the steps in this section to set up an account:






- Mail server address and domain name.

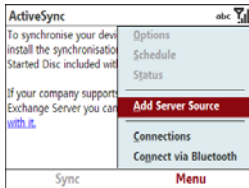
DID YOU KNOW? If you use Outlook Web Access (OWA) services, the mail server address is usually the same as your OWA address.

TIP If you use hosted Exchange services, contact the host company to get the domain name.

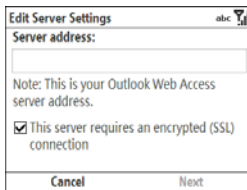
- The username and password you use to access your corporate mail server.
- Security connection: Does your server use an encrypted (SSL) connection?
- Whether it is OK to store your corporate email password on your smartphone. To maintain security, the administrator may require you not to store the password on your smartphone.


TIP If you installed ActiveSync desktop software on a Windows XP computer, you may have already set up your smartphone to synchronise wirelessly with the server. To check, press **Home**, press **Centre** on the 5-way, and then select **Applications**. Select **Organiser & Tools**, and then select **ActiveSync**. Press **Menu** (right softkey). If **Configure Server** appears instead of **Add Server Source**, wireless sync is already set up, and you can skip this procedure.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **ActiveSync** .
- 3 Press **Menu**  (right softkey) and select **Add Server Source**.



- 4 Enter the server address.



- 5 Check the **This server requires an encrypted (SSL) connection** box if your server uses an encrypted connection. In most cases, this box should be checked.
- 6 Press **Next**  (right softkey).
- 7 Enter the username and password you use to access your corporate mail server, and enter the Exchange server domain.

NOTE You can't see your password as you enter it, so be careful. Be sure Caps Lock and Option Lock are not on unless you need them. For info on how to enter characters, see [Entering lowercase and uppercase letters](#) and [Entering numbers, punctuation, and symbols](#).

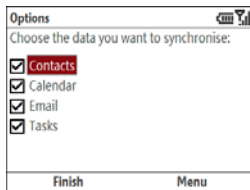
TIP The Exchange server settings are case-sensitive. Be sure to enter uppercase and lowercase letters properly.

8 Check the **Save password** box.

TIP If you found out from your system administrator that it is not OK to store your password, don't check the **Save password** box; you must synchronise manually (see [Initiating a wireless sync manually](#)).

TIP If you check this box and later change your Exchange password, you need to repeat the steps in this procedure and enter the new password. You cannot synchronise wirelessly until you update the password.

9 Press **Next** [•••] (right softkey) and check the boxes for the types of information you want to synchronise with the Exchange server.



10 (Optional) Highlight an item, press **Menu** [•••] (right softkey), and then select **Settings** to change the synchronisation settings for that type of information. Settings are not available for all items.

TIP To automatically download more of an incoming email message than the default setting, select **E-mail** in step 10 and select a higher number from the **Download size limit** list. If you don't increase this setting, you can manually download the rest of the message at your convenience.

11 Press **Finish** [•••] (left softkey). Synchronisation with your Exchange server begins automatically. A status bar appears onscreen indicating sync progress.

You can set a schedule for synchronisation to take place anytime info is updated on either your smartphone or the server or at certain intervals (see [Setting the synchronisation schedule](#)), or allow synchronisation to take place only when you initiate it manually (see [Initiating a wireless sync manually](#)).

Setting the synchronisation schedule





You can set a synchronisation schedule in either of the following situations:

If you use Microsoft Exchange Server 2007 or Microsoft Exchange Server 2003 with Service Pack 2:

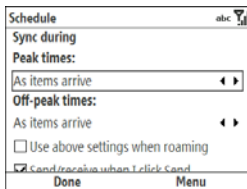
By default, wireless sync takes place anytime info is updated on either your smartphone or the server using Microsoft Direct Push. To save battery life, however, you can set synchronisation to take place at intervals that you specify.

If you use Microsoft Exchange Server 2003 that is not upgraded to Service Pack 2:

By default, wireless sync does not take place automatically. Set a synchronisation schedule to have sync take place either anytime info is updated on your smartphone or the server, or at certain intervals.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **ActiveSync** .

- 3 Press **Menu**  (right softkey) and select **Schedule**.



- 4 Set any of the following options:

Peak times: Sets the frequency for high-traffic time periods such as when you are at work or when email volume is high.

Off-peak times: Sets the frequency for low-traffic time periods such as late at night.

Use above settings when roaming:

Sets the frequency while you are roaming outside your network operator's network. You should keep this box checked to ensure that wireless sync works properly.






Send/receive when I click Send:

Specifies whether items are sent as soon as you select Send in the email application, or whether they are held until the next synchronisation.

- 5 Press **Done**  (left softkey).

Initiating a wireless sync manually

If you want to control exactly when a wireless sync takes place, or if it is not OK to store your corporate email password on your smartphone, you can initiate synchronisation manually.

- 1 To set up manual sync, follow the preceding procedure, [Setting the synchronisation schedule](#). In the Peak times and Off-peak times lists, select **Manual**.
- 2 To initiate a manual sync, press **Home** , and then press **Centre** .
- 3 Select **Applications** , and then select **ActiveSync** .
- 4 Press **Sync**  (left softkey).

Setting up your computer for synchronisation

Even if you are synchronising email, contacts, calendar events, and tasks directly with Exchange Server 2003 or 2007, we recommend that you install the desktop sync software (accessible from a link on the Windows Mobile Getting Started CD) so that you can sync your smartphone directly with your computer. Why? Using the desktop sync software enables you to synchronise additional info such as pictures, videos, music files, Microsoft Office files, and notes. So you can create and work on files on your smartphone and then sync changes to your computer, where you then have a backed-up and up-to-date copy of important info.

Before you can synchronise, you need to install your desktop sync software and connect the USB sync cable to your computer. Even if you already have desktop sync software installed on your

computer, you must install the software that you can download from the link on the Windows Mobile Getting Started CD that came with your smartphone.

System requirements

Your computer must meet the following minimum system requirements:

- Windows XP Service Pack 2 or Windows Vista (later versions may also be supported)
- 32MB of available memory (RAM)
- 170MB of free hard disk space
- CD drive
- Available USB port
- USB sync cable (included with your smartphone)
- Adobe Flash Player (required to run the installation program)

TIP If you do not have Adobe Flash Player on your computer, you can download it for free from adobe.com.

Installing ActiveSync desktop software: Windows XP

If you have a Windows XP computer, the desktop sync software is called ActiveSync desktop software. The Windows Mobile Getting Started CD recognises that you have a Windows XP computer and automatically directs you to install ActiveSync desktop software. On your smartphone, the sync application is also called ActiveSync.

BEFORE YOU BEGIN

- If you are installing the software on a computer at work, make sure your company allows you to install new software. Contact your company's IT department for help.
 - Make sure your computer is connected to the Internet so that you can download the software.
 - Turn off any firewall settings on your computer that can interfere with the synchronisation process. Contact your company's IT department for help.
- 1 Close any applications that are currently running on your computer, including those running in the background. Your

computer must have all its resources available to install the software.

- 2 Insert the Windows Mobile Getting Started CD into the CD drive on your computer.
- 3 Follow the installation instructions that appear on both your computer and your smartphone.

During installation, you connect your smartphone to your computer and sync for the first time. Be sure to watch what's happening on both your computer and your smartphone. For more info, see [Connecting your smartphone to your computer](#) and [Synchronisation: Overview](#).

TIP During software installation, you can select an option to synchronise email, contacts, calendar events, and tasks directly with Microsoft Exchange Server 2003 or 2007. If you choose this option, you are prompted to enter your mail server address and domain name and your Exchange Server account username and password.

Installing Windows Mobile Device Center: Windows Vista

If you have a Windows Vista computer, the desktop sync software is called Windows Mobile Device Center. The Windows Mobile Getting Started CD recognises that you have a Windows Vista computer and automatically directs you to install Windows Mobile Device Center. On your smartphone, the sync application is called ActiveSync.

BEFORE YOU BEGIN

- If you are installing the software on a computer at work, make sure your company allows you to install new software. Contact your company's IT department for help.
 - Make sure your computer is connected to the Internet so that you can download the software.
 - Turn off any firewall settings on your computer that can interfere with the synchronisation process. Contact your company's IT department for help.
- 1 Close any applications that are currently running on your computer, including those running in the background. Your

computer must have all its resources available to install the software.

- 2 Insert the Windows Mobile Getting Started CD into the CD drive on your computer.
- 3 If prompted, click **RunStart.exe**.
- 4 Click **Continue**.
- 5 Select your language and click **Next**.
- 6 Select **Setup and Installation**.
- 7 Make sure the **Windows Mobile Device Center** box is checked, and click **Install**.
- 8 Follow the installation instructions that appear on both your computer and your smartphone.

During installation, you connect your smartphone to your computer and sync for the first time. Be sure to watch what's happening on both your computer and your smartphone. For more info, see [Connecting your smartphone to your computer](#) and [Synchronisation: Overview](#).

Using the desktop sync software


After you install the desktop sync software, synchronisation happens

automatically anytime you connect your smartphone to your computer, as described in the next section. You can also open the desktop sync software window on your computer to perform the following tasks:

- Install applications from your computer to your smartphone (see [Installing applications from your computer](#)) or to an expansion card inserted into the expansion card slot on your smartphone (see [Installing applications onto an expansion card](#)).
- Change which applications synchronise.
- In ActiveSync desktop software on a Windows XP computer, enter settings to synchronise wirelessly with Microsoft Exchange Server 2003 or 2007.

DID YOU KNOW? You can also change which applications synchronise (see [Changing which applications sync](#)) and enter settings to synchronise wirelessly (see [Setting up wireless synchronisation](#)) in the ActiveSync app on your smartphone. Whether you enter changes on your smartphone or on your computer, the changes are transferred to the other location the next time you synchronise.

To open the desktop sync software, do one of the following:

Windows XP: To open the ActiveSync desktop software window, double-click the **ActiveSync**  icon in the taskbar in the lower-right corner of your computer screen.

TIP If the ActiveSync icon does not appear in the taskbar, go to **Start**, navigate to **Programs**, and then select **Microsoft ActiveSync** to open the ActiveSync window.

TIP You can enter a setting to have the ActiveSync window open automatically when you connect your computer and your smartphone. In the ActiveSync window, select **File > Connection Settings**, and then check the **Open ActiveSync when my device connects** box.

Windows Vista: To open Windows Mobile Device Center, click **Start > All Programs > Windows Mobile Device Center**.

Desktop software installation also creates a folder for your smartphone on your computer. When your smartphone is connected to your computer, opening My Computer or Windows Explorer (Windows

XP) or Computer (Windows Vista) displays an icon representing your smartphone. Double-clicking this icon displays folders containing items you synchronised, such as music files, pictures, and videos.

Connecting your smartphone to your computer

- 1 Plug the USB sync cable into an available USB port or into a powered USB hub on your computer.

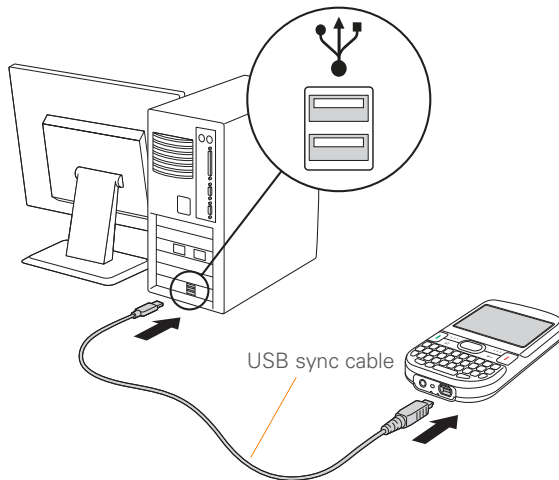
TIP For best performance, plug the sync cable directly into a USB port on your computer. If your computer has USB ports on both the front and back, we suggest using the back port. If you use a USB hub, make sure it's a powered hub.

- 2 Connect the sync cable to your smartphone by inserting it into the connector on the bottom of the smartphone.

TIP To charge your smartphone, connect the AC charger to the connector on the bottom of the smartphone. Your smartphone also charges when it is connected to your computer using the sync cable.

DID YOU KNOW? When your smartphone is connected to your computer, it uses your computer's Internet connection (if one is active) to access the Internet.

NOTE If you're transferring info from a previous Windows Mobile® device or from a Palm OS® by ACCESS device, you can learn more about how to move content, such as pictures, music, and files, to your smartphone by going to go.palm.com/treo500v/.



Synchronising using the sync cable

Every time you connect your smartphone to your computer, the desktop sync software automatically turns on and checks whether changes you made on the computer or on the smartphone need to be synchronised.

- Connect your smartphone to your computer (see [Connecting your smartphone to your computer](#)).



If you have any problems synchronising, see [Synchronisation: Overview](#) for troubleshooting suggestions.


Other ways to synchronise

Synchronising over a Bluetooth connection









You can synchronise your computer and smartphone using Bluetooth wireless technology.

BEFORE YOU BEGIN Make sure your computer is equipped with Bluetooth wireless technology.

- 1 Do one of the following:

Windows XP: On your computer, right-click the **ActiveSync**  icon in the taskbar in the lower-right corner of the screen, and select **Connection Settings**.

Windows Vista: Click **Start > All Programs > Windows Mobile Device Center**. Select **Connect without**

- setting up your device**, and then select **Connection settings**.
- 2 Check the **Allow connections for one of the following** box, and then select **Bluetooth**.
 - 3 On your smartphone, press **Home** , and then press **Start**  (left softkey).
 - 4 Navigate to the **My Settings** content list, highlight **Bluetooth**, and then press **Turn On**  (left softkey).
 - 5 Press **Home** , and then press **Centre** .
 - 6 Select **Applications** , and then select **ActiveSync** .
 - 7 Press **Menu**  (right softkey) and select **Connect via Bluetooth**.
 - 8 If this is the first time you're making a Bluetooth connection to this computer, follow the onscreen prompts to set up a Bluetooth partnership with this computer. See [Connecting to devices with Bluetooth® wireless technology](#) for more information on partnerships.
 - 9 Select **Sync**.

- 10 When synchronisation has finished, press **Menu**  (right softkey) and select **Disconnect Bluetooth**.

Synchronising with multiple computers

You can set up your smartphone to synchronise with up to two computers as well as with Exchange Server 2003 or 2007. When synchronising with multiple computers, the items that you synchronise appear on all the computers.

For example, if you set up to sync your smartphone with two computers named C1 and C2, when you sync Contacts and Calendar on your smartphone with both computers, you get the following results:






- The contacts and calendar appointments that were on C1 are now also on C2.
- The contacts and calendar appointments that were on C2 are now also on C1.
- The contacts and calendar appointments from both computers are on your smartphone.

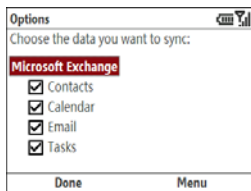
NOTE Microsoft® Office Outlook® E-mail can synchronise with only one computer.

Setting synchronisation options

Changing which applications sync

You must select sync options if you want to synchronise notes, pictures, and other types of files.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **ActiveSync** .
- 3 Press **Menu**  (right softkey) and select **Options**.



- 4 Do any of the following:
 - Check the box next to any items you want to synchronise. If you cannot check a box, you might have to uncheck a box for the same information type elsewhere in the list.
 - Uncheck the box next to any items you want to stop synchronising.






TIP To end the sync relationship between your smartphone and a computer so that items are no longer synchronised with that computer, highlight the computer name on the Options screen, press **Menu** (right softkey), and then select **Delete**.

- Highlight an item and then select **Settings** to customise the settings for that item. Settings are not available for all items.

TIP For detailed information on synchronising Word documents, Excel spreadsheets, and PowerPoint presentations, see [Synchronising your Microsoft Office files](#). For detailed information on synchronising pictures, videos, and music files, see [Synchronising your media files](#).

Stopping synchronisation

If you ever need to manually stop synchronisation, follow these steps:

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **ActiveSync** .
- 3 Press **Stop**  (left softkey).



Your email

You already know how efficient email is for staying in touch. Now your Palm® Treo™ 500v smartphone brings you a new level of convenience: email on the go. Enjoy the ease and speed of communicating with friends, family, and colleagues anywhere you can access your network operator's data network.

You can send photos to your friends and family, or create Microsoft Word or Excel files and send them to your colleagues. You can also receive attachments to view at your convenience.

Benefits

- Receive photos, sound files, Word and Excel files, and more
- Attach and send files of almost any type
- Save messages from your computer to view at a convenient time

In this chapter

Setting up email	99
Sending and receiving messages	108
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Working with meeting invitations	120
Sending email messages from within another application.	121

Setting up email

BEFORE YOU BEGIN

- Before you use your smartphone to send or receive messages, consult your network operator for pricing and availability of email services and data rate plans.
- Make sure your phone is on and you're inside a coverage area before you send or receive messages.

Entering settings for an email account

Depending on your network operator, your smartphone may come with the MyMail

personal email service, which you can use to access one or more email accounts, already installed. You can also use other applications on your smartphone to access the many kinds of email you may use: corporate, ISP, and web-based (like Gmail and Yahoo! Mail). Before you can send and receive email on your smartphone, you need to decide which type of email account you want to access. The setup process is different for each email account type, so it is very important that you select the correct type.

Email account type	Type of email you can access	How to set up
POP/IMAP	You can obtain email from an ISP or Internet email account such as EarthLink, or from a small business or corporate Internet email account.	See Setting up a personal email account using the MyMail service , Setting up a POP/IMAP account: Common email providers , or Setting up a POP/IMAP account: Other email providers .

Email account type	Type of email you can access	How to set up
Microsoft Exchange server	You can retrieve corporate email using a Microsoft Exchange server. You can access email wirelessly if your company is using Microsoft Exchange ActiveSync®.	See Setting up wireless synchronisation . You may need to check with your IT organisation to ensure that Exchange ActiveSync® is supported and to obtain the configuration settings.
Hotmail	You can use Windows Live to access mail from your web-based Hotmail account.	See Using Windows Live
Free web-based email	You can access mail from Yahoo! and other free web-based systems.	Access the email website directly using your smartphone's web browser.



TIP Some web-based email providers such as Yahoo! and Gmail allow you to configure your email account so that you can access it from the email application on your smartphone instead of from the web browser. Check the provider's website for information.

Setting up a personal email account using the MyMail service

If your network operator supports the MyMail service, your MyMail account

provides secure, remote access to messages from a personal email account directly from your smartphone.

BEFORE YOU BEGIN Not all network operators support the MyMail service. Check with your network operator for information.

- 1 Press **Home** , and then press **Right**  to open the **Message Centre** content list.

- 2 Select **MyMail**.
- 3 Select the **Welcome to Vodafone! Set up your MyMail account** message.
- 4 Select the link within the message.
- 5 If prompted, press **Yes** [•••] (left softkey) to go to the web page.
- 6 Follow the instructions for setting up your MyMail email account.

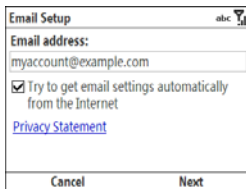
Setting up a POP/IMAP account: Common email providers

Follow this procedure if you have a common email provider such as AOL, EarthLink, or Yahoo!. If you are setting up the Inbox application to work with your corporate email account, or you have a less common email provider, see [Setting up a POP/IMAP account: Other email providers](#).

BEFORE YOU BEGIN Ask your email provider or system administrator for your account username and password if you don't know them.

- 1 Press **Home** [🏠], and then press **Centre** [○].
- 2 Select **Messaging** [✉], and then select **New Email Account**.

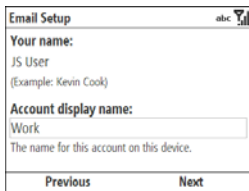
- 3 Enter the email address that you want to set up. Check the box to have the setup process get your account settings from the Internet.



- 4 Press **Next** [•••] (right softkey).
- 5 If the setup process finds your account settings, press **Next** [•••] (right softkey).

If the setup process does not find your account settings, go to [Setting up a POP/IMAP account: Other email providers](#) and continue with step 6 of that procedure.

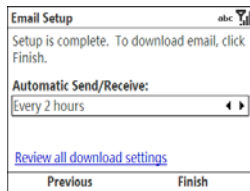
- 6 Enter your name and, if you want, change your account display name to something meaningful. For example, if this is your work email account, you can change the display name to “Work” or your company’s name.



- 7 Press **Next** (right softkey).
- 8 Enter your account username and password.
- 9 If you want your password entered automatically, check the **Save password** box. If you want to enter your password each time you access this account, do not check this box.

DID YOU KNOW? Checking the **Save password** box makes it easier to check your email, because you don't have to enter your password each time. Leaving the box unchecked keeps your email more secure, because no one can download messages without entering your password.

- 10 Press **Next** (right softkey).
- 11 (Optional) Select either of the following:



Automatic Send/Receive: Change the time interval for automatically downloading email, from every 5 minutes to once a day. If you do not want to automatically download messages, select **Manually**.

Review all download settings: Select this option to change download settings; see [Changing email download settings](#) for information.




- 12 Press **Finish** (right softkey). If prompted, press **OK** (left softkey) to download messages for this account now.

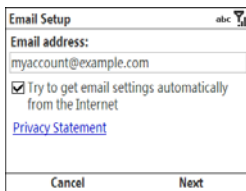
Setting up a POP/IMAP account: Other email providers



You can set up an account to send and receive email messages using an email

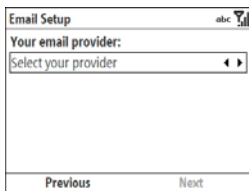
account that you have with an Internet service provider (ISP), an email account that you access using a VPN server connection (such as a work account; see [Connecting to a VPN](#)), or any other IMAP or POP email account.

BEFORE YOU BEGIN Work with your email provider or system administrator to gather the following info:

- Account type (POP3 or IMAP)
 - Mail server name for receiving mail
 - Your username and password
 - Any special security requirements
- 1 Press **Home** , and then press **Centre** .
 - 2 Select **Messaging** , and then select **New Email Account**.
 - 3 Enter the email address that you want to set up. Check the box if you want the setup process to try to get your account settings from the Internet.



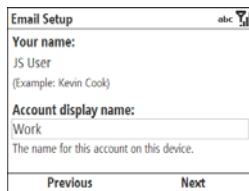
- 4 Press **Next**  (right softkey).
- 5 If you did not check the box in step 4 or the setup process does not find account settings, press **Next**  (right softkey).
If you did check the box and the account setup process finds your account settings, go to [Setting up a POP/IMAP account: Common email providers](#) and continue with step 6 of that procedure.
- 6 If prompted, select either of the following as your email provider:



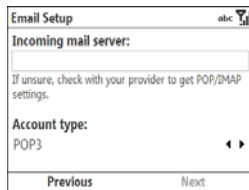
Internet email: Select this option if you access email from any type of email account except a corporate account that uses an Exchange mail server.

Exchange server: Select this option if you access email from a corporate email account using an Exchange server.

- 7 Press **Next** [•••] (right softkey).
- 8 Enter your name and, if you want, change your account display name to something meaningful. For example, if this is your work email account, you can change the display name to “Work” or your company’s name.



- 9 Press **Next** [•••] (right softkey).
- 10 Enter the name of the incoming mail server.



- 11 Select the **Account type** list, and then select **POP3** or **IMAP**.
- 12 Press **Next** [•••] (right softkey).
- 13 Enter your account username and password.
- 14 If you want your password entered automatically, check the **Save**

password box. If you want to enter your password each time you access this account, do not check this box.

DID YOU KNOW? Checking the **Save password** box makes it easier to check your email, because you don't have to enter your password each time. Leaving the box unchecked keeps your email more secure, because no one can download messages without entering your password.

TIP For a corporate email account, ask your system administrator if it is OK to store your corporate email password on your smartphone (for increased security, you may need to enter your password each time you access your email). If it is not OK, don't check the **Save password** box.

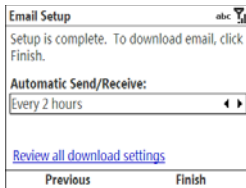
15 Press **Next** [⋮] (right softkey).

16 If you receive an alert that your network operator has already customised the outgoing mail server settings, press **OK** [⋮] (left softkey to close the alert, and then press **Next** [⋮] (right softkey) on the outgoing mail server settings screen. Do not enter or change anything on the screen.

If you do not receive an alert, go to [Entering outgoing server settings](#).

TIP If you do not receive an alert, and if your incoming mail requires SSL, you set that option with the outgoing server settings. See [Entering outgoing server settings](#) and check the **Require SSL for Incoming e-mail** box on the Advanced Server Settings screen.

17 (Optional) Select either of the following:



Automatic Send/Receive: Change the time interval for automatically downloading email, from every 5 minutes to once a day. If you do not want to automatically download messages, select **Manually**.

Review all download options: Select this option to change download

settings; see [Changing email download settings](#) for information.

- 18** Press **Finish** [⋮] (right softkey). If prompted, press **OK** [⋮] (left softkey) to download messages for this account now.

TIP To delete an email account or to edit account settings—for example, if you need to change the name of the outgoing mail server—press **Home**, press **Centre** on the 5-way, and then press **Messaging**. To delete an account, highlight the account you want, press **Menu** (right softkey), and then select **Delete**. (To delete an Outlook Email account, use the ActiveSync application.) To edit an account, highlight the account you want, press **Menu** (right softkey), and then select **Settings**. Go through the screens to change the settings you want to edit.

Entering outgoing server settings

If, during account setup, you do not receive an alert saying that your network operator has set the outgoing mail options, you need to manually enter these settings.

BEFORE YOU BEGIN Work with your email provider or system administrator to gather the following info:

- Mail server name for sending mail
- Any special security requirements

- 1** On the screen for entering outgoing mail settings, select the correct settings for the following:

The screenshot shows the 'Email Setup' screen with the following elements:

- Header: 'Email Setup' with signal strength and battery icons on the right.
- Section: 'Outgoing (SMTP) mail server:' followed by a text input field.
- Option: An unchecked checkbox labeled 'Outgoing server requires authentication'.
- Option: A checked checkbox labeled 'Use the same name and password for sending email'.
- Link: A blue link labeled 'Advanced Server Settings'.
- Navigation: 'Previous' and 'Next' softkey options at the bottom.

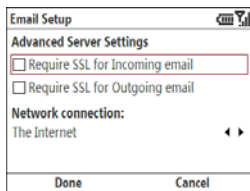
Outgoing (SMTP) mail server: Enter the server name.

Outgoing server requires authentication: Check the box if your outgoing mail server requires authentication.

Use the same name and password for sending email: Check the box if the server requires you to use your account

username and password when sending email.

- 2 Select **Advanced Server Settings**, and then select the correct settings for either of the following:



Require SSL for Incoming email:

Check the box if your account requires SSL for incoming messages.

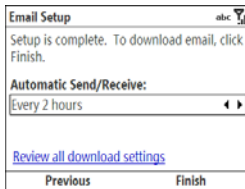
Require SSL for Outgoing email:

Check the box if your account requires SSL for outgoing messages.

Network connection: Select the type of connection to use for sending and receiving email.

- 3 Select **Done** [•••] (left softkey). On the outgoing mail server screen, press **Next** [•••] (right softkey).

- 4 (Optional) Select either of the following:



Automatic Send/Receive: Change the time interval for automatically downloading email, from every 5 minutes to once a day. If you do not want to automatically download messages, select **Manually**.







Review all download options: Select this option to change download settings; see [Changing email download settings](#) for information.

- 5 Press **Finish** [•••] (right softkey). If prompted, select **OK** to download messages for this account now.

Sending and receiving messages





Selecting which email account to use

If you set up more than one email account on your smartphone (see [Setting up email](#)), you can select the account you want to use to view or send messages in one of the following ways:

- Press **Home** , and then press **Right**  to open the **Message Centre** content list. Select the account you want.
- By default, when you press **Home** , press **Centre** , and then select **Messaging** , a list of all of your email accounts appears. Select the account you want.
- If you turn off the option to display the list of accounts (see [Customising your email settings](#)), when you open the Messaging application, the last account you were using is displayed. Press **Left**  to cycle through your accounts until the name of the account you want appears in the title bar.

TIP Also press **Left** to switch to a different account after you are finished working in the first account you selected.

Creating and sending an email message

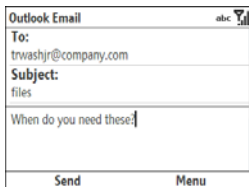
- 1 Press **Home** , and then press **Right**  to open the **Message Centre** content list.
- 2 Highlight the email account you want.
- 3 Press **New**  (left softkey).
- 4 Enter the recipient's email address. Here are some shortcuts:
 - If the recipient's name and email address are in your Contacts list, press **Menu**  (right softkey), select **Add Recipient**, and then select the recipient from the list.
 - If the recipient's name is in an online address book, you can find the name and add it (see [Using an online address book](#) for information).

DID YOU KNOW? When addressing a message, you can enter one or more letters of the contact's first and last names, separated by a space, and then select the name.

TIP To address a message to multiple recipients, separate the addresses by pressing **Enter** or entering a semicolon (;).

TIP To display the Cc and Bcc fields so you can enter addresses in them, put the cursor in the **To** field and press **Up** on the 5-way.

- 5 Select **Subject** and enter a title for the message.
- 6 Press **Down** ▼ to go to the body of the message. Enter your message, or press **Menu** [⋮] (right softkey), select **My Text**, and then select a predefined phrase you want to insert.



- 7 (Optional) To attach an item to the message, press **Menu** [⋮] (right softkey) and select **Insert**. Select the type of item you want to attach, and then select the file or record a voice note.

TIP You can send an email message with a file attached from directly within other applications on your smartphone; see [Sending email messages from within another application](#).

- 8 (Optional) Press **Menu** [⋮] (right softkey) and select **Message Options**. Select the **Priority** list, select a priority setting for the message, and then press **Done** [⋮] (left softkey).
- 9 Press **Send** [⋮] (left softkey).

TIP To save memory on your smartphone, turn off the option to save sent messages in the Sent folder. In the Inbox, press **Menu** (right softkey) and select **Tools** > **Options**. Select **Sending**, and then uncheck the **Save copies of sent items** box.

Receiving email messages

How you receive email messages depends on the type of account you are using and how you synchronise:

- If you set up a MyMail email account, new email messages are sent to your smartphone as they appear on the server.
- If you synchronise wirelessly with your Exchange server using Microsoft Exchange ActiveSync, new email messages are sent to your smartphone when they appear on the server, according to the schedule you set up (see [Setting the synchronisation schedule](#)), or when you manually initiate a sync (see [Initiating a wireless sync manually](#)).

TIP If you sync email with Microsoft Exchange Server 2003 or 2007, you can synchronise messages in subfolders you create. In the account Inbox, press **Menu** (right softkey) and select **Tools > Manage Folders**. Folders containing subfolders display a +. Select the + to view the subfolders. Check the box to the left of any subfolder you want to sync.




TIP If you synchronise email with Microsoft Exchange Server 2007, and you receive a message containing a link to a document on SharePoint or an internal file server, you can view the document by selecting the link.

- If you use desktop sync software to synchronise your smartphone with your computer, messages in Outlook on your computer are transferred to your smartphone when you connect your computer and your smartphone (see [Connecting your smartphone to your computer](#)).
- For all other types of accounts, including ISP accounts and accounts you access using a VPN server connection (typically a work account; see [Connecting to a VPN](#)), message retrieval depends on the option you chose from the Automatic Send/

Receive list during account setup (see [Setting up a POP/IMAP account: Common email providers](#) or [Setting up a POP/IMAP account: Other email providers](#)), as follows:

If you chose a time interval: Your smartphone automatically checks for and downloads new messages according to that interval.


If you chose Manually: Follow these steps to send and receive messages:

- 1 Press **Home** , and then press **Right**  to open the **Message Centre** content list.
- 2 Select the email account containing the messages you want to view.
- 3 Press **Menu**  (right softkey) and select **Send/Receive** to synchronise your smartphone with your email server.

TIP Partially downloaded messages appear in the message list with a partial envelope icon to the left of the sender's name. To view the full message, either press **Menu** (right softkey) and select **Download Message**, or open the message and select **Get the rest of this message**.

DID YOU KNOW? You can view messages sent as HTML with the HTML formatting intact.

Receiving attachments

- 1 Scroll to and select the attachment name (below the subject). This marks it for download.
- 2 Synchronise the email account that contains the message as described in the previous sections.
- 3 Scroll to and select the attachment name again.
- 4 Press **Open**  (left softkey).

DID YOU KNOW? You can receive and open attachments in a number of different formats, including PDF. PDF file attachments open in PDF Viewer on your smartphone (see [PDF Viewer](#)).

TIP You can save an attachment to an expansion card inserted into your smartphone. On the Attachment Options screen, press **Menu** (right softkey) and select **Save As**. Select the **Location** list, and then select **Storage Card**.

Working with email messages

Adding a contact from an email message

You can add a contact name or email address to your Contacts list directly from the To, Cc, or Bcc field of an email message. You can select the name or address from either an outgoing or an incoming message, and you can either create a new contact or add the information to an existing contact.

- 1 In an open message, highlight the name or address of the contact you want to add.
- 2 Press **Centre** .
- 3 Press **Save** (left softkey).
- 4 Select **<New Contact>** to create a new contact entry for this name or address, or select an existing contact to add the name or address to that entry.



- 5 Enter or edit the contact information.
- 6 Press **Save** (left softkey).

Using an online address book

You can access contact information, such as an email address or phone number, from your organisation's online address book or Global Address List (GAL). To access a GAL, make sure you are accessing either

Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2. This feature is useful only if you know the exact name as it appears in the directory.

DID YOU KNOW? You can use the Global Address List to find a contact. In Contacts, press **Menu** (right softkey) and select **Company Directory**. When sending a meeting request, select **Attendees**, press **Menu** (right softkey) and select **Company Directory**.

- 1 In a new message, select **To**.
- 2 Press **Menu** [•••] (right softkey) and select **Add Recipient**.
- 3 Select **New <Company Directory>**.
- 4 Enter the contact name as it appears in the directory and press **Find** [•••] (left softkey). You must spell the contact name correctly.

TIP When you sync with Outlook on your computer, disable your online address books to avoid errors. Press **Menu** (right softkey) and select **Tools > Options**. Select **Address**, select each online address book, and then uncheck the **Check name against this server** box. Be sure to turn this option back on if you synchronise other email accounts.

TIP While you cannot wirelessly synchronise distribution lists from the Contacts application, you can add a distribution list as a contact by adding it from the online address book. The contact contains all of the members of the distribution list, even though you cannot see the individual names. Be sure to name the contact something similar to—but not exactly the same as—the original distribution list so that you don't confuse them on your computer.

Finding messages

You can find messages containing a specific word or phrase. The find feature searches names, email addresses, and subject lines.

- 1 Press **Home** [🏠], and then press **Right** ▶ to open the **Message Centre** content list.

- 2 Select the account you want.
- 3 Begin typing the word or phrase you want to find. This can appear in any of the address fields or the subject field. The list display changes to show only those messages containing the letters you have entered.
- 4 Continue entering letters to narrow the display until the message you want appears.

DID YOU KNOW? If you synchronise with Microsoft Outlook 2007, you can also find messages stored on your mail server.

Replying to a message

- 1 Open the message to which you want to reply.
- 2 Press **Reply** [⋮] (left softkey).
- 3 Enter any text you want to add.
- 4 (Optional) Select **Edit sender's message** to edit the original sender's message text that you include in your reply.
- 5 Press **Send** [⋮] (left softkey).

DID YOU KNOW? If you reply to a message sent as HTML, the reply is sent in HTML also.

Forwarding a message

- 1 Highlight or open the message you want to forward.
- 2 Press **Menu** [⋮] (right softkey) and select **Reply > Forward**.
- 3 Address the message and enter any text you want to add.
- 4 (Optional) Select **Edit sender's message** to edit the original sender's message text that you include in your forwarded message.
- 5 Press **Send** [⋮] (left softkey).


Deleting messages

You can delete a message you are reading, or you can delete a message from the message list.


To delete a message you are reading:

- Press **Menu** [⋮] (right softkey) and select **Delete**.

To delete messages from the message list:

- 1 Highlight the message you want to delete.
- 2 Press **Delete**  (left softkey).
- 3 Select **Yes** to confirm the deletion.

Using email shortcuts




You can perform common email tasks by pressing and holding certain keys on the keyboard. Open the message you want, and then press and hold any of the following. You do not need to press Option  first.

Press and hold...	To...
0	View all email shortcuts
1	Reply to the sender of a message and all other addressees
2	Reply to the sender only
3	Mark a message read or unread
4	Flag a message as high priority

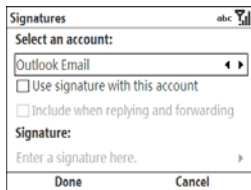
Press and hold...	To...
5	Move a message between folders
6	Forward a message
7	Delete a message
8	Fully download a partially downloaded message
9	Synchronise your smartphone with the server to get and send new messages

Adding a signature to your messages

You can use a different signature with each email account.

- 1 Press **Home** , and then press **Right**  to open the **Message Centre** content list.
- 2 Select any email account.
- 3 Press **Menu**  (right softkey) and select **Tools > Options**.
- 4 Select **Signatures**.

- 1 Select the account for which you want to create a signature.

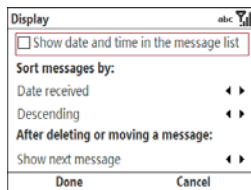


- 6 Check the **Use signature with this account** box to add this signature to new messages you create with this account.
- 7 (Optional) Check the **Include when replying and forwarding** box to add this signature to messages you reply to or forward with this account.
- 8 Select **Enter a signature here** and enter the signature text you want to use.
- 9 Press **Done** [•••] (left softkey) twice.

Customising your email settings

When you customise settings for an email account, the options you choose apply to that account only.

- 1 Press **Home** [🏠], and then press **Right** ▶ to open the **Message Centre** content list.
- 2 Select the account you want.
- 3 Press **Menu** [•••] (right softkey) and select **Tools > Options**.
- 4 Select **Display** and set any of the following options. Press **Done** [•••] (left softkey) when you have finished.




Show date and time in the message list: Sets whether the date and time a message is received is displayed in the message list.

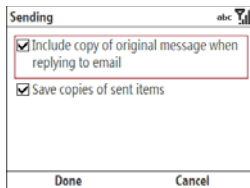
Sort messages by: The first list specifies the criteria by which messages are sorted in the message list. The second list sets whether the sort order is ascending (A-Z) or most

recent to oldest) or descending (Z-A or oldest to most recent).

After deleting or moving a message:

Specifies what you want to see after you delete or move an email message you are reading: the message list, the next message, or the previous message.


- 5 Select **Sending** and set either of the following options. Press **Done**  (left softkey) when you have finished.

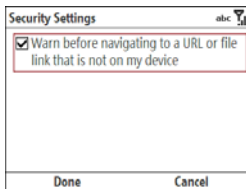



Include copy of original message when replying to email:

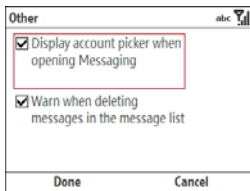
Indicates whether the body of a message you received appears in your response to that message.

Save copies of sent items: Indicates whether messages you send are stored in the Sent folder.

- 6 Select **Security Settings** and check the **Warn before navigating to a URL or file link that is not on my device** box if you want to receive a warning message before you open a URL or file link that is not on your smartphone. Press **Done**  (left softkey) when you have finished.



- 7 Select **Other** and set either of the following options. Press **Done**  (left softkey) when you have finished.



Display account picker when opening Messaging: Specifies whether a list of your email accounts appears when you open the Messaging application, allowing you to select the one you want to use. If the box is unchecked, the Inbox application opens to the last account you used.






TIP If the **Display account picker when opening Messaging** box is unchecked, repeatedly press **Left** on the 5-way after you open the Messaging application to cycle through your accounts.




Warn when deleting messages in the message list: Specifies whether a confirmation message appears when you delete one or more messages from the message list.

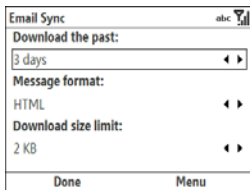
8 Press **Done**  (left softkey).

Changing email download settings

You can customise the download options for each email account that you have with an Internet service provider (ISP) or that you access using a VPN server connection (typically a work account).

NOTE To change options for a Microsoft Office Outlook email account, Press **Home** , press **Centre** , select **Applications** , and then select **ActiveSync** . Press **Menu**  (right softkey) and select **Options**.

- 1 Press **Home** , and then press **Right**  to open the **Message Centre** content list.
- 2 Select the email account you want.
- 3 Press **Menu**  (right softkey) and select **Tools > Options**.
- 4 Select **Account Settings**.



- 5 Select any of the following:

Download the past: Specifies the number of days' worth of email to be retrieved for each automatic or manual retrieval.

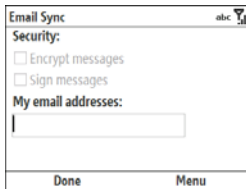
TIP To save memory, limit the number of emails that are downloaded to your smartphone by selecting a smaller time interval for how many days' worth of messages are downloaded.

Message format: Select the format for sending and receiving messages. If you select HTML, messages sent to you as HTML are received with their formatting intact. If you select Plain Text, all messages are received as plain text.

DID YOU KNOW? Messages sent to you as plain text are always received as plain text, even if you select HTML.

Download size limit: Select the size of an incoming message that is automatically downloaded. For any message that exceeds this size, you must manually download the rest of the message. Selecting a higher limit means more of your messages will be fully downloaded, but message retrieval might take longer. You can also choose to download message headers only, regardless of size.

- 6 Press **Menu** (right softkey), select **Advanced**, and then select any of the following:



Encrypt messages: Specifies whether downloaded messages should be encrypted for extra security.

Sign messages: Specifies whether messages should be given a digital signature as an extra security measure.

My email addresses: Indicates the addresses to which the security measures should be applied.

- 7 Press **Done**  (left softkey).




Working with meeting invitations

You can receive meeting invitations on your smartphone in the same way that you receive email messages.

NOTE You can create meeting invitations on your smartphone; see [Sending a meeting request](#).

Here are the key features of meeting invitations:

- Meeting invitations appear on your smartphone in the Inbox application, not in the Calendar application.
- From within the Inbox application, you can accept, decline, or tentatively accept a meeting invitation.
- If you accept an invitation, the meeting shows up as an appointment in the Calendar application.
- You can reply to and forward meeting invitations in the same way as email messages.

- 1 Press **Home** , and then press **Right**  to open the **Message Centre** content list.
- 2 Select the account you want.
- 3 Select a meeting invitation to open it. Meeting invitations are displayed with this icon: .

- 4 To accept the invitation, press **Accept** [•••] (left softkey), select whether to edit (include comments with) your response, and then select **OK** [•••] (left softkey).

To decline or tentatively accept the invitation, press **Menu** [•••] (right softkey) and select **Decline** or **Tentative**.

TIP If you receive an updated meeting invitation, you can again choose to accept, decline, or tentatively accept. If you receive a meeting cancellation, you don't need to do anything.

Sending email messages from within another application

You can send files such as pictures, videos, and ringtones as attachments to email messages (see [Creating and sending an email message](#)).

You can send certain files as attachments from within the application where the file is created or stored. For example, if you take a picture with the built-in camera on your smartphone, you can select an option to send the picture as an attachment to an email message. You can also use this feature with videos and sound files. For details, see the chapter on the specific application.



Your text and multimedia messages

If you need to get a short message to a friend or a coworker fast, send a text message from your Palm® Treo™ 500v smartphone to their mobile phone or email address.

If you need more than text to express yourself, use multimedia messaging to give your message extra impact by adding a photo, video, or sound file.

Benefits

- Enjoy quick communication
- Use text messaging to chat with friends
- Be as simple or as creative as you want

In this chapter

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Using Windows Live	136

Sending and receiving messages

You can use your smartphone to send and receive brief text messages (SMS) and multimedia messages (MMS). Before you send or receive messages, consult your network operator for pricing and availability of text and multimedia messaging services.

NOTE The network settings for multimedia messaging are preset by the network operator that provided the SIM card included with your smartphone. If you change to a SIM card from a network operator that is not affiliated with Vodafone, you need to manually enter multimedia messaging network settings to use messaging services. See [Manually entering network connection settings](#) for instructions.




Creating and sending a text message

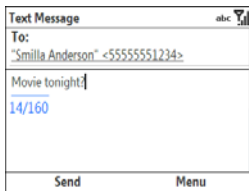
Each text message can have up to 160 characters. You can send a message of more than 160 characters, but the

message will automatically be split into two or more messages. If you send a text message to an email address, the email address is included in the 160-character count.

DID YOU KNOW? You can send and receive text messages even while you are on a phone call. This is easiest when using a hands-free headset or the speakerphone.

BEFORE YOU BEGIN Make sure that your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Right**  to open the **Message Centre** content list.
- 2 Highlight **Text Message**.
- 3 Press **New**  (left softkey).
- 4 Enter the recipient's name, mobile phone number, or email address. Here are some shortcuts:



- If the recipient's name, mobile number, or email address is in your Contacts list, press **Menu** [•••] (right softkey), select **Add Recipient**, and then select the recipient from the list.

TIP You can also send a text message to a contact whose record contains a mobile phone number from within the Contacts application. Select the contact and select **Send text message**.

- Press **Centre** [○] to view a list of recently used addresses, and select the recipient from the list.
- If the recipient's name is in an online address book, press **Centre** [○], enter the name, press **Menu** [•••] (right softkey), and then select **Company Directory**. Select the

name, and then select either the phone number or the email address. For more information, see [Using an online address book](#).

- If the recipient's name or mobile number are not in your Contacts list, enter the full mobile number or email address.

TIP To address a message to multiple recipients, separate the addresses by pressing **Enter** or entering a semicolon (;). You can send a message to up to 20 addresses.

TIP To send a message to a different number for a contact, select the contact in the To field, and then edit the number that appears next to the contact name.

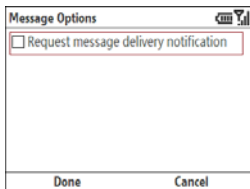
- 5 Press **Down** [▼] to go to the body of the message. Enter your message, or press **Menu** [•••] (right softkey), select **My Text**, and then select a predefined phrase you want to insert.
- 6 Press **Send** [•••] (left softkey).

Setting text message delivery options

You can set options for individual text messages you send.

DID YOU KNOW? You can set general preferences that apply to all incoming and outgoing messages (see [Customising your message settings](#)). If you set options for an individual message, those options override your general preferences for that message only.

- 1 On the message compose screen, press **Menu** [•••] (right softkey).
- 2 Select **Message Options**.



- 3 Check the **Request message delivery notification** box to receive confirmation that the message has been delivered.
- 4 Press **Done** [•••] (left softkey).

Creating and sending a multimedia message

Multimedia messages consist of pictures, videos, text, and sounds presented as one or more slides. You can include any of the following items:

Ringtones

- MIDI

Sound clips

- AMR
- QCELP

Pictures




- JPEG
- GIF
- WBMP

Videos


- 3GPP
- 3GPP2
- MPEG4




Outgoing multimedia messages can be up to 300KB by default, but your network operator may have a different maximum message size.

BEFORE YOU BEGIN Make sure that your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Right**  to open the **Message Centre** content list.
- 2 Highlight **MMS**.
- 3 Press **New**  (left softkey).



- 4 Enter the recipient's mobile phone number or email address. Here are some shortcuts:
 - If the recipient's name, mobile number, or email address is in your Contacts list, press **Menu**  (right softkey), select **Add Recipient**, and then select the recipient from the list.

- Press **Centre**  to view a list of recently used addresses, and select the recipient from the list.
- If the recipient's name is in an online address book, press **Centre** , enter the name, press **Menu**  (right softkey), and then select **Company Directory**. Select the name, and then select either the phone number or the email address. For more information, see [Using an online address book](#).
- If the recipient's name and mobile number are not in your Contacts list, enter the full mobile number or email address.

TIP To display the Cc and Bcc fields so you can enter addresses in them, put the cursor in the **To** field and press **Up** on the 5-way.

- 5 Select **Subject** and enter a title for the message.
- 6 Select one or more of the following:
 - Insert Picture/Video:** Enables you to insert a picture or video. You can take a new picture or video with the built-in

camera or insert an existing picture or video.

Insert Audio: Enables you to record a message, such as a voice caption for a picture, or insert an existing sound, such as a ringtone. You can add one sound per slide; to send more than one sound in a message, add another slide to your message.

DID YOU KNOW? You can add both a picture and a sound clip to the same slide in a message.

- 7 (Optional) Select **Insert Text** and enter a text caption or message for the slide you inserted.
- 8 (Optional) Press **Menu** [⋮] (right softkey), select **Slides > Insert**, and repeat steps 6 and 7 to add another slide in this message.

DID YOU KNOW? If you add more than one slide to a message, you can set the length of time each slide is displayed. Press **Menu** (right softkey) and select **Slides > Duration**.

- 9 (Optional) To add a vCard (contact file) or vCalendar (calendar event file) to a message, press **Menu** [⋮] (right softkey) and select **Insert > vCard** or **Insert > vCalendar**.

- 10 Press **Send** [⏏] (left softkey).

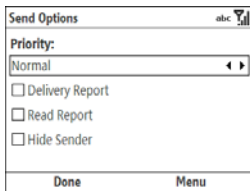
Setting multimedia message delivery options

You can set options for individual multimedia messages you send.

DID YOU KNOW? You can set general preferences that apply to all incoming and outgoing messages (see [Customising your message settings](#)). If you set options for an individual message, those options override your general preferences for that message only.

- 1 On the message compose screen, press **Menu** [⋮] (right softkey).
- 2 Select **Options > Send Options**.

- 3 Select any of the following options:



Priority: Indicates the priority for this message.

Delivery/Read Report: Indicates whether you want to receive confirmation that the message has been delivered or has been read.


Hide Sender: Specifies that you do not want your phone number included with the message identifying you as the sender.

- 4 Press **Done** [⋮] (left softkey).

TIP To change the background colour of outgoing multimedia messages, on the message compose screen, press **Menu** (right softkey) and select **Options > Background Colour**. Select the colour you want, and then press **Select** (left softkey).

Receiving text and multimedia messages

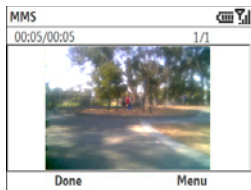
When your phone is on and you are in a wireless coverage area, a notification appears anytime you receive a new text or multimedia message. You can open the message directly from the notification, or you can open the message later in the Messaging applications.

- Do one of the following to open the message:
 - When a message  notification appears onscreen, press **Message** [⋮] (right softkey).
 - If you want to view the message later, press **Home** [🏠], and then press **Right** ▶ to open the **Message Centre** content list. Select **Text Message** or **MMS**.
- Select the message you want to view.
- If prompted, press **Download** [⋮] (left softkey) to download the full message.
- Do any of the following:

Pause or resume playback (multimedia message only):

Press **Pause** [⋮] (left softkey). To

resume playback, press **Play** [⋮] (left softkey).



Save the item that is playing (multimedia message only): Press **Menu** [⋮] (right softkey) and select **Save**.

Reply to the message: Press **Menu** [⋮] (right softkey) and select **Reply** > **Reply** or **Reply** > **Reply All**.

NOTE If the message is a text message or a multimedia message containing a single picture with no audio, press **Reply** [⋮] (left softkey) to reply to the message.

Forward the message: Press **Menu** [⋮] (right softkey) and select **Reply** > **Forward**.

Add the sender's information to your Contacts list: Select the sender's phone number or email address and press **Yes** (left softkey) when asked if you want to create a new contact for the sender. Select **<New Contact>** to create a new contact entry for this name or address, or select an existing contact to add the name or address to that entry. Enter or edit the contact information, and then press **Save** [⋮] (left softkey).

DID YOU KNOW? When viewing a multimedia message containing multiple slides, you can press **Right** on the 5-way to move to the next slide, or press **Left** on the 5-way to move to the previous slide.

5 Press **Done** [⋮] (left softkey).

Using links in messages

When you receive a text message that contains a telephone number, email address, or URL, you can dial the number, send an email message, or go to the web page immediately. Your smartphone automatically opens the appropriate application from the link.

- 1 Open a message in the Inbox or another folder.
- 2 Select the phone number, email address, or URL (appears as underlined blue text).

Deleting a message

- 1 Go to the Inbox or other folder containing the message you want to delete.
- 2 Highlight the message.
- 3 Press **Delete** [⋮] (left softkey).
- 4 Select **Yes** to confirm the deletion.

Customising your message settings

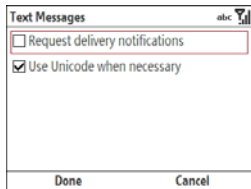
Many of the settings that apply to email accounts also apply to text and multimedia messaging accounts. For instructions on customising these settings, see [Customising your email settings](#).

You can customise additional settings for text and multimedia messages.

DID YOU KNOW? Options you select for an individual message (see [Setting text message delivery options](#) and [Setting multimedia message delivery options](#)) override the general preferences you set for all messages.

Customising text message settings

- 1 Press **Home** [⏠], and then press **Right** ▶ to open the **Message Centre** content list.
- 2 Select **Text Message**.
- 3 Press **Menu** [⋮] (right softkey) and select **Tools** > **Options**.
- 4 Select **Account Settings**.



- 5 Select either of the following options:
Request delivery notifications:
 Specifies that you want to receive




confirmation that text messages or multimedia messages have been delivered.

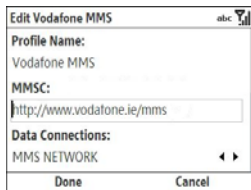
Use Unicode when necessary:

Automatically converts a message to Unicode language if the receiving device requires it.

- 6 Press **Done**  (left softkey).

Customising multimedia message settings

- 1 Press **Home** , and then press **Right**  to open the **Message Centre** content list.
- 2 Select **MMS**.
- 3 Press **Menu**  (right softkey) and select **MMS Settings**.
- 4 Select **MMSC Settings** and set any of the following options:




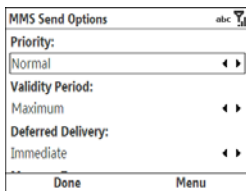
Profile Name: Indicates the name of your multimedia messaging service.

MMSC: Indicates the web address of your multimedia message servicing center.

Data Connections: Indicates the type of data network used for multimedia messaging.

Gateway: Indicates the type of gateway used for multimedia messaging.

- 5 Select **Send Options** and set any of the following options. Press **Done**  (left softkey) when you have finished.



Priority: Indicates the priority for outgoing messages.

Validity Period: Indicates how long messages remain available to be sent if the recipient's phone or email address is not available when you originally send the message. For example, if your messages generally contain information that will not be useful to recipients after an hour, you can set the validity for one hour. Select Maximum to allow messages to remain available for the maximum period of time permitted by your network operator.

Deferred Delivery: Indicates whether you want message delivery to be deferred for the period of time you specify.

Message Type: Specifies the type of messages you are sending.

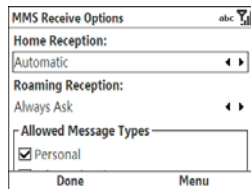
Message Size: Sets the maximum message size you can send. Do not change the size unless instructed by your network operator.

Delivery/Read Report: Indicates whether you want to receive confirmation that the message has been delivered or has been read.

Hide Sender: Specifies that you do not want your phone number included with the message identifying you as the sender.

Reply Charging/Charging: Specifies whether to apply reply charging to the entire message, to the message text only, or not at all.

- 6 Select **Receive Options** and set any of the following options. Press **Done** (left softkey) when you have finished.



Home Reception: Indicates whether multimedia messages are downloaded automatically or whether you receive a prompt to download multimedia messages when you are inside your home network.

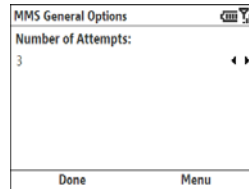
Roaming Reception: Indicates whether multimedia messages are downloaded automatically or whether you receive a prompt to download multimedia messages when you are roaming outside of your home network.

Allowed Message Types: Specifies which types of messages you allow to be downloaded to your smartphone.

Reject Anonymous Message: Specifies that messages whose sender is hidden should not be downloaded to your smartphone.

- 7 Select **General Options**, and then select the number of times your smartphone should attempt to send or receive a message before an error message is displayed. Press

Done [⋮] (left softkey) when you have finished.



TIP Select **About** on the MMS Settings screen to view detailed information about the multimedia messaging software.

TIP You can restore the default settings for any of the options in this procedure by pressing **Menu** (right softkey) and selecting **Reset to Default**. This resets all of the settings for the option screen that is currently displayed.

- 8 Press **Done** [⋮] (left softkey).

Using Windows Live



Windows Live is a set of services that combines online search features, email, and instant messaging:


Live Search: Enables you to search for text on the web directly from your smartphone.

Windows Live Mail: The next generation of the Hotmail web-based email application. Windows Live Mail offers more storage, greater message security, and easier filing of messages.

Windows Live Messenger: Enables you to see who's online and exchange instant messages (IM). Make calls to phones and computers (including video calls) and exchange pictures and other files.



Using Live Search

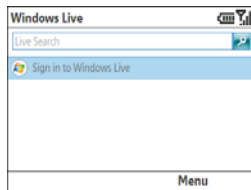
- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Windows Live** content list and select **Live Search**.
- 3 In the search bar at the top of the screen, enter the text you want to find.

- 4 Press **Centre** .
- 5 Select the item you want from the search results. If the item you want does not appear, select **Refine** to change the text you enter, or select **More** to see more results.

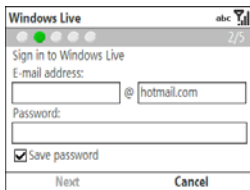
Setting up Windows Live Mail

BEFORE YOU BEGIN You must have an existing Hotmail account to use Windows Live Mail. If you do not have an account, use the web browser on your smartphone to go to hotmail.com, and follow the steps to set up an account.

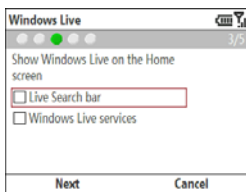
- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Windows Live** content list and select **Windows Live Hotmail**.
- 3 Select **Sign in to Windows Live**.



- 4 The first time you sign into Windows Live, press **Accept** [•••] (left softkey).
- 5 Enter your Hotmail email address and password. Leave the **Save password** box checked if you want to have your password entered automatically.





- 6 Press **Next** [•••] (left softkey).
- 7 Check the **Live Search bar** box to have the Live Search bar appear on your Home screen. Check the **Windows Live services** box to have Windows Live Email and Windows Live Messenger appear on your Home screen.








- 8 Press **Next** [•••] (left softkey).
- 9 Select which application information—contacts, Windows Live Messenger, and/or email—you want to synchronise between the Windows Live mail server and Windows Live on your smartphone. For the applications you choose, any information that appears in your Hotmail/Windows Live account on the web—for example, your email messages and contact list—appears in Windows Live on your smartphone when you synchronise.

NOTE If you synchronise email, your Windows Live email account also appears in the Messaging application. If you synchronise contacts, your Windows Live contacts also appear in the Contacts application.

- 10 Press **Next**  (left softkey).
- 11 Press **Done**  (left softkey). Your Windows Live main page is displayed.

Using Windows Live Mail

BEFORE YOU BEGIN Make sure that your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Windows Live** content list and select **Windows Live Hotmail**.
- 3 To synchronise email, contact, and/or Windows Live Messenger information, do the following:
 - Press **Right**  or **Left**  until **Sync** is highlighted.
 - Press **Centre** . Information is synchronised for any of the applications you selected during setup.
- 4 To read your email, do the following:
 - On your Windows Live main page, select **Mail**.






- The Messaging application opens, displaying your Windows Live mail. You can view, send, and work with messages in your Windows Live account in the same way as with messages for any other account.

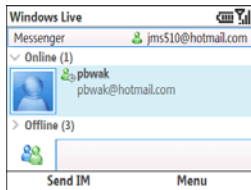
TIP You can set an option to have messages pushed to Windows Live Mail on your smartphone as they arrive on the server. Open Windows Live, press **Menu** (right softkey), select **Options**, select **Sync schedule**, select the **Sync frequency** list, and then select **As items arrive**.

Using Windows Live Messenger

BEFORE YOU BEGIN

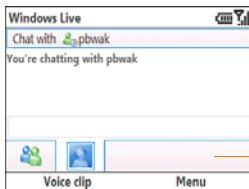
- You must have an existing Hotmail account to use Windows Live Messenger. If you do not have an account, use the web browser on your smartphone to go to hotmail.com, and follow the steps to set up an account.
- Make sure that your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Windows Live** content list and select **Windows Live Messenger**.
- 3 Press **Sign in**  (left softkey).
- 4 If you have not already set up a Windows Live Mail account (see [Setting up Windows Live Mail](#)), the first time you sign into Windows Live Messenger, press **Accept**  (left softkey).
- 5 If prompted, enter your Hotmail email address and password.
- 6 To send an instant message to a contact who is online, highlight the contact name and press **Send IM**  (left softkey).





TIP If the contact you want is offline, send an email message instead. Highlight the contact name and press **Send e-mail** (left softkey). Enter a subject and body text for the email message, and then press **Send** (left softkey).

- 7 Do one of the following:



Text entry bar

- Highlight the text entry bar and enter your message text.
 - Press **Voice clip**  (left softkey) and record a voice note by speaking clearly with your smartphone held up facing you.
- 8 (Optional) To add an emoticon to your message, press **Menu**  (right softkey), select **Add emoticon**, and then select the emoticon you want.

- 9** (Optional) To send a picture or other file, press **Menu** [⋮] (right softkey), select **Send**, and then select the type of file you want to send. Capture or select the picture or other file you want.
- 10** Press **Send** [⋮] (left softkey).
- 11** (Optional) To exchange messages with more than one person, press **Menu** [⋮] (right softkey) and select **Options > Add participant**. Select the participant you want to add.
- 12** To end the messaging session, press **Menu** [⋮] (right softkey) and select **End conversation**. If you are exchanging messages with more than one person, select **End all conversations** to stop all the sessions at once.

TIP From the Messenger contacts list screen, press **Menu** (right softkey) and select options to add, block, or remove a contact; change your status to “Busy,” “Away,” and so on; add a display picture or personal message; and more.



Your connections to the web and wireless devices

You use the web for so many things: finding driving directions, getting news, buying gifts, checking web-based email. Now, with your network operator's network and your Palm® Treo™ 500v smartphone's built-in web browser, you can take the web with you almost anywhere you go.

The built-in Bluetooth® wireless technology on your smartphone helps you easily set up wireless connections to a number of devices, so you can enjoy the convenience of cable-free connectivity. You can also use your smartphone to connect your computer to the Internet and to share contacts or your favourite photos with other people.

Benefits

- Carry the web with you
- Store web pages for offline viewing
- Connect to Bluetooth headsets and car kits
- Connect your computer to the Internet through your smartphone

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Connecting to devices with Bluetooth® wireless technology	149
Using your device as a wireless modem	154

Browsing the web

Internet Explorer Mobile provides quick and easy access to web pages. You can view most sites on your smartphone that you can view on your computer, including those with security and advanced features, such as JavaScript and frames.

Internet Explorer Mobile supports JavaScript, Secure Sockets Layer (SSL), and cookies, but does not support plug-ins (Flash, Shockwave, VBScript, WML script, and so on) or Java applets.

DID YOU KNOW? The security certificates and 128-bit SSL strong encryption enable you to browse secure sites, such as online shopping, banking, and email. Remember, some secure sites also require a specific browser and may not work with Internet Explorer Mobile. Ask the organisation for an alternative access point that is compatible with Internet Explorer Mobile.

BEFORE YOU BEGIN Do the following:

- Be sure to subscribe to data services from your network operator. This is necessary for browsing the web.

- Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).




By default, Internet Explorer Mobile scales web page content to fit your smartphone screen so that you can view most of the information without scrolling left or right.

Opening the Vodafone live! website


The Vodafone live! website gives you access to features such as ringtones, music downloads, and news. Additional fees may apply; contact your network operator for more information.

- Press **Home** , and then press **live!**  (right softkey).

Opening other web pages

- 1 Press **Home** , and then press **Start** .
- 2 Navigate to the **live!** content list and select **Internet Explorer**.
- 3 Enter the URL for the web page you want to visit.
- 4 Press **Go**  (left softkey).



- 5 Press **Menu**  (right softkey), select **View**, and then select one of the following:













One Column: Arranges web pages into one column that is as wide as the screen, so that you don't have to scroll horizontally.




Fit To Screen: Maintains a layout similar to what you see on a desktop computer, but it makes items smaller and arranges the content so that you can see most of it without scrolling horizontally.

Desktop: Keeps the same layout and size as on a desktop computer, which requires both horizontal and vertical scrolling.

Full Screen: Hides the status and navigation areas and fills the entire screen with the web page. To exit full screen mode, press  (right softkey).

Show Pictures: Shows or hides pictures on web pages. Hiding pictures speeds up the time it takes to load pages.

- 6 Here are some tips on viewing web pages and moving around in them:
- To view the previous page, press **Back**  (left softkey) or **Backspace** .
 - To refresh the page with the latest content from the Internet, press **Menu**  (right softkey) and select **Refresh**.
 - To scroll through the page in One Column View or Default View, press **Up**  or **Down** . In Desktop View, press **Up** , **Down** , **Left** , or **Right**  to scroll in all directions.
 - To follow a link to another web page press **Up**  or **Down**  to highlight the link, and then press **Centre**  to go to the selected page.


- To send email from a web page, select the address link. You need to configure an email application on your smartphone before you can use this feature (see [Your email](#)).
 - To adjust the size of the text on web pages, press **Menu**  (right softkey), select **View > Text Size**, and then select the size you want.
 - To view a web page's properties, press **Menu**  (right softkey) and select **Tools > Properties**.
 - To view each item in a list, select the list and scroll using **Up** ▲ or **Down** ▼.
 - In a list, press **Left** ◀ or **Right** ▶ to cycle between items, and then press **Centre** ○ to accept the option you want.
 - In a form, such as a browser search field, press **Centre** ○ to interact with the form, and then press **Centre** ○ to stop interacting with the form.
- 7 Press **Back**  to close Internet Explorer Mobile.

TIP To send a link, press **Menu** (right softkey) and select **Tools > Send Link**. Select the option you want to use to send the link: SMS (text message), MMS (multimedia message), Windows Live (if you have set up Windows Live on your smartphone), or an email account.

Creating a favourite

You can create web favourites to quickly access the web pages you visit most often. These are different from favourite contacts.

BEFORE YOU BEGIN Create the folders where you want to store your favourites first. After you create a favourite, you can't move it to another folder (see [Organising your favourites](#)).

- 1 Go to the page you want to mark as a favourite.
- 2 Press **Menu**  (right softkey) and select **Add to Favourites**.



- 3 (Optional) Select **Name** and enter a different description.
- 4 (Optional) Select **Folder**, and then select the folder where you want to store the favourite.
- 5 Select **Add** [⋮] (left softkey).

TIP To delete a favourite or folder, press **Menu** and select **Favourites**. Highlight the item you want to delete, press **Menu** (right softkey), and then select **Delete**. Press **Yes** (left softkey) to confirm the deletion.

Viewing a favourite

- 1 Press **Home** [Home], and then press **live!** [⋮] (right softkey).
- 2 Press **Favourites** [⋮] (left softkey).

- 3 Select the folder containing the favourite, and then select the page you want to view in the list.

Organising your favourites

You can create folders to organise your favourites. For example, you can store travel links in one folder, stock links in another, and business links in a third folder.

- 1 Press **Home** [Home], and then press **live!** [⋮] (right softkey).
- 2 Press **Favourites** [⋮] (left softkey).
- 3 Press **Menu** [⋮] (right softkey) and select **Add Folder**.
- 4 Enter the folder name.
- 5 Press **Add** [⋮] (left softkey).

Downloading files and images from a web page

You can download files that are usable on your smartphone, such as new applications, MIDI ringtones, or pictures.

- 1 Go to the page that contains the link to the file you want to download.
- 2 Select the link to download the file.

- 3 Select **Name** and enter a new name for the file.
- 4 Select the **Folder** list, and then select the folder where you want to save the file.
- 5 Select the **Location** list, and then select where you want to store the file: **Main memory** or **Storage card**.

DID YOU KNOW? The Storage card option is available only if you have an expansion card (sold separately) inserted into your smartphone.

- 6 Press **Done** [⋮] (left softkey).

DID YOU KNOW? You can access specially formatted streaming content by pressing **Favourites** (left softkey) and selecting **WindowsMedia.com**.

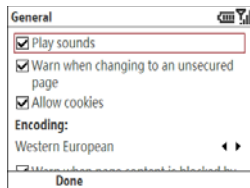
Returning to recently viewed pages

The History list stores the addresses of the pages you visited recently.

- 1 Press **Menu** [⋮] (right softkey) and select **History**.
- 2 Select the web page you want to view.

Customising your Internet Explorer Mobile settings

- 1 Press **Menu** [⋮] (right softkey) and select **Tools > Options**.
- 2 Select **General** and set any of the following options. Press **Done** [⋮] (left softkey) when you have finished.



Play sounds: Specifies whether your smartphone plays any sounds associated with a web page.

Warn when changing to an unsecured page: Sets whether a message appears when you switch from a secure page to one that is not secure.

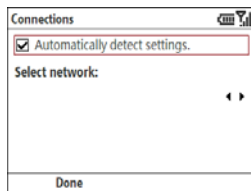
Allow cookies: Sets whether your smartphone accepts cookies (small files containing info about your identity and

preferences). The page sends the file and stores it on your smartphone.

Encoding: Sets the character set for the web pages you view.

Warn when page content is blocked by security settings: Sets whether a message appears when you attempt to open a page that does not meet the security standards associated with your smartphone.

- 3 Select **Connections** and set either of the following options. Press **Done** [•••] (left softkey) when you have finished.

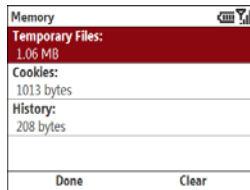


Automatically detect settings:

Specifies that you want your smartphone to automatically determine the correct network settings for connecting to the Internet.

Select network: Specifies the type of network you want to connect to.

- 4 Select **Memory**, highlight any of the three options—**Temporary Files**, **Cookies**, or **History**—and press **Clear** [•••] (right softkey) to delete the selected files. Press **Done** [•••] (left softkey) when you have finished.



- 5 Press **Done** [•••] (left softkey).

Connecting to devices with Bluetooth® wireless technology

With the built-in Bluetooth® wireless technology on your smartphone, you can connect to a number of Bluetooth devices such as a headset or hands-free car kit, as well as to other phones, handhelds, or piconets. When you connect to another device, you create a partnership (also referred to by terms such as *trusted pair*, *trusted device*, or *pairing*) with that device.

KEY TERM Partnership Two devices—for example, your smartphone and a hands-free device—that can connect because each device finds the same passkey on the other device. After you form a partnership with a device, you don't need to enter a passkey to connect with that device again. Partnership is also known as paired relationship, pairing, trusted device, and trusted pair.

If your computer is enabled with Bluetooth wireless technology, you can also synchronise wirelessly or use your phone as a wireless modem.






You can create a list of Bluetooth devices that you trust to communicate with your smartphone. When communicating with trusted devices, your smartphone skips the discovery process and creates a secure link as long as the device is within range. Bluetooth range is up to 9 metres in ideal conditions. Performance and range are affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

When you configure a headset (see [Connecting to a Bluetooth® hands-free device](#)), the headset is automatically added to your trusted device list. Follow the steps in this section to add other devices, such as your computer, to your trusted device list.

DID YOU KNOW? Check your battery level before establishing a Bluetooth connection. If the battery level is low, you can't make a Bluetooth connection.

TIP You can set up a connection to a nearby Bluetooth printer. To print a file, open the file, press **Menu** (right softkey), and then select **Print via Bluetooth** in any application that supports this feature.

Entering basic Bluetooth settings

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list, highlight **Bluetooth**, and then press **Turn On**  (left softkey).
- 3 If you want to allow Bluetooth devices that are not on your Trusted Device list to request a connection with your device, select **Bluetooth**, press **Menu**  (right softkey), and select **Turn On Visibility**. Your device remains accessible to other devices until you press **Menu**  (right softkey) and select **Turn Off Visibility**.

The Bluetooth status icon

The Bluetooth icon on your Home screen indicates the status of the Bluetooth feature:



Bluetooth on.






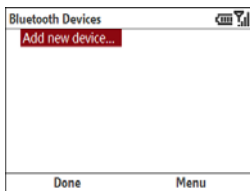
Call in progress with a Bluetooth headset or car kit.



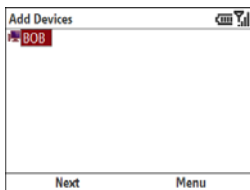
Music files are playing through a Bluetooth headset.



Requesting a connection with another Bluetooth device

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list, highlight **Bluetooth**, and then press **Turn On**  (left softkey).
- 3 Select **Bluetooth**, and then select **Add new device**.






- 4 Wait for your smartphone to search for devices and to display the device list.



- 5 Select the device with which you want to connect, and press **Next**  (right softkey).
- 6 Enter a numeric passkey between 1 and 16 digits long and press **Next**  (right softkey).

IMPORTANT Some hands-free devices have a predefined passkey. If your device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your smartphone and the other device. We recommend that where possible, you make up a numeric passkey of 16 digits to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered.





- 7 If the passkey is not built-in, enter the same passkey on the other Bluetooth device, and then press **OK**  (right softkey).
- 8 Enter a new display name if desired, and then press **Next**  (left softkey).
- 9 Press **Done**  (left softkey).

You can now communicate with this device whenever it is within range and the Bluetooth feature on your smartphone is turned on. The range varies greatly depending on environmental factors. The maximum is about 9 metres.




TIP To delete the established partnership with a device, go to the **Bluetooth Devices** screen and highlight the connection you want to remove. Press **Menu** (right softkey) and select **Delete**. Press **Yes** (left softkey) to confirm the deletion. The deleted device can no longer automatically connect with your smartphone.

Accepting a connection from another Bluetooth device

BEFORE YOU BEGIN To prepare your smartphone to be able to accept a connection from a requesting device, enter the basic Bluetooth settings as described in [Entering basic Bluetooth settings](#).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list, highlight **Bluetooth**, and then press **Turn On**  (left softkey).
- 3 If you have already set up a partnership with the transmitting device, your smartphone is ready to receive the info. If you haven't set up a connection, select **Bluetooth**, press **Menu** .

(right softkey), and select **Turn On Visibility** to let the device find your smartphone and request a connection.

- 4 When prompted to add this device, select **Yes**.
- 5 Enter the same passkey on your smartphone and on the Bluetooth device.
- 6 (Optional) To give the partnership a more meaningful name, select **Display Name** and enter a new name.
- 7 Press **Done**  (left softkey).
- 8 When your smartphone is receiving info, a notification tells you that a transmission is in progress. To stop the transmission, press **Cancel**  (right softkey). To close the notification, press **Hide**  (left softkey).

Entering advanced Bluetooth settings

You can use Bluetooth profiles to enter settings for transferring images, connect to a Bluetooth printer, and more.

- 1 Press **Home** , and then press **Start**  (left softkey).

2 Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).

3 Select **Connections, and** then select **Bluetooth Profiles**.

4 Select any of the following options:

File Transfer: Enables you to specify where to store files you receive through a Bluetooth connection. You can also select whether your smartphone prompts for server authorisation credentials.

Images: Enables you to specify where to store images you receive through a Bluetooth connection. You can also select whether your smartphone prompts for server authorisation credentials, whether to open images automatically once the transfer has finished, and whether to request a thumbnail image of transmitted images.

Security: Specifies a time interval after which your smartphone reverts from visible to hidden status.

Printer: Enables you to manage print jobs with Bluetooth printers. If you select this option, you can do the following:

- If you have formed a connection with a Bluetooth printer but the printer is not displayed on the Printer screen, press **Menu** [⋮] (right softkey) and select **Refresh**.
- To view current print jobs, press **Menu** [⋮] (right softkey) and select **Status**. To cancel a print job, on the Print Manager screen, press **Menu** [⋮] (right softkey) and select **Cancel Jobs**.

Identification: Lets you enter a name for your smartphone and select whether to use this as the Bluetooth device name.

5 After entering each setting you want, press **Done** [⋮] (left softkey).





Using your device as a wireless modem


Internet Connection Sharing (ICS) is the feature that converts your smartphone into a modem so that you can access the Internet from your computer.

You can set up Internet Connection Sharing in one of two ways:

- Connect your smartphone to your computer using the USB sync cable.
- If your computer is enabled with Bluetooth wireless technology, you can set up your smartphone as a wireless modem using the built-in Bluetooth technology.

Setting up a USB Internet Connection Sharing connection

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Internet Sharing** .
- 3 Select the **PC Connection** list, and then select **USB**.

- 4 Press **Connect**  (left softkey).
- 5 On your computer, open your web browser to confirm that you can connect to the Internet.





Creating a Bluetooth Internet Connection Sharing connection

BEFORE YOU BEGIN


- Make sure your smartphone is visible (see [Entering basic Bluetooth settings](#)).
 - Create a partnership between your smartphone and your computer. We recommend that you initiate the partnership from your smartphone (see [Requesting a connection with another Bluetooth device](#)).
- 1 On your computer, double-click the icon to open the Bluetooth connections window. Check the documentation included with your computer for instructions.
 - 2 Select the option to view devices within range.
 - 3 You should see an icon representing your smartphone. Double-click this icon to make sure that “Network Access

Point” or something similar appears in the list of Bluetooth services.

TIP Don't see your smartphone icon or the list of services? Check the documentation included with your computer, or contact your computer manufacturer for help. Different computer models use different terminology for the Bluetooth connection features.

- 4 On your smartphone, press **Home** , and then press **Centre** .
- 5 Select **Applications** , and then select **Internet Sharing** .
- 6 Select the **PC Connection** list, and then select **Bluetooth PAN**.

NOTE Keep the default setting on the Network Connection list.

Press **Connect**  (left softkey) and follow the wizard to set up Internet Sharing.

- 7 On your computer, follow the steps to accept or enable a Bluetooth PAN connection with your smartphone. Check the documentation included with your computer for instructions.
- 8 After you have connected, on your computer, open your web browser to confirm that you can connect to the Internet.



Your photos, videos, and music

Do you have a wallet bulging with photos of friends, family, pets, and your most recent holiday?

Are you tired of carrying both your MP3 player and your phone?

Your Palm® Treo™ 500v smartphone solves both problems. You can keep your favourite photos right on your smartphone—videos, too. And there's no need to carry an expensive MP3 player, because you can play music on your smartphone. Simply transfer music onto your smartphone or an expansion card (sold separately) and then listen through your stereo headset.

Benefits

- Never be far from your favourite people, places, and music
- Arrange your photos, videos, and music
- Avoid having to use a separate photo viewer, MP3, CD, or mini-disc player

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Synchronising your media files

You can synchronise pictures, videos, and music files between your smartphone and your computer so that changes you make show up on both your computer and your smartphone. To synchronise media files, you must first choose Media as one of your synchronisation options on your smartphone; see [Changing which applications sync](#).

The procedure for synchronising media files is different for computers running Windows XP and computers running Windows Vista.

Synchronising media files: Windows XP

BEFORE YOU BEGIN You must install ActiveSync® desktop software, available from a link on the Windows Mobile Getting Started CD (see [Installing ActiveSync desktop software: Windows XP](#)), and select the option to synchronise media (see [Changing which applications sync](#)).

When you synchronise your smartphone, your pictures and videos are synchronised between your smartphone and your desktop computer. On your computer, you can view the pictures and videos, and you can also send them to friends using your desktop email application.

To find all synchronised pictures and videos on your computer, look in C:\Documents and Settings\<Username>\My Documents\Treo My Documents.

You use Windows Media Player to synchronise music files; see [Transferring media files to your smartphone](#).

Synchronising media files: Windows Vista

BEFORE YOU BEGIN You must install Windows Mobile Device Center, available from a link on the Windows Mobile Getting Started CD (see [Installing Windows Mobile Device Center: Windows Vista](#)), and select the option to synchronise media (see [Changing which applications sync](#)).

On a computer running Windows Vista, you use Windows Media Player to synchronise all types of media files—pictures, videos, and music files—that are on your computer to your smartphone. See [Transferring media files to your smartphone](#).

To synchronise pictures and videos from your smartphone to your computer, follow these steps:

- 1 Connect your smartphone to your computer with the USB sync cable.
- 2 On your computer, click **Start > All Programs > Windows Mobile Device Center**.
- 3 Select **Connect without setting up your device**.
- 4 Select **Pictures, Music and Video**.
- 5 Select **X new pictures/video clips are available for import**.

All new or changed pictures and videos on your smartphone are synchronised to your computer.

Camera

Your smartphone comes with an easy-to-use, built-in, 2-megapixel camera with 2x zoom. You can use the camera to take and view pictures and videos and send them to your friends and family. To add a personal touch to your smartphone, use your pictures as your Home screen background and as caller ID images.





You can receive and view pictures and videos, and send pictures and videos as attachments or multimedia messages (see [Pictures & Videos](#)). Or add a picture to a contact (see [Adding a contact](#)). You can also move pictures and videos to a computer by synchronising your smartphone with your computer.

Taking a picture

By default, pictures are stored in the My Pictures folder on your smartphone. If you want to store your pictures on an expansion card, you can change where pictures are stored (see [Customising your Camera settings](#)). For information on accessing your pictures on your computer,

see [Synchronising media files: Windows XP](#).




DID YOU KNOW? Pictures are captured and stored in 16-bit colour, JPG format. Resolution settings range from a low end of 96 x 72 pixels to a high end of 1600 x 1200 pixels. You can change the default setting. See [Customising your Camera settings](#) for details.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Recent Photos** content list and press **All Photos**  (right softkey).
- 3 Press **Camera**  (left softkey).



TIP If you see a camcorder icon below the preview image, video mode is on. To turn on the still camera, press **Menu** (right softkey) and select **Still**.







- 4 Adjust the position of your smartphone until you see the subject you want to photograph on the screen.
- 5 (Optional) Adjust any of the following:
 - Zoom:** Press **Up**  to zoom in or **Down**  to zoom out.
 - Brightness:** Press **Menu**  (right softkey) and select **Brightness** to change the image brightness.
 - Resolution:** Press **Menu**  (right softkey) and select **Resolution** to change the image quality.
- 6 (Optional) Set a five-second timer: Press **Menu**  (right softkey) and select **Mode > Timer**.
- 7 Press **Centre**  to capture the picture or start the timer.

- 8 Hold your smartphone still until the picture renders, and then do one of the following:
- Press **Camera**  (left softkey) to take another picture.
 - Press **Back**  and then press **Thumbnails**  (left softkey) to return to Thumbnail View.

DID YOU KNOW? After three minutes of inactivity when previewing an image, the camera goes into standby mode. Press any key to return to the image preview.

Taking pictures in burst mode






Burst mode takes five pictures in quick succession, with one button press.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Recent Photos** content list and press **All Photos**  (right softkey).
- 3 Press **Camera**  (left softkey).
- 4 Press **Menu**  (right softkey) and select **Mode > Burst**.
- 5 Press **Centre** .

Recording a video

Videos can be any length, provided you have enough storage space available. By default, videos are stored in the My Pictures folder on your smartphone. If you want to store your videos on an expansion card, see [Customising your Camera settings](#) to change where videos are stored. For information on accessing your videos on your computer, see [Synchronising media files: Windows XP](#).

DID YOU KNOW? Videos are captured and stored in WMV format. Video resolution ranges from 176 x 144 pixels to 320 x 240 pixels. You can change the resolution setting by pressing **Menu** (right softkey) and selecting **Quality**.

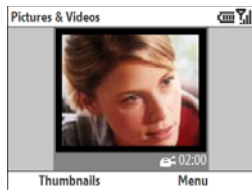
- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Recent Photos** content list and press **All Photos**  (right softkey).
- 3 Press **Camera**  (left softkey).
- 4 Press **Menu**  (right softkey) and select **Video**.

5 Adjust the position of your smartphone until you see the subject you want to record on the screen.

6 (Optional) Adjust either of the following:

Brightness: Press **Menu** [⋮] (right softkey) and select **Brightness** to change the image brightness.

Resolution: Press **Menu** [⋮] and select **Quality** to change the video resolution.



- 7 Press **Centre** ○ to start recording.
- 8 When you're finished recording, press **Stop** [⋮] (left softkey) or **Centre** ○ to stop recording.
- 9 (Optional) To review the video in Windows Media Player Mobile, press **Thumbnails** [⋮] (left softkey), highlight the video, and then press

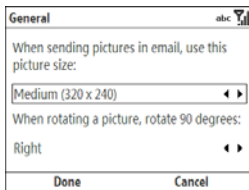
Centre ○. Press **Back** [←] to return to Thumbnail View.

TIP If you don't like a video you recorded, delete it. See [Deleting a picture or video](#) for details.

DID YOU KNOW? After three minutes of inactivity when previewing an image, the camera goes into standby mode. Press any key to return to the image preview. If the camera goes to standby while the recording is paused, the video recording is stopped and the video is saved.


Customising your Camera settings

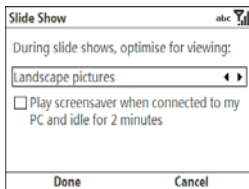
- 1 Press **Home** [⏠], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **Recent Photos** content list and press **All Photos** [⋮] (right softkey).
- 3 Press **Menu** [⋮] (right softkey) and select **Options**.
- 4 Select **General** and set any of the following options. Press **Done** [⋮] (left softkey) when you have finished.



When sending pictures in email, use this picture size: Sets the size of pictures you send in an email message.


When rotating a picture, rotate 90 degrees: Sets the direction in which pictures rotate.

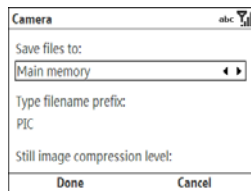
- 5 Select **Slide Show** and set any of the following options. Press **Done**  (left softkey) when you have finished.



During slide shows, optimise for viewing: Sets whether pictures are optimised for portrait or landscape format during slide shows.

Play screensaver when connected to my PC and idle for 2 minutes: Sets whether the pictures in your My Pictures folder are used as a screensaver when your smartphone is connected to your computer and the desktop synchronisation software is not running.

- 6 Select **Camera** and set any of the following options. Press **Done**  (left softkey) when you have finished.




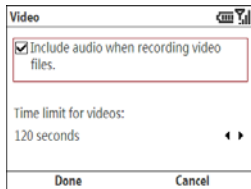
Save files to: Specifies whether pictures and videos are stored on your smartphone or on an expansion card.

Pictures & Videos

Type filename prefix: Assigns a name to a series of pictures to be captured, such as Seattle001, Seattle002, and so on.

Still image compression level: Sets the default quality and size for newly captured still pictures.

- 7 Select **Video** and set either of the following options, Press **Done**  (left softkey) when you have finished.







Include audio when recording video files: Turns the microphone on and off so that you can record videos with or without sound.

Time limit for videos: Limits the length of videos you record. You can select the **No limit** option.

Viewing a picture





In addition to viewing the pictures you capture with the built-in camera, you can view pictures captured on many popular digital cameras or downloaded from the Internet. Your smartphone supports the following picture formats:

- JPG
- PNG
- BMP
- GIF


- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Recent Photos** content list.
- 3 If the picture you want appears on the list, select it. If the picture does not appear, press **All Photos**  (right softkey) and select the picture you want to view.
- 4 Press **Back**  to return to Thumbnail View.

Viewing a video

In addition to viewing the videos you capture with the built-in camera, you can view videos captured on many popular digital cameras or streamed from websites. Your smartphone supports and streams the following types of video files:

- MPEG-4
 - 3GPP2
 - 3GPP
 - WMV, WMA, ASF
 - RTSP Streaming
- 1 Press **Home** , and then press **Start**  (left softkey).
 - 2 Navigate to the **Music & Video** content list.
 - 3 If the video you want appears on the list, select it. If the video does not appear, press **All Music**  (right softkey), select **My Videos**, select **All Video**, and then select the video you want to view.
 - 4 Press **Back**  to return to My Videos.


Viewing a slide show

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Recent Photos** content list and press **All Photos**  (right softkey).
- 3 Press **Menu**  (right softkey) and select **Play Slide Show**. The slide show plays automatically.
- 4 Press **Back**  to stop the slide show and return to Thumbnail View.

Sending a picture or video

You can send a picture or video to other picture-enabled mobile smartphone devices or to an email address as an attachment.

You cannot send copyrighted pictures or videos that appear with a lock icon in Thumbnail View.




- 1 Highlight the picture or video you want to send.
- 2 Press **Menu**  (right softkey) and select **Send**.

- 3 Select the option you want to use to send the picture or video: an email account or MMS.
- 4 When the Messaging application opens, address and send the message (see [Creating and sending an email message](#) or [Creating and sending a multimedia message](#)).

TIP You can also beam a picture or video using the built-in Bluetooth® wireless technology on your smartphone to another nearby Bluetooth device. Highlight the picture or video, press **Menu** (right softkey), and select **Beam**. Select the receiving device and press **Beam** (left softkey).

Creating new folders for storing pictures and videos

You can create folders to organise your pictures and videos. For example, you can store trip items in one folder and holiday items in another.




- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Recent Photos** content list and press **All Photos**  (right softkey).

- 3 Press **Menu**  (right softkey) and select **Edit > New Folder**.

TIP You can navigate to and rename a folder after you create it (see [Exploring files and folders](#)).

Organising your pictures and videos




You can move or copy pictures and videos to other folders or between your smartphone and an expansion card.

- 1 Highlight the picture or video you want to move or copy.
- 2 Do one of the following:
 - To move the picture or video to another location, press **Menu**  (right softkey) and select **Edit > Cut**.
 - To keep the picture or video in two locations, press **Menu**  (right softkey) and select **Edit > Copy**.
- 3 Press **Menu**  (right softkey), select **Folders**, and then select the folder where you want to paste the picture or video. After you select a folder, you can navigate to a subfolder within that folder.

TIP If you have an expansion card inserted into your smartphone, select **Storage Card** to paste the picture or video to the card.

- Press **Menu**  (right softkey) and select **Edit > Paste**.







Using a picture as the Home screen background

- Select the picture you want to use.
- Press **Menu**  (right softkey) and select **Use as Home Screen**.
- If prompted, press **Up** ▲ or **Down** ▼ to adjust the area of the picture that appears on the Home screen.
- Press **Next**  (right softkey)
- Press **Right** ► or **Left** ◀ to select the transparency level. Use a higher percentage for a more transparent picture and a lower percentage for a more opaque picture.
- Press **Finish**  (right softkey).

Editing a picture

For more extensive edits, just download your picture or video to your computer and

edit it in your favourite graphics program. Then sync the picture or video back to your smartphone.

- Select the picture you want to edit.
- Press **Menu**  (right softkey) and select **Edit**.
- Do any of the following:
 - To rotate the picture 90 degrees, press **Menu**  and select **Rotate** (left softkey).
 - To crop the picture, press **Menu**  (right softkey) and select **Crop**. Navigate to the upper-left corner of the area you want to crop and press **Centre** ○. Navigate to the lower-right corner of the area you want to crop and press **Centre** ○ to crop the image.
 - To adjust the brightness and contrast levels of the picture, press **Menu**  (right softkey) and select **AutoCorrect**.
 - To undo an edit, press **Menu**  (right softkey) and select **Undo**.
 - To cancel all unsaved edits you made to the picture, press **Menu**  (right softkey) and select **Cancel**.

- To save the edited picture with a new file name, press **Menu** [⋮] (right softkey), select **Save As**, enter a name for the picture, and press **Done** [⋮] (left softkey).

Deleting a picture or video

- 1 Highlight the picture or video you want to rename.
- 2 Press **Menu** [⋮] (right softkey) and select **Delete**.
- 3 Select **Yes** [⋮] (left softkey) to confirm the deletion.

Renaming a picture or video

- 1 Select the picture or video you want to delete.
- 2 Press **Menu** [⋮] (right softkey) and select **Properties**.
- 3 Enter a new name for the picture or video.
- 4 Press **Done** [⋮] (left softkey).

Windows Media Player Mobile

Windows Media Player Mobile can play music, audio, and video files that are stored on your smartphone or on an expansion card (sold separately) in any of the following file formats:

- WMA
- WMV
- MP3
- 3GP
- AAC
- AAC+
- MPEG-4

DID YOU KNOW? You can also download animated GIF files and view them in Internet Explorer Mobile.

IMPORTANT You must have QuickTime Player version 6.5 or later installed on your computer to play videos recorded by your smartphone. You can download the videos from an expansion card or you can click the

video thumbnail after synchronising the files.

You can listen to these music, audio, and video files through the speaker on the back of your smartphone or through stereo headphones.

Transferring media files to your smartphone

Use the Sync feature in the desktop version of Windows Media Player to transfer digital music, audio, video, and playlist files from your computer to an expansion card or your smartphone. Using the Sync feature ensures that the files are transferred correctly.

TIP For tips on using the desktop version of Windows Media Player, go to the Help menu in Windows Media Player on your computer.

BEFORE YOU BEGIN Do the following:

- Be sure you have Windows Media Player 10 or later installed on your computer. On a Windows XP computer,

Windows Media Player 10 must be installed on your computer before you install ActiveSync desktop software.

TIP If you don't already have Windows Media Player 10 or later installed on your Windows XP computer, you can download it from microsoft.com. Windows Media Player 11 is installed on Windows Vista computers by default.

- To sync media files with your computer, set the Media sync option on your smartphone (see [Changing which applications sync](#)).
- 1 On your computer, open Windows Media Player.
 - 2 (Optional) If you're transferring media files to an expansion card, insert a 32MB or larger expansion card into your smartphone.
 - 3 Connect your smartphone to your computer with the USB sync cable.

- 4 Do one of the following:

Windows XP: When the Device Setup Wizard opens on your computer, click **Automatic**. Check the **Customise the playlists that will be synchronised** box.





Windows Vista: Select the **Sync** tab, and then select **Treo > Set Up Sync**. Check the **Sync this device automatically** box.

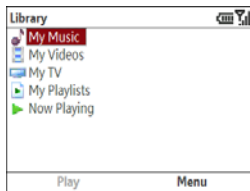
- 5 Select the playlists you want to sync. On a Windows Vista computer, select the **All Photos** and **All Videos** playlists to synchronise pictures and videos between your smartphone and your computer.
- 6 Click **Finish** to begin the transfer. If you are transferring files to an expansion card, be patient; transferring media files to an expansion card can take several minutes.

TIP You can also transfer media files from a Windows XP computer manually. Double-click the **ActiveSync** icon in the taskbar to open the ActiveSync desktop software window, select **Explore**, and then drag the media files onto the icon representing your smartphone. Update the library in Windows Media Player on your smartphone to complete the transfer; see [Working with libraries](#).

TIP Another easy way to manually transfer media files is to copy them to an expansion card (sold separately). Insert the card into your smartphone (see [Inserting and removing expansion cards](#)) and then update the library (see [Working with libraries](#)) so that Windows Media Player can access the files on the card.

Playing media files on your smartphone

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Music & Video** content list and press **All Music**  (right softkey).
- 3 Press **Menu**  (right softkey) and select **Library**.



- 4 Select the library you want to use. If you can't find a media file on your expansion card, update the library (see [Working with libraries](#)).

TIP To play a file that is not in a library, go to the Library screen, press **Menu** (right softkey), and then select **Open File**.

- 5 Select the category containing the media file you want to play.
- 6 Select the item you want to play (such as a video, song, album, or artist name).
- 7 Press **Play** **[...]** (left softkey).
- 8 Press **Menu** **[...]** (right softkey) and select any of the following during playback:

Library: Displays the Library screen so you can select a different song or video to play.

Play/Pause: Plays or pauses the current file.

Shuffle/Repeat > Shuffle: Plays the Now Playing playlist in random order. A checkmark appears next to this command when it is on.

Shuffle/Repeat > Repeat: Plays the Now Playing playlist repeatedly. A checkmark appears next to this command when it is on.

Full Screen: Displays a video on the full screen.

Options: Set options including network, skin, and hardware button options.

TIP To view detailed information about the track that is playing, press **Menu** (right softkey), and select **Properties**.

Use any of the following onscreen controls during playback:

Centre pauses or plays the current file.

Left ◀ skips to the beginning of the current file or to the previous file.

Right ▶ skips to the next file.

Volume button increases or decreases the volume level.

DID YOU KNOW? You can play streaming files from the web. To play an MMS (Microsoft Media Streaming) file, press **Menu** on the Library screen and select **Open URL**. Select **URL** and enter the website address, or select **History** and select a site you've visited before.

DID YOU KNOW? If you close the Windows Media Player Mobile window, your music continues to play in the background.







DID YOU KNOW? The Music & Video content list displays the media files you most recently played. To replay an item, simply select it from the content list.

Working with libraries

A library represents each of the storage locations available to Windows Media Player Mobile, so you should have two libraries: My Device and, if you have purchased and inserted an expansion card (sold separately), My Storage Card. Each

library contains links to the media files in that location. Windows Media Player Mobile usually updates the My Device library automatically, but you must manually update the My Storage Card library.

TIP If you don't see a media file that you added, manually update the library.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Music & Video** content list and press **All Music**  (right softkey).
- 3 Press **Menu**  (right softkey, and select **Library**.
- 4 Press **Menu**  (right softkey) and select **Update Library**.
- 5 Wait for the files to be added, and then press **Done**  (right softkey).

TIP To delete an item from a library, highlight the item, press **Menu** (right softkey), and select **Delete from Library**. Press **Yes** (left softkey) to confirm the deletion.

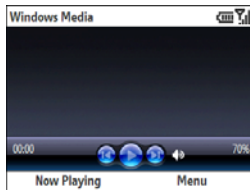
DID YOU KNOW? If you move files between your smartphone and an expansion card, be sure to update your libraries, or you won't be able to see the files in their new location.

Working with playlists




A playlist is a list of media files that play in a specific order. You can use playlists to group audio files together or video files together for convenient playback. For example, in the desktop Windows Media Player, you can create a playlist of upbeat music for when you exercise and a playlist of soothing songs for a long flight. When you synchronise, your favourite playlists are automatically copied to your smartphone. Your playlists appear in your libraries (in the My Playlists category).

A temporary playlist, called Now Playing, appears on the Now Playing menu. It lists the currently playing file, as well as any files that are queued up to play next. You can add to, modify, or clear the files on the Now Playing playlist.




- Go to the Now Playing screen:
 - If you are on the Library screen, select **Now Playing**.
 - If you are on the Playback screen, select **Now Playing**.

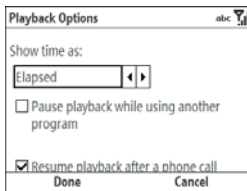


- Do any of the following:
 - To move a file up or down one slot, highlight the file, press **Menu** **[...]** (right softkey), and then select **Move Up** or **Move Down**.
 - To add a file, highlight the file, press **Menu** **[...]** (right softkey) and select **Library**. Highlight the file, press **Menu** **[...]** (right softkey), and then select **Queue Up**.
 - To delete a file from the playlist, highlight the file, press **Menu** **[...]**, and select **Delete from Playlist**.

- To view more info about a file, highlight the file, press **Menu** , and select **Properties**.
- To save the playlist, press **Menu**  (right softkey) and select **Save Playlist**.
- To remove all items from the Now Playing playlist, press **Menu**  (right softkey) and then select **Clear Now Playing**.

Customising Windows Media Player Mobile


- 1 If you are on any screen other than the Playback screen, press **Back**  to go to the Playback screen.
- 2 Press **Menu**  (right softkey) and select **Options**.
- 3 Select **Playback** and set any of the following options. Press **Done**  (left softkey) when you have finished.



Show time as: Sets whether the time remaining or time elapsed appears in the Playback screen.

Pause playback while using another program: Sets whether playback continues if you switch to another application.

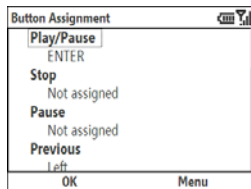
Resume playback after a phone call: Sets whether playback continues after you finish a phone call.

- 4 Select **Video** and set either of the following options. Press **Done**  (left softkey) when you have finished.

Play video in full screen: Sets whether videos automatically play in full screen format.

- Shrink to fit window:** Sets whether videos are automatically scaled to fit the Playback screen.
- 5 Select **Network** and set the following options. Press **Done** [•••] (left softkey) when you have finished.
- Internet Connection Speed:** Specifies the speed of your network connection, and specifies whether you want the device to detect connection speed.
- Protocol:** Enables and disables the available protocols. You must select at least one protocol. You can also set a UDP Port.
- 6 Select **Library** and set whether you want to see the Library or Player screen when you open Windows Media Player Mobile. Press **Done** [•••] (left softkey) when you have finished.
- 7 Select **Skins** and press **Right** ► or **Left** ◀ to set the player's background. Press **Done** [•••] (left softkey) when you have finished.

- 8 Select **Buttons** to change any of the available button settings:



- To assign a button, highlight the item you want to set, press **Menu** [•••] (right softkey), and then select **Assign**. Press the button you want to use for that item.
 - To restore an item's factory setting, highlight the item, press **Menu** [•••] (right softkey), and then select **Reset**.
 - To unassign an item, highlight the item, press **Menu** [•••] (right softkey), and then select **None**.
- 9 Press **OK** [•••] (left softkey).
- 10 Press **Done** [•••] (left softkey).



Mobile TV

Mobile TV lets you watch entertainment, sports, news, and other television programming right on your smartphone. The content is displayed at a fixed resolution and size on your smartphone screen.

BEFORE YOU BEGIN

- You must subscribe to data services from your network operator. This is necessary for using Mobile TV.
- You must subscribe to the Mobile TV service; additional fees apply. Contact your network operator for information.

- Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).

- 1 Press **Home** , and then press **Left**  to open the **live!** content list.
- 2 Select **Mobile TV**.
- 3 Select the channel you want to watch.

TIP Repeat steps 1-3 to switch to a different channel.



Your personal information organiser

Say good-bye to paper calendars and throw away those scribbled to-do lists. Your Palm® Treo™ 500v smartphone is all you need to organise your personal information and keep it with you wherever you go.

You never lose your information, even if your battery is completely drained. All your personal information is backed up each time you synchronise, and your information is kept private when you use the security features available on your smartphone. Also, you can easily share info with others electronically.

Benefits





- Track current, future, and past appointments
- Make to-do lists that get done
- Set reminders for appointments, birthdays, important tasks, and more

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Contacts

Adding a contact

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Favourite Contacts** content list and press **All Contacts**  (right softkey).
- 3 Press **New**  (left softkey).
- 4 Select the type of contact to create:

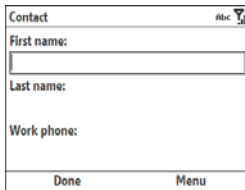
Outlook Contact: This type of contact is stored in the Contacts application on your smartphone and synchronises with the Contacts application in Microsoft Outlook on your computer.

SIM Contact: This type of contact is stored on the SIM card in your smartphone and does not synchronise. If you use the SIM card with another smartphone, you can access any contacts on the SIM card.

TIP If you have set up a Windows Live account (see [Using Windows Live](#)), you can save the contact as a Windows Live contact. A Windows Live contact synchronises with your Hotmail contacts list but not with Microsoft Outlook on your computer.

- 5 Use the 5-way navigator to move between fields as you enter information.

NOTE For a SIM contact, you can enter a name and phone number only.



TIP Take some time to scroll down through all the fields in a new contact. There are fields for multiple addresses, phone numbers, email addresses, and much more.

TIP Be sure to enter mobile numbers and email addresses in the correct fields so that Messaging can find this info when you address a message and Calendar can find your contacts when you want to invite them to meetings.

Here are some helpful tips for entering info:


- To assign a ringtone to the entry, select **Custom ring tone** and select a tone.
- To add a caller ID picture that displays when that person calls, select **Picture**, and then select **Camera** and take a picture, or select an existing picture from Thumbnail View.
- To assign the entry to one or more categories, select **Categories** and then check the categories under which you want this entry to appear.
- To add a note to an entry, select **Notes** and enter the note text.

- 6** After you enter all the information, press **Done** [•••] (left softkey).

TIP If you need to enter multiple contacts that share information—for example, multiple people who work at the same company—you can copy one contact's information and then change only the fields you need for another contact. In the contact list, highlight the first contact, press **Menu** (right softkey), and then select **Copy Contact**.

Viewing or changing contact information

- 1** Press **Home** [🏠], and then press **Start** [•••] (left softkey).
- 2** Navigate to the **Favourite Contacts** content list.
- 3** If the contact you want is displayed on the list, select the contact to view the contact's information; to edit the information, skip to step 5. If the contact is not displayed, press **All Contacts** [•••] (right softkey).
- 4** In the Contacts list (viewed by name), begin entering one of the following for the contact you want to view or edit:
 - First name



- Last name
- One or more letters of the first and last name separated by a space
- Phone number (be sure to press **Option**  twice to turn on Option Lock before entering a phone number)

TIP You can type letters from the last name first; for example, typing “S J” or “Smi Joh” also finds “John Smith.”

DID YOU KNOW? The search function offers several features that make it easy to find the contact you want, even if you are not sure of the exact name: 1) Search results include name variations, such as “David” for “Dave.” 2) The search function inserts a space before the last letter typed in if it cannot find a match. So if entering “Davidm” returns no results, the search function automatically tries to search for “David M.” 3) Search results include soundalike entries, so entering “Dwayne” also returns results for “Duane.”

- 5 Select the entry you want to open.

DID YOU KNOW? When you select a contact entry, you are presented with several options for contacting the person, depending on what information you have entered for the contact. For example, you may see options for calling a number associated with the contact, sending an email to the contact’s email address, or calling the last number you dialed to call the contact.

- 6 Press **Menu**  (right softkey) and select **Edit**.
- 7 Make changes to the entry as necessary.
- 8 Press **Done**  (left softkey).

DID YOU KNOW? You can find a contact by company name. Press **Menu** (right softkey) and select **View By > Company**. Select a company name to see the contacts who work there.

TIP To view a particular group of contacts, press **Menu** (right softkey), select **Filter**, and then select the category you want to view.

Deleting a contact

- 1 In the Contacts list, highlight the contact you want to delete.

- 2 Press **Menu** [⋮] (right softkey) and select **Delete Contact**.
- 3 Press **Yes** [⋮] (left softkey) to confirm the deletion.

Adding a contact to the Favourite Contacts list

You can add up to 10 contacts to the Favourite Contacts list so that you can quickly access them.

- 1 Press **Home** [🏠], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **Favourite Contacts** content list and select **Add a Favourite**.
- 3 Select the contact you want to add and press **Centre** [○]. If the contact has multiple phone numbers or email addresses, select the number or address you want to use and press **Centre** [○].

Finding a contact in an online address book

In addition to having contacts on your device, you can also access contact information from your organisation's online address book or Global Address List (GAL).

BEFORE YOU BEGIN Do the following:

- Make sure you are accessing Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2.
- Synchronise with the Exchange server in order for the Company Directory option to appear.

- 1 Press **Home** [🏠], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **Favourite Contacts** content list and press **All Contacts** [⋮] (right softkey).
- 3 Press **Menu** [⋮] (right softkey), select **Company Directory**, enter the name of the contact, and then select **Search**.

Sending a contact


Your smartphone provides multiple options for sending a contact's information to someone else.

- 1 Press **Home** [🏠], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **Favourite Contacts** content list and press **All Contacts** [⋮] (right softkey).
- 3 Highlight the contact you want to send.

- 4 Press **Menu**  (right softkey) and select one of the following options:


Beam a contact to a nearby


Bluetooth device: Select **Send**

Contact > **Beam**, select the device, and then press **Beam**  (left softkey).


Send a text message containing the

contact information: Select **Send**

Contact > **Text Message**. Select which contact information you want to send and press **Done**  (left softkey).

Address the text message and press **Send**  (left softkey).







Send a multimedia message containing the contact information:

Select **Send as vCard**, address the multimedia message, and then press **Send**  (left softkey).

TIP You can also quickly send a multimedia message to a contact from within the Contacts application. Highlight the contact name, press **Menu** (right softkey), and then select **Send MMS**.

Using SIM Manager





You can manage the contacts on your SIM card, including deleting numbers and transferring numbers between the card and the Contacts application on your smartphone.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Select **SIM Manager** .
- 4 Highlight the contact you want.
- 5 Press **Menu**  (right softkey) and select the option you want to edit the contact's information, delete the contact, copy it to the Contacts application, and more.

TIP You can also use SIM Manager to copy a contact from the Contacts application to the SIM card. Press **Menu** (right softkey), select **Copy Contact to SIM**, and then select the contact you want. Or send a text message to the highlighted contact by pressing **Menu** (right softkey) and selecting **SMS**.

Calendar

Displaying your calendar

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Upcoming Events** content list and press **All Events**  (right softkey).
- 3 Press **Menu**  (right softkey) and select one of the following view options:

Week View: Shows your schedule for an entire week.

Month View: Shows your schedule for a whole month. In Month View, the following icons appear on the date of the appointment:

- A morning appointment
- ▲ An afternoon appointment
- Both morning and evening appointments
- An all-day event




Go to Today: Shows your daily schedule in list format. Upcoming appointments are bold; past appointments are dimmed.

Go to Date: Shows your daily schedule in day-planner format. This view displays a horizontal time strip at the top to show at a glance when you have appointments.

DID YOU KNOW? If your schedule contains a conflict—two appointments that overlap—you can see the conflict in Today View, Date View, and Week View.

TIP To switch views, press the **left** softkey. Don't confuse the view name displayed above the left softkey with the current view. The name above the left softkey is the name of the next view you see when you press the key.

Creating an appointment

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Upcoming Events** content list and press **New**  (left softkey).

New abc

Subject:

Start date:
01/01/2007

Start time:
12:00

Done Cancel

- Use the 5-way navigator to move among fields and enter information. Note the following:
 - In the Subject field, you can enter a subject, or press **Centre** to select from a list of predefined subjects.
 - In fields in which you select a time, if your time format displays AM and PM, press **A** or **P** to select the option you want, or press any number key to switch between AM and PM.
- Press **Done** (left softkey).

TIP To “pencil in” an appointment, open the appointment, select **Status**, and then select **Tentative**.

TIP You can display your appointments on your Home screen (see [Selecting your Home screen layout](#)).

Adding an alarm reminder to an event

You can use the Reminder list to set an alarm for an event when you create the event. You can also add an alarm to an event later, after you have created it.

- Create an event and then select it.
- Press **Menu** (right softkey) and select **Edit**.
- Select the **Reminder** list and then select the number of minutes, hours, days, or weeks before the event you would like to receive the alarm.

New abc

Location:

Attendees:
No attendees... ▶

Reminder:
1 week ◀▶

Done Cancel




- Press **Done** (left softkey).

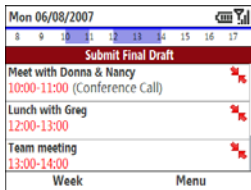
Creating an untimed event


An untimed event, such as a birthday, anniversary, or holiday, does not occur at a particular time of day. These events appear

as banners at the top of your calendar; they don't occupy blocks of time. For example, "Submit Final Draft" in the screenshot shown below is an untimed event.


DID YOU KNOW? An untimed event can last longer than a day.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Upcoming Events** content list and press **New**  (left softkey).



- 3 Enter a subject (description).
- 4 Select the starting and ending dates. Do not enter anything in the Start time or End time field.
- 5 Check the **All day event** box.
- 6 Press **Done**  (left softkey).

Scheduling a repeating appointment

- 1 Create an appointment or untimed event, and then select it.
- 2 Press **Menu**  (right softkey) and select **Edit**.
- 3 Select the **Occurs** list, and then select a repeat pattern.


TIP To enter a birthday or an anniversary, create an untimed event that repeats every year.

- 4 Press **Done**  (left softkey).

Sending a meeting request


You can email meeting invitations to contacts who use Microsoft Office Outlook® or Outlook Mobile.

BEFORE YOU BEGIN Create contact entries with email addresses for the people you want to invite to a meeting. You can't access contact entries without email addresses from your calendar.

- 1 Create an event, and then select it.
- 2 Press **Menu**  (right softkey) and select **Edit**.

- 3 Select the **Attendees** list. Select **Add Required Attendee**, and then select the name of the contact you want to invite. To invite other attendees, select **Add Required Attendee**, and then select the name.
- 4 (Optional) To invite an optional attendee, select **Add Optional Attendee**, and then select the name.

DID YOU KNOW? If you are using Exchange Server 2007 or Exchange Server 2003 with Service Pack 2, you can use your corporate Global Address List to find contact information for an attendee. On the contact list, select **Company Directory**, and then select the name of the contact you want to invite.


- 5 Press **Done**  (left softkey). The next time you synchronise, the meeting request is sent to the attendees. When attendees accept your meeting request, the meeting is automatically added to their schedules. When you receive their response, your calendar is updated as well.

Replying to a meeting request

You receive and reply to meeting requests in the email application (see [Working with meeting invitations](#)). If you accept or tentatively accept an invitation, it shows up as an appointment in your Calendar.

Marking an event as sensitive

If other people have access to your Microsoft Office Outlook calendar on your computer and you don't want them to see an appointment, you can mark that appointment as private to hide it from other Microsoft Office Outlook users.

- 1 Create an event, and then select it.
- 2 Press **Menu**  (right softkey) and select **Edit**.
- 3 Select the **Sensitivity** list, and then select one of the following:

Personal: Displays the event on your smartphone and on your computer. Meeting attendees or recipients see "Please treat this as Personal" near the top of an open appointment.

Private: Displays the event on your smartphone and on your computer. Meeting attendees or recipients see

“Please treat this as Private” near the top of an open appointment. If you sync with an Exchange server, other users who can access your folders can’t see your private events; they see private events as unavailable time slots.

Confidential: Displays the event on your smartphone and on your computer. Meeting attendees or recipients see “Please treat this as Confidential” near the top of an open appointment.

TIP If you don’t see an option on the screen, press **Down** on the 5-way to scroll to other options. For example, when editing an event, you don’t see the Sensitivity option until you scroll toward the bottom of the entry.

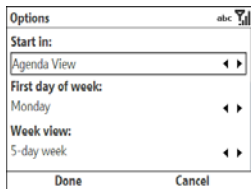
- 4 Press **Done** [⋮] (left softkey).

Deleting an event

- 1 Highlight the event you want to delete.
- 2 Press **Menu** [⋮] (right softkey) and select **Delete Appointment**.
- 3 Press **Yes** [⋮] (left softkey) to confirm the deletion.

Customising Calendar

- 1 Press **Menu** [⋮] (right softkey) and select **Tools > Options**.
- 2 Set any of the following options:



Start in: Specifies which view is displayed when you open Calendar.

First day of week: Specifies Sunday or Monday as the first day of the week for all Calendar views.

Week view: Specifies whether five, six, or seven days appear in Week View.






Month view/Show week numbers: Specifies whether week numbers (1–52) appear in Month View.



Set reminders: Specifies whether a reminder is automatically added to new events and how long before the event the reminder appears. You can override this setting for individual events.

Send meeting requests via: Specifies the email account used to send meeting requests.

- 3 Press **Done**  (left softkey).

Sending an appointment








- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **Upcoming Events** content list and press **All Events**  (right softkey).
- 3 Select one of the following options:
 - Beam an appointment to a nearby Bluetooth device:** Select the appointment you want to send. Press **Menu**  (right softkey) and select **Beam Appointment**. Select the receiving device and press **Beam**  (left softkey).

Send a multimedia message containing the appointment: Highlight the appointment you want to send. Press **Menu**  (right softkey) and select **Send as vCalendar**. Address the multimedia message, and then press **Send**  (left softkey).

Tasks

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

Adding a task

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Press **More**  (left softkey) and select **Tasks** .
- 4 Press **Menu**  (right softkey) and select **New Task**.

- 5 Set any of the following:

Subject: Specifies a name for the task.

Priority: Specifies the priority level for this task. Later you can arrange your tasks based on the importance of each task.

Status: Indicates whether the task is now completed.

Start date: Specifies when the task begins.

Due date: Specifies the due date for the task.

Occurs: Indicates if the task repeats at regular intervals and how often it repeats.

Reminder: Sets an alarm for this task and indicates when you want to be reminded.

Categories: Assigns the task to one or more categories.

Sensitivity: Marks this task as Normal, Personal, Private, or Confidential.

Notes: Enables you to enter additional text for the task.

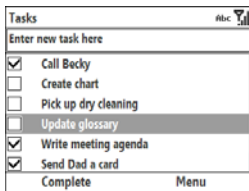
- 6 Press **Done**  (left softkey).

TIP You can also add a task by selecting the Tasks entry bar at the top of the task list screen, entering the task description, and pressing **Centre** on the 5-way.

TIP You can display your tasks on your Home screen (see [Selecting your Home screen layout](#)).

Checking off a task

- 1 Highlight the task you want to check off.



- 2 Press **Complete** [•••] (left softkey).

DID YOU KNOW? Overdue tasks appear in red.

Organising your tasks

- 1 In the Tasks list, press **Menu** [•••] (right softkey) and select **Filter**.
- 2 Select which tasks you want to view: **All Tasks, Recent, No Categories, Active Tasks, Completed Tasks**, or a specific category, such as Business or Personal.
- 3 Press **Menu** [•••] (right softkey) and select **Sort By**.
- 4 Select the sort method: **Status, Priority, Subject, Start Date, or Due Date**.

Deleting a task

- 1 Highlight the task you want to delete.
- 2 Press **Menu** [•••] (right softkey) and select **Delete Task**.
- 3 Press **Yes** [•••] (left softkey) to confirm the deletion.









Customising Tasks

- 1 Go to the Tasks list.
- 2 Press **Menu** [•••] (right softkey) and select **Options**.
- 3 Set any of the following options:
 - Set reminders for new items:** Automatically adds a reminder to new tasks. The default reminder is set to 8:00 on the morning the task is due. You can override this setting for individual tasks.
 - Show start and due dates:** Displays task start and due dates in the Tasks list.
- 4 Press **Done** [•••] (left softkey).


Voice Notes

Voice notes are a great way to capture thoughts, questions, and meeting notes on your smartphone.



Recording a voice note

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Press **More**  (left softkey) and select **Voice Notes** .
- 4 Press **Record**  (left softkey).
- 5 Speak into the microphone on your smartphone, or hold it close to another sound source.
- 6 When you have finished recording, press **Stop**  (left softkey).



Playing a voice note

- 1 Highlight the voice note you want to play.
- 2 Press **Menu**  (right softkey) and select **Play**.



Renaming a voice note

- 1 Highlight the voice note you want to rename.
- 2 Press **Menu**  (right softkey) and select **Rename**.
- 3 Enter a new name for the note.
- 4 Press **Done**  (left softkey).

Deleting a voice note

- 1 Highlight the voice note you want to delete.
- 2 Press **Menu**  (right softkey) and select **Delete**.
- 3 Press **Yes**  (left softkey) to confirm the deletion.

Using a voice note as your ringtone

- 1 Highlight the voice note you want to use.
- 2 Press **Menu**  (right softkey) and select **Set As Ringtone**.
- 3 Press **OK**  (left softkey).



Your Microsoft Office and other document tools

Your Palm® Treo™ 500v smartphone enables you to take your office with you—including your Microsoft Office files. With Microsoft Office Mobile, you can carry, view, and manage Microsoft Word, Excel, and PowerPoint files on your smartphone. You can keep updated copies of the files on both your smartphone and your computer so that you can view them in the most convenient location at any time.

You can also use PDF Viewer to view PDF files on your smartphone.

Benefits

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

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Synchronising your Microsoft Office files

You can create and edit Microsoft Office files on your computer and then synchronise the files so that changes you make show up on both your computer and your smartphone. To synchronise Microsoft Office files, you must first choose Files as one of your synchronisation options on your smartphone if you did not do so during desktop software installation; see [Setting up wireless synchronisation](#) and [Changing which applications sync](#).


The procedure for synchronising files is different for computers running Windows XP and computers running Windows Vista.

NOTE The Office mobile applications on your smartphone are not compatible with the Office 2007 desktop applications.

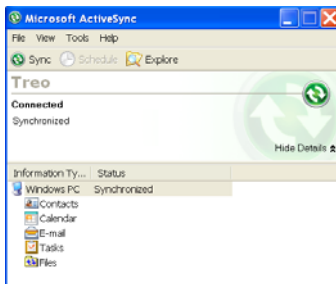
Synchronising files: Windows XP

- 1 Connect your smartphone to your computer with the USB sync cable.

NOTE Most ActiveSync desktop software options are available only when your smartphone is connected to your computer.

- 2 On your computer, double-click the **ActiveSync**  icon in the taskbar in the lower-right corner of your computer screen to open the ActiveSync desktop software window.

TIP If the ActiveSync icon does not appear in the taskbar, go to **Start**, navigate to **Programs**, and then select **Microsoft ActiveSync** to open the ActiveSync window.



- Under **Information Type**, double-click **Files** to view a list of all synchronised files.

TIP If Files doesn't appear under Information Type, open the **Tools** menu and select **Options**. Make sure the **Files** box is checked.

- Do any of the following:
 - To delete a file from the file sync folder on your computer and from your smartphone, highlight the file name and click **Remove**.
 - To copy a file from your computer to your smartphone, click **Add**, browse to and highlight the file, and then click **Open**.

NOTE If you receive an error while synchronising files, make sure that all of the files you're trying to sync are closed on both your computer and on your smartphone.

Synchronising files: Windows Vista

- On your computer, copy or save the file to the Documents\Documents on *username's* Smartphone folder.

DID YOU KNOW? The Documents on *username's* Smartphone folder is created when you select the option to sync Files.

- Connect your smartphone to your computer with the USB sync cable. Synchronisation takes place automatically.

Where are the changes I made to my file?

If you sync a file from your computer to your smartphone, edit it on your smartphone, and then sync it back to your computer, don't look for the changed file in its original location on your computer. Only the synchronised version contains the changes, and that version is in the ActiveSync file sync folder. To find this folder, do one of the following:












Windows XP: On your computer desktop, double-click the file sync folder icon. This is a shortcut to the file sync folder.

Alternately, in ActiveSync desktop software, double-click **Files**. The location of the file sync folder appears in the File Synchronisation Settings dialog box (under

On this computer, synchronise the files in this folder).

Windows Vista: Open the Documents\Documents on *username's* Smartphone folder.

On your smartphone, you can find the synchronised file by doing either of the following:








- Press **Home** , and then press **Centre** . Select **Applications** , press **More**  (left softkey), and then select **Office Mobile** . Select the application that opens the file: Word Mobile , Excel Mobile , or PowerPoint Mobile .
- Press **Home** , and then press **Centre** . Select **My Files** .

Word Mobile

With Word Mobile, you can view and change the text formatting of documents stored on your smartphone or on an expansion card (sold separately) inserted into your smartphone.

DID YOU KNOW? If you have a PDF file (.pdf), you can view the file using PDF Viewer. Press **Start**, select **Programs**, and then select **PDF Viewer** (see [PDF Viewer](#)).

Opening a document

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** .
- 3 Press **More**  (left softkey), and then select **Office Mobile** .
- 4 Select **Word Mobile** .
- 5 Navigate to and select the file you want.
- 6 To close the document, press **Menu**  (right softkey) and select **Close File**.

TIP If you want to create a new document, open an existing document and save it with a new name (see [Saving a copy of a document](#)). Alternatively, open the blank document template located in the My Files/Templates folder (see [Exploring files and folders](#)) and then save it with a new name.

TIP To open a file on an expansion card, press **Menu** (right softkey) and select **Storage Card**.

TIP To zoom in or out of an open document, press **View** (left softkey) and select the zoom level. To fit the document to your smartphone's screen, press **View** (left softkey) and select **Wrap to Window**.

TIP To view a document's properties, including the size and the date created, highlight the document name, press **Menu** (right softkey), and then select **Properties**.

Formatting text in a document

- 1 Open the document whose text you want to edit.
- 2 Press **Menu** **[...]** (right softkey) and select **Edit Mode**.
- 3 Position the cursor immediately to the right of the text you want to format.
- 4 Press **Menu** **[...]** (right softkey), select **Format**, and then select the formatting option you want: **Bold**, **Italic**, **Underline**, or **Highlight**.

TIP To undo the formatting change, press **Menu** (right softkey) and select **Undo**. To redo the last formatting change, highlight the text you want, press **Menu** (right softkey), and then select **Redo**.


TIP To exit Edit mode, press **Menu** (right softkey) and select **View Mode**.

Finding or replacing text in a document

- 1 Open the document containing the text you want to find.
- 2 Press **Menu** **[...]** (right softkey) and select **Find**.
- 3 Select **Find What** and enter the text you want to find.
- 4 (Optional) Check the **Match case** box to find text that matches the capitalisation in the text you entered step 3.
- 5 (Optional) Check the **Whole words only** box to find only full words that match the text you entered in step 3.
- 6 Press **Find** **[...]** (left softkey).
- 7 Press **Next** **[...]** (left softkey) to find the next instance of the text, or press **Cancel** **[...]** (right softkey) to stop searching.

Saving a copy of a document

NOTE If a document was previously saved on a computer, any unsupported formatting may be lost when you save the file.

- 1 Open the document you want to copy.
- 2 Press **Menu**  (right softkey) and select **File > Save As**.
- 3 Select **Name** and enter a new name for the file.
- 4 Select the **Location** list, and then select whether you want to store the file to the My Files folder on your smartphone (**Main memory**) or on an expansion card (**Storage Card**).
- 5 Select **Save**.









TIP If you select Main memory, the document is saved to the My Files folder on your smartphone by default. After the file is saved, you can move it to a different folder if you want (see [Finding information](#)).

Changing the document list display



You can choose whether to display documents in the documents list as icons


or in list format. You can also choose how documents are sorted.

The options you choose apply to files within the selected folder only. When you select a folder, all items in that folder—including any subfolders and other types of files—are displayed or sorted according to the options you select.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** .
- 3 Press **More** , and then select **Office Mobile** .
- 4 Select **Word Mobile** .
- 5 If the last document you were viewing is displayed, press **Menu**  (right softkey) and select **Close File** to view the documents list.
- 6 Press **Menu**  (right softkey) and select the folder containing the documents you want to work with: **My Device**, **Storage Card** (if an expansion card, sold separately, is inserted into your smartphone), or **My Files**.

TIP To sort documents in a different folder, select **My Device** or **My Files** and navigate to the folder you want.

- 7 To change the documents list display, press **Menu**  (right softkey) and select **View**. Select **Icons** or **List**.
- 8 To change the sort criteria, press **Menu**  (right softkey) and select **Sort By**. Select the sort option you want: **Name**, **Date**, **Size**, or **Type**.







The first time you select a sort option, items are sorted in ascending (A-Z, oldest to most recent, or smallest to largest) order. To change to descending (Z-A, most recent to older, or largest to smallest) order, press **Menu**  (right softkey) and select the same sort option.

PowerPoint Mobile

With PowerPoint Mobile, you can open and view slide show presentations created on your computer. Many presentation



elements such as slide transitions, animations, and URL links are supported.

Playing a presentation





- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** .
- 3 Press **More**  (left softkey), and then select **Office Mobile** .
- 4 Select **PowerPoint Mobile** .
- 5 Navigate to and select the file you want.

TIP To open a file on an expansion card, press **Menu** (right softkey) and select **Storage Card**.

TIP To view a document's properties, including the size and the date created, highlight the document name, press **Menu** (right softkey), and then select **Properties**.

- 6 Press **Right**  to advance to the next slide or **Left**  to view the previous slide.

NOTE If a presentation is set up as a timed slide show, the slides advance automatically. Presentations pause during zooming.

- 7 (Optional) If the softkey text labels are hidden, press the **right**  or **left**  softkey to display the labels, and then do either of the following:
- Press **Menu** , select **Go to Slide**, and then select the slide you want to view.
 - Press **Menu**  (right softkey) and select **Zoom In** or **Zoom Out**.


TIP To show web addresses as underlined hyperlinks, press **Menu** (right softkey) and select **Show Links**.

- 8 Press **End**  (left softkey) to stop the show.

DID YOU KNOW? By default, the softkey labels such as Menu are hidden when you open a presentation, so you need to press the **right** or **left** softkey once to display them, and then press **Menu** (right softkey) to open the menu.

Setting presentation playback options

- 1 Open the presentation for which you want to change the settings.

- 2 Press **Menu**  (right softkey) and select **Options**.
- 3 Select the **Orientation** list, and then select the orientation you want.
- 4 Check the **Override playback options** box and set any of the following options:

Without animation: Turns off builds and other animations.

Without transition: Turns off transition effects between slides.

Without media: Turns off sound or other media files.

Use timings: Enables the timings recorded with each slide in a presentation. If a presentation is set up as a timed slide show, the slides advance automatically. Presentations pause during zooming.

Loop continuously: Advances to the first slide after playing the last slide in a presentation.

- 5 Press **Done**  (left softkey).







TIP To turn the presentation into a continuously looping slide show, check both the **Use timings** and the **Loop continuously** boxes.



TIP To customise your presentation playback, press **Menu** (right softkey); select **Custom**; and then select the slides you want to include, the order of slides, and so on. Custom slide show is not available for all presentations.

Changing the presentation list display



You can choose whether to display presentations in the presentations list as icons or in list format. You can also choose how presentations are sorted.

The options you choose apply to files within the selected folder only. When you select a folder, all items in that folder—including any subfolders and other types of files—are displayed or sorted according to the options you select.


- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** .
- 3 Press **More** , and then select **Office Mobile** .
- 4 Select **PowerPoint Mobile** .

- 5 If the last presentation you were viewing is displayed, press **End**  (left softkey) to close the presentation and view the presentations list.
- 6 Press **Menu**  (right softkey) and select the folder containing the presentations you want to work with: **My Device**, **Storage Card** (if an expansion card, sold separately, is inserted into your smartphone), or **My Files**.

TIP To sort presentations in a different folder, select **My Device** or **My Files** and navigate to the folder you want.




- 7 To change the presentations list display, press **Menu**  (right softkey) and select **View**. Select **Icons** or **List**.
- 8 To change the sort criteria, press **Menu**  (right softkey) and select **Sort By**. Select the sort option you want: **Name**, **Date**, **Size**, or **Type**.

The first time you select a sort option, items are sorted in ascending (A-Z, oldest to most recent, or smallest to largest) order. To change to descending (Z-A, most recent to older, or largest to

smallest) order, press **Menu**  (right softkey) and select the same sort option.

Saving a copy of a presentation

NOTE If a presentation was previously saved on a computer, any unsupported formatting may be lost when you save the file.







- 1 Open the presentation you want to copy.
- 2 If the softkey text labels are hidden, press the **right**  or **left**  softkey to display the labels.
- 3 Press **Menu**  (right softkey) and select **File > Save As**.
- 4 Select **Name** and enter a new name for the file.
- 5 Select the **Location** list, and then select whether you want to store the file to the My Files folder on your smartphone (**Main memory**) or on an expansion card (**Storage Card**).
- 6 Select **Save**.

TIP If you select Main memory, the presentation is saved to the My Files folder on your smartphone by default. After the file is saved, you can move it to a different folder if you want (see [Finding information](#)).

Excel Mobile

With Excel Mobile you can view and edit workbooks on your smartphone. You can also edit workbooks that you create on your computer. However, keep in mind that you may lose some of the information and formatting when you save the workbook on your smartphone.




Viewing a workbook



- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** .
- 3 Press **More**  (left softkey), and then select **Office Mobile** .
- 4 Select **Excel Mobile** .
- 5 Navigate to and select the file you want.

TIP To open a file on an expansion card, press **Menu** (right softkey) and select **Storage Card**.

DID YOU KNOW? By default, the softkey labels such as **Menu** are hidden when you open a workbook, so you need to press the **right** or **left** softkey once to display them, and then press **Menu** (right softkey) to open the menu.

TIP To zoom in or out and set other viewing options, press the **right** or **left** softkey, press **View** (right softkey), and then select the options you want.

- 6 If the softkey text labels are hidden, press the **right**  or **left**  softkey to display the labels.
- 7 Press **View**  (left softkey) and select any of the following:
 - Full Screen:** Shows as much of a worksheet as can be displayed with a readable text size.
 - Cell Text:** Shows the full contents of a highlighted cell, as well as the cell row letter and column number. The Cell Text option does nothing if an empty cell is highlighted.

Overview: Shows an entire worksheet. In Overview view, you can select an area of the worksheet to view in Full Screen view. Use the **5-way**  to move the red selection border, and press **Centre**  to select the area you want to view.

Freeze Panes: Locks rows and columns so they remain visible while you scroll. Highlight the cell at the point at which you want to lock before you select this command. To unlock the rows or columns, select **View > Unfreeze Panes**.





Zoom: Sets the magnification level so that you can easily read the worksheet.

Sheet: Lets you switch to a different worksheet.

TIP To jump to a cell or region, press **Menu** (right softkey) and select **Go To**. (In Edit mode, select **Tools > Go To**.) Select **Cell reference or name** and enter the target cell info. Press **OK** (left softkey).

TIP If you want to create a new workbook, open an existing workbook and save it with a new name (see [Saving a copy of a workbook](#)). Alternatively, open the blank workbook template located in the My Files/Templates folder (see [Exploring files and folders](#)) and then save it with a new name.

Entering text in a cell

- 1 Open the workbook where you want to enter text.
- 2 If the softkey text labels are hidden, press the **right**  or **left**  softkey to display the labels.
- 3 Press **Menu**  (right softkey) and select **Edit Mode**.
- 4 Press **Menu**  (right softkey) and select **Edit > Cell Text**.

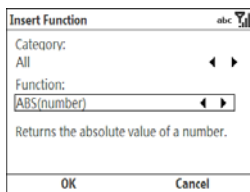
- 5 Enter the text you want.
- 6 Press **Done**  (left softkey).

TIP To quickly delete cell text, in Edit mode, press **Menu** (right softkey) and select **Edit > Clear Cell**.

TIP To undo or redo any edits you make in a workbook, in Edit mode, press **Menu** (right softkey) and select **Undo [last action]** or **Redo [last action]**.

Inserting a function

- 1 Open the workbook where you want to insert the function.
- 2 If the softkey text labels are hidden, press the **right**  or **left**  softkey to display the labels.
- 3 Press **Menu**  (right softkey) and select **Edit Mode**.
- 4 Select the cell where you want to insert the function.
- 5 Press **Edit**  (right softkey) and select **Insert Function**.



- 6 Select the **Category** list, and then select the type of function you want to insert.
- 7 Select the **Function** list, and then select the specific function you want to insert.
- 8 Press **OK** [•••] (left softkey).
- 9 Enter any values needed in the function.
- 10 Press **Done** [•••] (left softkey).

Selecting cells, rows, or columns

- 1 Open the workbook containing the elements you want to select.
- 2 If the softkey text labels are hidden, press the **right** [•••] or **left** [•••] softkey to display the labels.
- 3 Press **Menu** [•••] (right softkey) and select **Edit Mode**.
- 4 Navigate to one of the cells you want to select so that it is highlighted.

- 5 Press **Menu** [•••] (right softkey), select **Select**, and then select the type of item you want to select: **Cells**, **Columns**, **Rows**, or **All** (all cells in the worksheet).
- 6 If you selected Cells, Columns, or Rows, use the **5-way** [•] to highlight the items you want.
- 7 Press **Done** [•••] (left softkey).

Adding cells, rows, or columns

- 1 Open the workbook you want.
- 2 If the softkey text labels are hidden, press the **right** [•••] or **left** [•••] softkey to display the labels.
- 3 Press **Menu** [•••] (right softkey) and select **Edit Mode**.
- 4 Select the area above or to the left of where you want to insert an element (see [Selecting cells, rows, or columns](#)).
- 5 Press **Menu** [•••] (right softkey), select **Insert**, and then select how you want to insert the elements:
Row: Inserts the same number of new rows as the number of cells you selected vertically in step 2—for example, if you selected an area containing two cells vertically (A1 and

A2), selecting Entire row inserts two rows; so the original rows 1 and 2 (and their contents) are now rows 3 and 4. The rows containing the selected area and all rows beneath it move the same number of rows—two in this example—down.

Column: Inserts the same number of new columns as the number of cells you selected horizontally in step 2. For example, if you selected an area containing two cells (A1 and B1) horizontally, selecting Entire column inserts two columns; so the original columns A and B (and their contents) are now columns C and D. The columns containing the selected area and all columns to the right of it move the same number of columns—two in this example—to the right.

Shift Right: Inserts the same number of new cells as the number of cells you selected horizontally in step 2. For example, if you selected an area containing two cells (A1 and B1) horizontally, selecting Shift cells right inserts two horizontal cells; so the original A1 and B1 (and their contents)



are now C1 and D1. The selected area and all cells to the right of it move the same number of columns—two in this example—to the right.

Shift Down: Inserts the same number of new cells as the number of cells you selected vertically in step 2. For example, if you selected an area containing two cells (A1 and A2) vertically, selecting Shift cells down inserts two vertical cells; so the original A1 and A2 (and their contents) are now A3 and A4. The selected area and all cells below it move the same number of rows—two in this example—down.

6 Press **Done**  (left softkey).

Moving cells, rows, or columns

You can cut or copy an area of a worksheet and paste it elsewhere on the same worksheet or on a different worksheet.

- 1 Open the workbook containing the elements you want to move.
- 2 If the softkey text labels are hidden, press the **right**  or **left**  softkey to display the labels.

- 3 Press **Menu** [⋮] (right softkey) and select **Edit Mode**.
- 4 Select the area you want to move (see [Selecting cells, rows, or columns](#)).
- 5 Press **Menu** [⋮] (right softkey) and select **Edit** > **Cut** or **Edit** > **Copy**.
- 6 Navigate to the area where you want to insert the cells, rows, or columns.
- 7 Press **Menu** [⋮] (right softkey) and select **Edit** > **Paste**,

Deleting cells, rows, or columns

- 1 Open the workbook containing the elements you want to delete.
- 2 If the softkey text labels are hidden, press the **right** [⋮] or **left** [⋮] softkey to display the labels.
- 3 Press **Menu** [⋮] (right softkey) and select **Edit Mode**.
- 4 Select the area you want to delete (see [Selecting cells, rows, or columns](#)).

- 5 Press **Menu** [⋮] (right softkey), select **Edit** > **Delete Cells**, and then select how you want to remove the elements:

Shift cells left: Deletes the highlighted cells and moves all cells on their right to the left.

Shift cells up: Deletes the highlighted cells and moves all cells below them up.






Entire row: Deletes the entire row(s) in which the highlighted cells are located, and moves all rows below them up.

Entire column: Deletes the entire column(s) in which the highlighted cells are located, and moves all columns on their right to the left.




NOTE Excel Mobile adjusts formulas to reflect the new cell locations. However, a formula that refers to a deleted cell displays the #REF! error value.



- 6 Press **Done** [⋮] (left softkey).

Naming a cell or range of cells




- 1 Open the workbook containing the cells you want to name.
- 2 If the softkey text labels are hidden, press the **right**  or **left**  softkey to display the labels.
- 3 Press **Menu**  (right softkey) and select **Edit Mode**.
- 4 Press **Menu**  (right softkey) and select **Edit > Define Name**.
- 5 Select **Range Name** and enter a name for the cell or range.
- 6 Select **Refers to** and enter the cell range to be included.
- 7 Press **Done**  (left softkey).

Sorting info in a worksheet

- 1 Open the workbook containing the elements you want to delete.
- 2 If the softkey text labels are hidden, press the **right**  or **left**  softkey to display the labels.
- 3 Press **Menu**  (right softkey) and select **Edit Mode**.
- 4 Select the cells you want to sort (see [Selecting cells, rows, or columns](#)).

- 5 Press **Menu**  (right softkey) and select **Tools > Sort**.
- 6 Select the **Sort by** list, and then select the primary sort column.
- 7 Check the **Ascending** box to sort in ascending order. Leave the box unchecked to sort in descending order.
- 8 (Optional) Select the **Then by** lists, and then select second- and third-level sorting options.
- 9 Check or uncheck the **Exclude header row from** sort box to indicate whether you want to sort the header row.
- 10 Press **OK**  (left softkey).

Finding info in a workbook

- 1 Open the workbook containing the info you want to find.
- 2 If the softkey text labels are hidden, press the **right**  or **left**  softkey to display the labels.
- 3 Press **Menu**  (right softkey) and select **Find**. If you are in Edit mode, select **Tools > Find**.
- 4 Select **Find what** and enter the info you want to find.

- (Optional) Check the **Match case** box to find text that matches the capitalisation in any text you entered in step 3.
- (Optional) Check the **Match entire cells** box to find only entire cell contents that match any text you entered in step 3.
- Select the **Look in** list and select whether to look in **Formulas** or **Values**.
- Press **Find** (left softkey).
- Press **Next** (left softkey) to find the next instance of the text, or press **Cancel** (right softkey) to stop searching.
- Select **Name** and enter a new name for the file.
- Select the **Location** list, and then select whether you want to store the file to the My Files folder on your smartphone (**Main memory**) or on an expansion card (**Storage Card**).
- Select **Save**.

TIP If you select Main memory, the workbook is saved to the My Files folder on your smartphone by default. After the file is saved, you can move it to a different folder if you want (see [Finding information](#)).

Saving a copy of a workbook






NOTE If a workbook was previously saved on a computer, any unsupported formatting may be lost when you save the file.

- Open the workbook you want to copy.
- If the softkey text labels are hidden, press the **right** or **left** softkey to display the labels.
- Press **Menu** (right softkey) and select **File > Save As**.

PDF Viewer



ClearVue PDF Viewer lets you view PDF files whether they are saved to your smartphone, attached to email messages, stored on an expansion card (sold separately) inserted into your smartphone's expansion card slot, or downloaded from the web.

Opening a file

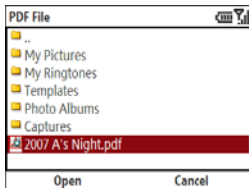
- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Select **PDF Viewer** .
- 4 Press **File** (left softkey) and select **Open**.
- 5 Navigate to and select the file you want.

TIP To open a recently viewed file, press **File** (left softkey) and select **Recent Files**.

TIP To open a file on an expansion card, after you select Open, select the topmost folder icon with two periods next to it, and then select **Storage Card**.

- 6 Press **Up** , or **Down**  to scroll through the file.
- 7 (Optional) To zoom in or out, press **Zoom** (right softkey) and select the zoom level. Select **Page Width** to resize the file so that the width of the file matches the width of the screen.
- 8 When you have finished viewing the file press **File** (left softkey) and select **Close**.

TIP To view detailed information about PDF Viewer, press **File** (left softkey) and select **About**. For help using the application, press **File** (left softkey) and select **Help**.





Your application and info management tools

Your Palm® Treo™ 500v smartphone comes equipped with a variety of tools for managing and organising your information. Get the most out of your smartphone: Install business, education, or leisure-time applications. After you use your smartphone to create or capture important business and personal information, use one of several options to share the info with others. Insert expansion cards (sold separately) for a compact and virtually limitless answer to the storage dilemma. And because there's one on your smartphone, you never need to carry a separate calculator.

Benefits

- Quickly locate files and folders
- Install applications, games, and other software
- Store and carry info
- Keep others up-to-date with meaningful business and personal information
- Always have a calculator with you

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Finding information

Quickly find who or what you're looking for by using one of these search features:

- **Lookup:** Find and dial your contacts by name or phone number. See [Dialling by contact name](#) for details.
- **My Files:** Browse through the files and folders on your smartphone or on an expansion card.
- **Global Address List Lookup:** Look up names in your online corporate address list.
- **Email message search:** Display only those messages whose senders, recipients, or subjects match the text you enter (see [Finding messages](#)).




TIP For information on opening and closing apps, see [Opening and closing applications](#).

Exploring files and folders


You can browse the contents of folders on your smartphone or on an expansion card. The root folder on your smartphone is named My Device. My Device is similar to

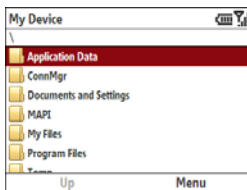
My Computer (Windows XP) or Computer (Windows Vista) on your computer.


Your smartphone also contains a My Files folder where pictures you capture and Microsoft Office Mobile files you save are stored by default. My Files is similar to My Documents (Windows XP) or Documents (Windows Vista) on your computer

- 1 Press **Home** , and then press **Centre** .
- 2 Select **My Files** .
- 3 Navigate to and select the folder you want to explore. Here are some tips:

To move up one folder level: Press **Up** (left softkey).

To quickly jump to the My Device folder: Press **Menu**  (right softkey) and select **My Device**.



To quickly jump to the My Files folder: Press **Menu**  (right softkey) and select **My Files**.


TIP When the items in a folder are displayed, you can sort them by name, date, size, or type. Press **Menu** (right softkey), select **Sort** **by**, and then select the sort method.

4 Do any of the following:

- To open an item, select it.
- To delete or rename an item, highlight the item, press **Menu** (right softkey), select **Edit**, and then select the appropriate command.

IMPORTANT Do not delete any files that you cannot identify. These files may be required for your smartphone to function properly.

- To send an item, highlight the item, press **Menu** (right softkey), and then select **Beam** to send to another nearby Bluetooth device, or select **Send** and select the method you want to use the send the item.

- To move or copy a file to another folder, highlight the item, press **Menu** (right softkey), and then select **Edit** > **Cut** or **Edit** > **Copy**. Open the destination folder, press **Menu** (right softkey), and then select **Edit** > **Paste**.
- To highlight multiple items, while pressing and holding **Shift** , press **Up** ▲ or **Down** ▼.

Installing applications

Your smartphone comes with several built-in and ready-to-use applications. You can also install third-party applications that are compatible with Microsoft Windows Mobile® 6 Standard edition devices, such as business software, games, and more.

Applications you download to your computer are likely to be in a compressed format such as ZIP. If the file is compressed, you need to use a decompression utility on your computer,

such as WinZip, to decompress the file before you install the application on your smartphone.

These instructions tell you how to install basic files onto your smartphone. Some software uses an installer or wizard to guide you through the process. For details, consult the documentation that came with the software.

TIP If an application does not have a Microsoft Mobile to Market certificate, you see a message indicating that the application is untrusted. If this occurs, you can indicate whether you want to continue the installation.

Installing third-party applications

When installing third-party applications, note the following:

- Install only apps that are designed for Microsoft Windows Mobile 6 Standard.
- Apps designed for Microsoft Windows Mobile 6 Professional or any edition of Windows Mobile 5.x software are not compatible with your smartphone.
- If you can try a free or trial version of the software before purchasing it, you

can test it first to make sure it works properly.




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

DID YOU KNOW? You can purchase a third-party application that lets you run Palm OS® applications on your smartphone.

Installing applications from the Internet

You can use Internet Explorer Mobile to install Windows Mobile apps in the CAB file format directly from the Internet. For files in any other format except CAB, you must first download the files to your computer and then install them to your smartphone by synchronising.

- 1 Make sure your phone is on and that you are in a coverage area (see [Turning your phone on](#)).
- 2 Download the application file you want to install (see [Downloading files and images from a web page](#)).

- 3 When the download has finished, press **Home** , and then press **Centre** .
- 4 Select **My Files** .
- 5 Select the file you downloaded to start the installation program.

Installing applications from your computer

BEFORE YOU BEGIN To install an application from your computer to your smartphone, you must first install the desktop synchronisation software on your computer (see [Installing ActiveSync desktop software: Windows XP](#) or [Installing Windows Mobile Device Center: Windows Vista](#)).

- 1 Open **My Computer** or **Windows Explorer** on your computer.
- 2 Double-click the icon representing your smartphone.
- 3 Copy the application file(s) into the folder.
- 4 Connect your smartphone to your computer to synchronise and install the application(s) on your smartphone.

TIP You can install Java application files called Midlets onto your smartphone, either from your computer or from the Internet. (To install a Midlet from your computer, first copy the file to your smartphone using your desktop synchronisation software.) Press **Home**, press **Centre**, and then select **Applications**. Select **Organiser & Tools**, and then select **Java**. Press **Menu** (right softkey), select **Install**, and then select **Local** (to install a file from your computer) or **Internet**. After you install the file, press **Menu** (right softkey) to perform various tasks using the file.

Installing applications onto an expansion card

BEFORE YOU BEGIN To install an application from your computer to an expansion card, you must first install the desktop synchronisation software on your computer (see [Installing ActiveSync desktop software: Windows XP](#) or [Installing Windows Mobile Device Center: Windows Vista](#)).


- 1 Insert the expansion card into the expansion card slot (see [Inserting and removing expansion cards](#)).

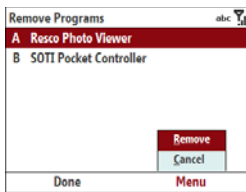
- 2 Connect your smartphone to your computer using the USB sync cable.
- 3 Open **My Computer** or **Windows Explorer** on your computer.
- 4 Double-click the icon representing your smartphone.
- 5 Navigate to the folder representing the expansion card.
- 6 Copy the application file(s) into the expansion card folder.

Removing applications

To free up memory on your smartphone, you can remove applications that you no longer use. You can remove only applications, patches, and extensions that you install; you cannot remove the built-in applications that reside in the Read-Only Memory (ROM) portion of your smartphone.




- 1 Press **Home** , and then press **Start**  (left softkey).

- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **More**, and then select **Remove Programs**.




- 4 Highlight the application that you want to remove.

DID YOU KNOW? Built-in applications that cannot be deleted are not listed in the Remove Programs list.

- 5 Press **Menu**  (right softkey) and select **Remove**.
- 6 Press **Yes**  (left softkey) to confirm the deletion.
- 7 Press **Done**  (left softkey).

Sharing information

Your smartphone comes equipped with a variety of options for sharing information, so that you can choose the quickest, most convenient way to send your info or to receive info from another device.

- When you have a file open such as a picture or a Word document, you can easily share a file by pressing **Menu**  (right softkey) and then selecting the **Send** or **Beam** option. The option name changes depending on the type of file you are sending.
- You can insert a picture or attach a note or other file to an email. You can also receive pictures and attachments (see [Your email](#)).
- You can attach a picture, video, or sound file to a multimedia message (see [Creating and sending a multimedia message](#)).
- You can synchronise to share info between your smartphone and your computer or between your smartphone

and Microsoft Exchange Server 2003 or 2007 (see [Synchronising information](#)).

- If you are near someone, you can beam files and applications between your smartphone and your neighbor's device using the built-in Bluetooth® wireless technology (see [Beaming information](#)).
- You can also store files on an expansion card and share the expansion card (see [Using expansion cards](#)).

Beaming information

Your smartphone is equipped with built-in Bluetooth wireless technology that enables you to beam information to another device enabled with Bluetooth technology.


The maximum range for beaming with Bluetooth technology is about 9 metres. Performance and range are affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

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

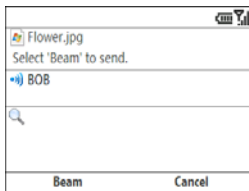
DID YOU KNOW? The type of information you can beam depends on the type of device to which you are beaming. Other Windows Mobile 6 Standard devices are always compatible with your Treo 500v smartphone.

Beaming an entry or file

BEFORE YOU BEGIN Make sure your smartphone has the Bluetooth feature turned on (see [Entering basic Bluetooth settings](#)).

- 1 Highlight the entry or file you want to beam.
- 2 Press **Menu**  (right softkey) and select **Beam...** (the menu item changes names based on the type of item you highlighted).

- 3 Select the name of the receiving device.






- 4 Wait for “Done” to appear next to the name of the receiving device before you continue using your smartphone.

TIP The regional setting determines the list of characters that can be used when info is beamed between devices. If you try to send or receive a character that is not on the list, it appears as a question mark (see [Setting display formats](#)).

Turning on the option to receive beamed information

By default, the option to receive beamed information on your smartphone is turned off. You need to turn the beam option on before you can receive information being beamed from another device.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Connections**, and then select **Beam**.
- 4 Check the **Receive incoming beams** box.

Receiving beamed information

BEFORE YOU BEGIN Make sure your smartphone has both the Bluetooth feature (see [Entering basic Bluetooth settings](#)) and the option to receive beamed information (see [Turning on the option to receive beamed information](#)) turned on.

- 1 Turn on your screen if it is not already on.
- 2 When the Receiving Data message appears, select **Yes** to receive the beam.

TIP If the option to receive beamed information is turned on but you can't receive beamed info, try a soft reset (see [Resetting your smartphone](#)).

Using expansion cards

The expansion card slot on your smartphone enables you to add microSD expansion cards to extend the storage capacity of your smartphone. For example, expansion cards can store the following:

- Pictures
- Videos
- MP3 audio files
- Email attachments
- Games
- Applications
- Databases

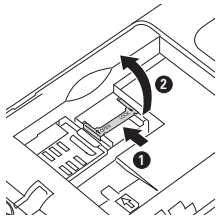
Expansion cards are sold separately.

TIP We recommend that you purchase preformatted expansion cards (most cards are preformatted). To format a card on your own, you need to connect a card reader (sold separately) to your computer.

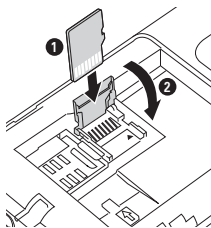
DID YOU KNOW? You can print pictures from an expansion card or use one with your computer. Most cards are sold with a card adapter that allows you to use your card in the same way as a regular-sized expansion card. If your expansion card does not come with an adapter, you can purchase one separately.

Inserting and removing expansion cards

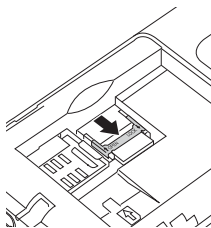
- 1 Slide the battery cover off the back of your smartphone and remove the battery.
- 2 Gently push the guide on the expansion card tray toward the side of battery compartment (1) until it pops up (2).




- 3 Lift the tray until it is fully extended, and then insert the expansion card into the tray (1). The gold contacts on the card should be toward the bottom of your smartphone and should be visible.



- 4 Press the tray down toward the bottom of the battery compartment (2).
- 5 Gently push the guide away from the side of the battery compartment until it locks into place.






- 6 Reinsert the battery and replace the battery cover.
- 7 Press and hold **Power**  until the Palm® logo appears.

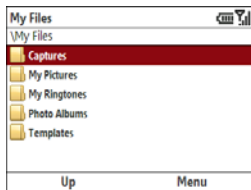
NOTE Repeat these steps when you want to remove or replace an expansion card.


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.

TIP To run an application on an expansion card, your smartphone must have enough free space in the internal memory to run the application.


- 1 Insert the expansion card into the expansion card slot.
- 2 Press **Home** , and then press **Centre** .
- 3 Select **My Files** .




- 4 Press **Menu**  (right softkey) and select **Storage Card**.
- 5 Select the application you want to open.

Saving files to an expansion card




You can save space on your smartphone by saving files to an expansion card. For example, when you create new Word Mobile documents, notes, Excel Mobile workbooks, pictures, videos, and audio files, you can save them directly to an expansion card. Saving files to an expansion card also makes it easy to share those files with others. (Some applications may not support this feature.)

- 1 Insert an expansion card into the expansion card slot.
- 2 Open the application containing the file you want to save.
- 3 Press **Menu**  (right softkey) and select the option to save the file. The option name and location may change depending on the type of file you are sending.




TIP If you don't see a save option when you press Menu (right softkey), look in the submenus (if present). If you still can't find a save option, the application may not support this feature.

- 4 Select the option for where to save info, and then select **Storage Card**. The option name changes depending on the application you are in.
- 5 Press **Save**  (left softkey).

Copying or moving applications and files between your smartphone and an expansion card





- 1 Insert the expansion card into the expansion card slot.
- 2 Press **Home** , and then press **Centre** .
- 3 Select **My Files** .
- 4 Select the file or application you want to copy or move (see [Exploring files and folders](#)).

TIP Your applications are usually located in the My Device/Program Files folder.

- 5 Press **Menu**  (right softkey) and select **Edit > Copy** or **Edit > Cut**.
- 6 Press **Menu**  (right softkey) and select **Storage Card**.
- 7 Go to the folder where you want to place the selected item.
- 8 Press **Menu**  (right softkey) and select **Edit > Paste**.

TIP You can also use the explore option in your desktop synchronisation software to drag and drop files to your smartphone or copy files between your smartphone and an expansion card.







Exploring files on an expansion card

- 1 Insert the expansion card into the expansion card slot.
- 2 Press **Home** , and then press **Centre** .
- 3 Select **My Files** .
- 4 Press **Menu**  (right softkey) and select **Storage Card**.
- 5 Select the folder or files you want to view.

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.

TIP Before copying information to or renaming the files or folders on an expansion card, or renaming the card itself, make sure the card is not write-protected. See the instructions that came with your card for details.

- 1 Insert the expansion card into the expansion card slot.
- 2 Press **Home** , and then press **Centre** .
- 3 Select **My Files** .
- 4 Press **Menu**  (right softkey) and select **My Device**.
- 5 Highlight the current expansion card name (Storage Card by default).
- 6 Press **Menu**  (right softkey) and select **Edit** > **Rename**.
- 7 Enter a new name for the card.
- 8 Press **Centre** .

Encrypting an expansion card

When you encrypt an expansion card, the info on the card can be read only by your smartphone—so no one can see what's on the card if it gets lost or stolen.

- 1 Insert the expansion card into the expansion card slot.
- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **More**, and then select **Security**.
- 4 Select **Encryption**.
- 5 Check the **Encrypt files placed on storage cards** box.
- 6 Press **Done**  (left softkey).






NOTE If your organisation enforces an encryption policy, you can see that the box is checked but cannot uncheck it.

Calculator

You can use Calculator for basic arithmetic calculations, such as addition, subtraction, multiplication, and division.



Performing calculations

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Select **Calculator** .
- 4 Use the number keys to enter numbers.
- 5 To perform calculations, do any of the following:

Add numbers: Press **Up** .

Subtract numbers: Press **Down** .


Multiply numbers: Press **Left** .


Divide numbers: Press **Right** .


Calculate the result: Press **Centre** .


Enter a decimal point: Press the ***** key.

Switch a number between positive and negative: Press the **#** key.

Express the displayed number as a percentage: Press **Menu**  (right softkey) and select %.

Calculate the square root of the displayed number: Press **Menu**  (right softkey) and select $\sqrt{\quad}$.


Calculate the displayed number as the fraction 1/[displayed number]: Press **Menu**  (right softkey) and select $1/x$.

Clear the current calculation and displayed number: Press **Clear**  (left softkey).

TIP For more advanced calculations, use Excel Mobile. See [Excel Mobile](#) for details.

Using the Calculator memory


To store only the displayed number in memory:

Press **Menu**  (right softkey) and select **MS**.

DID YOU KNOW? When you store a number in memory, it replaces the number that is currently stored.

To add the displayed number to any

number already stored in memory: Press

Menu  (right softkey) and select **M+**.

To display the number stored in

memory: Press **Menu**  (right softkey)

and select **MR**.

To clear the memory: Press **Menu**

(right softkey) and select **MC**.



Your personal settings

Customising is optional. But why not personalise your Palm® Treo™ 500v smartphone to make it match your lifestyle and work even harder for you?

You can easily customise the sounds, fonts, screen colours, and more on your smartphone. Take advantage of various levels of security. Prevent making an accidental (and expensive) phone call by locking the keyboard. There are lots of ways to make your smartphone work better for you.

Benefits

- Conserve power
- Secure your phone and your data
- Make your screen easy to read





In this chapter

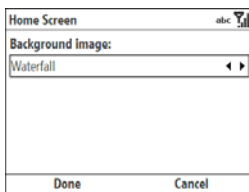
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Home screen settings

Selecting your Home screen background

You can use any picture that is stored on your smartphone, or on an expansion card (sold separately) inserted into your smartphone, as the background for your Home screen. Your smartphone automatically detects all supported picture files on your smartphone or an expansion card and displays them as options in the background selection list.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and select **Home Screen**.
- 3 Press **Right**  or **Left**  to select the picture you want to use.







- 4 Press **Done**  (left softkey).

DID YOU KNOW? In addition to setting a background image for your Home screen, you can change the colour theme for your smartphone (see [Changing the system colour scheme](#)).

Selecting your Home screen layout

You can select a Home screen option to display or hide items such as recently used application icons, upcoming calendar appointments, and new text or email messages.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).

- 3 Select **Home Screen**.
- 4 Select the **Home Screen layout** list, and then select the layout you want.
- 5 Press **Done**  (left softkey).


DID YOU KNOW? The default Home screen layout on your smartphone is called Vodafone. This layout allows you quick access to content lists and the Main Menu. If you choose another layout, to access the content lists from the Home screen, press **Start** (left softkey). With the content lists open, to access the Main Menu, press **Main Menu** (right softkey).

System sound settings

When you're in a meeting, at the movies, or anywhere that silence is required, you can silence all sounds on your smartphone, including Calendar notifications and system sounds. This does not mute the speaker during phone calls. You can also set a different sound profile such as having your smartphone vibrate.

BEFORE YOU BEGIN If you want to use a downloaded sound file, a sound file on an expansion card (sold separately) inserted into your smartphone, or a sound file that you installed onto your smartphone, make sure the file has been saved or copied to the My Ringtones folder on your smartphone (see [Finding information](#)). The sound file then becomes available to use for any of the sound settings described in this section.

Selecting a sound profile




- 1 Press **Power** .
- 2 Select the sound option you want: **Normal**, **Silent**, or **Vibrate**. To select additional options, select **More**, and then select **Outdoor** or **Automatic**.

NOTE When the profile is set to Silent, you can still listen to music through your smartphone's speaker. System sounds such as the battery charge alert and camera shutter are also still audible.

DID YOU KNOW? The Automatic profile switches from the Normal profile to Vibrate when the Calendar application on your smartphone indicates that you currently have an appointment.

Customising sound profiles

For each sound profile except Automatic, you can customise the settings for that profile. The Automatic profile uses whatever options you set for the Normal and Vibrate profiles.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and select **Profile**.
- 3 Highlight the profile you want to customise.
- 4 Press **Menu**  (right softkey) and select **Edit**.
- 5 Set any of the following options:
 - Name:** Specifies a name for the profile.
 - Ring type:** Sets the ringtone associated with this profile.

Ring volume: Sets the ringer volume associated with this profile.

Alarm type: Sets how your smartphone presents an alarm when using this profile.

Alarm volume: Sets the alarm volume associated with this profile.

Reminder type: Sets how your smartphone presents a reminder when using this profile.

Reminder volume: Sets the reminder volume associated with this profile.

Notification type: Sets how your smartphone presents a notification when using this profile.

Notification volume: Sets the notification volume associated with this profile.

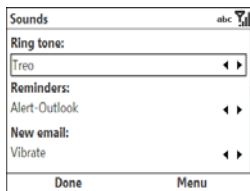
System sound volume: Sets the volume for all system sounds when using this profile.

- 6 Press **Done**  (left softkey).

TIP To restore a profile's default settings, highlight the profile, press **Menu** (right softkey), and then select **Reset to default**.

Selecting Sounds & Notifications

- 1 Press **Home** (⏠), and then press **Start** (⋮) (left softkey).
- 2 Navigate to the **My Settings** content list and select **Ring Tone**.
- 3 Set any of the following options:



NOTE To select sound options associated with phone calls, see [Selecting ringtones and alert sounds](#).

Reminders: Sets the alert tone for calendar and task reminders.

New email: Sets the alert tone for new incoming email messages.

New Text/MMS message: Sets the alert tone for new incoming text and multimedia messages.

New instant message: Sets the alert tone for new incoming instant messages, if you have set Windows Live Messenger (see [Using Windows Live Messenger](#)).

New channel message: Sets the alert tone for new incoming system messages from your network operator.

Alarm clock: Sets the alarm clock tone (see [Setting system alarms](#)).

SIM toolkit messages: Sets the alert tone for new incoming messages associated with the SIM toolkit, if your network operator has activated SIM toolkit services (see [Using the SIM toolkit](#)).

Exclamation/Question/Warnings: Sets the tones for the various types of system alerts on your smartphone.

DID YOU KNOW? Exclamations, questions, and warnings are alerts that require some type of input from you. They represent three different levels of importance, with exclamations representing critical errors that require input.

Keypad control: Specifies whether you hear a tone or a click when you press keys.





TIP For most alert types, you can select **Vibrate** to have your smartphone vibrate rather than make a sound. You can also select **None** to receive no alert.

DID YOU KNOW? When you select a sound, the sound plays briefly after a few seconds so you can preview it.

TIP To delete sounds, press **Menu** (right softkey) and select **Delete Sounds**. You can delete sounds that you have added to your smartphone only.





Setting alert options

You can set a timeout interval for alerts that require user interaction (such as warnings and questions), and set the volume for alerts that arrive when you are on a call.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **More**, and then select **Accessibility**.
- 4 Set either of the following options:
 - Confirmation time out:** Sets the time interval that alerts requiring user interaction are displayed before timing out.
 - In-call alert volume:** Specifies the volume for alerts that arrive while you are on a call.
- 5 Press **Done**  (left softkey).

Display and appearance settings

Adjusting the brightness

- 1 Press **Option** , and then press **P** .
- 2 Press **Left**  and **Right**  to adjust the brightness.

- 2 Press **Done** [⋮] (left softkey).

Changing the text size

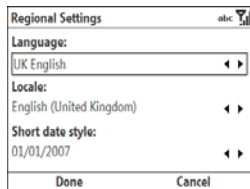
You can make the onscreen text larger for easier viewing. This affects text within all applications and settings screens; it does not affect text on the Home screen, content lists, or the Main Menu.

- 1 Press **Home** [⏠], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).
- 3 Select **More**, and then select **Accessibility**.
- 4 Select **System font size**.
- 5 Press **Right** ▶ or **Left** ◀ to adjust the text size.
- 6 Press **Done** [⋮] (left softkey).

Setting display formats

- 1 Press **Home** [⏠], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).

- 3 Select **More**, and then select **Regional Settings**.



- 4 Scroll among the fields and customise the format settings. Note the following:

Locale: Sets the default format settings. The locale setting determines all display formats (date, time, and so on) on your smartphone unless you use another Regional Settings field to select a different format for a specific type of display item.

X date style: Sets the short date style and long date style.

Time formats: Sets the time style, separators, and AM and PM symbols.

Positive/Negative number: Sets the decimal symbol and number of decimal places, the digit grouping symbol and





group size, list separators, negative number sign symbol and format, leading zero display, and measurement system (metric vs. imperial).

Positive/Negative currency: Sets the currency symbol and position, the decimal symbol and position, digit grouping symbol and group size, and negative number format.

- 5 Press **Done**  (left softkey).

Changing the system colour scheme





TIP You can also set the background for your Home screen (see [Selecting your Home screen background](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Home Screen**.
- 4 Select the **Colour scheme** list, and then select the layout you want.
- 5 Press **Done**  (left softkey).

Application settings

Creating keyboard shortcuts

You can create keyboard shortcuts for applications you use frequently so that you can quickly access them. On your smartphone, shortcuts are called speed dials.

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** .
- 3 Highlight the application for which you want to create a shortcut.
- 4 Press **Menu**  (right softkey) and select **Add Speed Dial**.
- 5 (Optional) To change the name of this shortcut, select **Name** and enter the new name.

DID YOU KNOW? The Value field always displays the actual application name, even if you change the shortcut name.

- 6 Select the **Keypad assignment** list, and then select the key you want to assign to this application.

DID YOU KNOW? You can select a key that is already assigned to another application. An alert appears asking you to confirm that you want to replace the existing application with the new one. The 1 key is reserved for dialling your network operator's voicemail system and cannot be overwritten.

- 7 Press **Done** [⏏] (left softkey).

To access the application, press and hold the shortcut key.

TIP To view all of your current shortcuts, press **Home**, press **Centre** on the 5-way, and then select **Applications**. Select **Organiser & Tools**, press **More** (left softkey) and then select **Speed Dial**. To delete a shortcut, highlight the shortcut you want, press **Menu** (right softkey), and then select **Delete**. Press **Yes** (left softkey) to confirm the deletion.

Setting input options

- 1 Press **Home** [⏏], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).

- 3 Select **More**, and then select **More** again.

- 4 Select **Text Input Settings**.

- 5 Set any of the following options:

Input Language: Specifies the language to be used when you enter information using the keyboard.

Suggest words when typing:

Indicates whether word suggestions appear as you enter text. You can also specify how many letters you want to enter before a suggestion appears and how many suggestions you want to see.

TIP To enter a suggested word, press **Down** to highlight the suggestion, and then press **Centre** to accept it.

TIP To delete all entries from the list of word suggestions, press **Menu** (right softkey) and select **Clear Input History**.

Add a space after word: Specifies whether a space appears after you insert a suggested word.

Enable auto-correct: Indicates whether common misspellings such as “teh” are corrected automatically.

6 Press **Done**  (left softkey).

TIP You can also set the time interval that must pass before the keyboard recognises a second press of the same key. Press **Home**, press **Start**, and then navigate to the **My Settings** content list. Press **All Settings** (right softkey), select **More**, and then select **Accessibility**. Select the **Multipress time out** list, and then select a time interval.

Locking your smartphone and info

Your smartphone includes several features that help you protect your smartphone from inadvertent use and keep your information private. The built-in security software lets you use your smartphone for emergency calls, such as dialling your national emergency number, such as 112, even if it is locked. You can lock any of the following:

Keyboard: Manually disable all buttons to prevent accidental presses in your briefcase or pocket.

SIM card: Require a PIN to turn on your phone so you can make and answer calls.

Smartphone: Require a password to see any information on your smartphone.

Locking your keyboard



Do either of the following:

- Press and hold **End** .
- Press **Power**  and select **Lock**.

TIP If you're using a headset or hands-free device and your smartphone is in a pocket or bag, you can lock the keyboard during a call to prevent accidental key presses.

Unlocking the keyboard

When the keyboard is locked, follow these steps to unlock it.

- 1 Press **Unlock**  (left softkey).
- 2 Press the * key. (You do not need to press **Option**  first.)

Locking the SIM card

You can lock your SIM (Subscriber Identity Module) card to prevent unauthorised use of your mobile account. When your SIM card is locked, you must enter the PIN to power on your phone to make or receive calls, except for emergency numbers. The SIM card remains locked even if you move the card to another phone.


When your SIM card is locked, you can unlock your SIM card by trying to turn on the phone. A dial pad appears for you to enter your PIN.

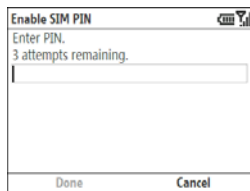
BEFORE YOU BEGIN


- Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).
- Get your default PIN from your network operator.

TIP The PIN is normally a four-digit number printed on a card that comes with your SIM card. Store the PIN card in a safe location in case you later need to remember your PIN.

- 1 Press **Home** , and then press **Start**  (left softkey).

- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **More**, and then select **Security**.
- 4 Select **Enable SIM PIN**.



- 5 Enter the PIN and press **Done**  (left softkey).
- 6 Turn your phone off to activate the SIM card lock feature.

When your SIM card is locked, you can unlock your SIM card by turning on your smartphone and entering your PIN when prompted.

TIP You can unlock your SIM card so that you do not need to enter a PIN when you turn on your smartphone. Follow the steps in the preceding procedure, but select **Disable SIM PIN** in step 4.






NOTE You need your PIN number to edit your PIN number or remove the locking feature. If you enter an incorrect PIN more times than allowed by your network operator, the SIM card locks. After the SIM card locks, you need the PUK (PIN Unlock Key) to unlock the SIM card. Contact your network operator for more information and the PUK.

Locking your smartphone

To protect your personal information, you can lock the system so that you need to enter your password to access any of your information or use other features of your smartphone.

IMPORTANT If you lock your system, you must enter the exact password to unlock it. If you enter an incorrect password, you are given another chance. Each time an incorrect password is entered, you are given progressively longer time periods between your chances to enter the password. If you forget the password, you need to perform a hard reset to resume using your smartphone. Performing a hard reset deletes all the entries in your smartphone and all applications you have

added, such as third-party software. However, you can restore all previously synchronised info the next time you sync (see [Synchronising information](#)).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **More**, and then select **Security**.
- 4 Select **Device Lock**.
- 5 Check the **Prompt if device unused for** box to turn on the password feature.
- 6 Select the first field, and then select how long a period of inactivity must pass before your smartphone locks.
- 7 Select **Password type**, and then select a format for your password:
Strong alphanumeric: A strong alphanumeric password must contain at least 7 characters and must contain a combination of letters, numerals, and punctuation. You must press **Option**  or **Alt**  before entering numerals or punctuation.

Simple PIN: A simple PIN must contain at least 4 characters and includes numerals only. You do not need to press **Option** before entering the PIN numerals.

- 8 Select **Password** and enter your password.
- 9 Select **Confirm password** and enter the password again.
- 10 Press **Done** [•••] (left softkey).
- 11 Press **Yes** [•••] (left softkey) to confirm your password.

TIP If you lock your smartphone and use a Simple PIN as the password, you can dial an emergency number by entering the number in the password field and pressing **Phone/Send**. You do not need to press **Option** before entering the number. However, if you select Strong alphanumeric as the password type, you must first press **Option** twice before entering an emergency number in the password field.

Entering owner information

You can enter personal information that you want to associate with your smartphone, such as your name, company

name, and phone number. If you lose your smartphone, this feature can help the person who finds it return it to you.

- 1 Press **Home** [⏠], and then press **Start** [•••] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [•••] (right softkey).
- 3 Select **More**, and then select **More** again.
- 4 Select **Owner Information**.
- 5 Enter any of the information you want to include. Use the Notes field to enter any additional text you want to include.




- 6 Press **Done** [•••] (left softkey).

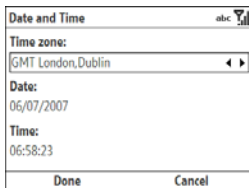
System settings

Setting the date and time



Use Clock & Alarm Settings to set the time zone, time, and date for your home location and a location that you visit.

To set the display format for the date and time, see [Setting display formats](#).

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Clock & Alarm**, and then select **Date and Time**.





- 4 Select the **Time zone** list, and then select the time zone for your location.
- 5 Select **Date** and enter the date.
- 6 Select **Time** and enter the time.

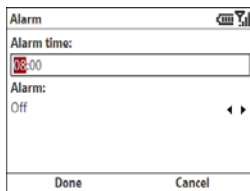
If your time format displays AM and PM, press the **A**  or **P**  key to select the option you want, or press any number key to switch between AM and PM.

- 7 Press **Done**  (left softkey).

Setting system alarms

System alarms let you set alarms that are not associated with a task or appointment. For example, you can use your smartphone as an alarm clock when you travel, or set alarms to remind you when it's time to take medication or pick up the kids.

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and select **Alarm**.



- 3 Select **Alarm time** and enter the time you want the alarm to go off.
If your time format displays AM and PM, press the **A** or **P** key to select the option you want, or press any number key to switch between AM and PM.
- 4 Select the **Alarm** list, and then select whether you want the alarm to go off on weekdays only or every day.
- 5 Press **Done** (left softkey).

TIP Use the Sounds & Notifications settings to change the alarm sound (see [Selecting Sounds & Notifications](#)).

Managing identity certificates

Your smartphone may include preinstalled certificates. Certificates are digital documents that are used to authenticate and exchange information on networks. Certificates can be issued for a user, a device, or a service.

- 1 Press **Home** , and then press **Start** (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** (right softkey).
- 3 Select **More**, and then select **Security**.
- 4 Select **Certificates**.
- 5 Select the type of certificate you want to view:

Personal: Displays certificates that establish your identity when you log in to a secured network, such as a corporate network.

Intermediate: Displays certificates issued by the root whose purpose is to then issue personal certificates.

Root: Displays certificates that identify the computers, such as servers, to which you connect. These certificates

help prevent unauthorised users from accessing your smartphone and information.

- 6 Do either of the following:

View certificate details: Highlight the certificate, press **Menu** [⋮] (right softkey), and then select **View**. Press **Done** [⋮] (left softkey) when you have finished viewing the certificate details.

Delete a certificate: Highlight the certificate, press **Menu** [⋮] (right softkey), and then select **Delete**. Press **Yes** [⋮] (left softkey) to confirm the deletion.

- 7 Press **Done** [⋮] (left softkey).

How much storage space do I have left?

- 1 Press **Home** [⏠], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).
- 3 Select **More**, and then select **More** again.
- 4 Select **About**.

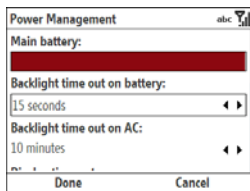
TIP If storage memory is low, consider using an expansion card to store files (see [Using expansion cards](#)). If program memory is low, close some applications to avoid slow smartphone performance (see [Closing applications](#)).

TIP After you select More twice in step 3, select **System Information** to view other information about your smartphone, such as the serial number, software version, and more. This information can be useful if you need to contact support.

- 5 Press **Done** [⋮] (left softkey).

Optimising power settings

- 1 Press **Home** [⏠], and then press **Start** [⋮] (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).
- 3 Select **More**, and then select **Power Management**. The Main battery bar displays the power remaining in your battery.



- 4 Select any of the following options:

Backlight time out on battery:

Specifies how long the keyboard backlight remains lit during a period of inactivity when your smartphone is running on battery power.

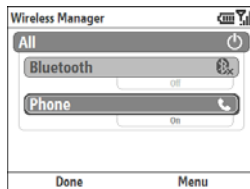
Backlight time out on AC: Specifies how long the keyboard backlight remains lit during a period of inactivity when your smartphone is connected to the AC charger.

Display time out: Specifies how many minutes the screen stays on during a period of inactivity.

- 5 Press **Done** [•••] (left softkey).

Turning wireless services on/off

- 1 Press **Power** [⏻] and select **Wireless Manager**.






- 2 Turn the wireless features on your smartphone on/off. Select **All** to turn all wireless features on/off.

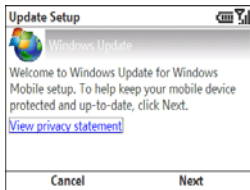
TIP To change the settings for one of the displayed wireless features, press **Menu** (right softkey) and select the wireless feature you want to change.


- 3 Press **Done** [•••] (left softkey).

Updating the system software

Windows Update lets you download security updates and other important updates to the Windows Mobile operating system software on your smartphone.


- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **More**, and then select **More** again.
- 4 Select **Windows Update**.






- 5 On the Update Setup screen, press **Next**  (right softkey).

TIP Select **View privacy statement** to read about how using Windows Update affects the personal information on your smartphone.

- 6 Select whether you want to run Windows Update manually or you want it to check for updates automatically,

and then press **Next**  (right softkey).

- 7 If you selected automatic updates, check the **Use my data plan to check for and download updates** box if you want to use your data plan instead of your basic wireless plan to update your smartphone. Using your data plan means that updates may occur more frequently but may result in additional data charges. Press **Next**  (right softkey).
- 8 Press **Done**  (left softkey).
- 9 If you select Automatic in step 6, Windows Update periodically checks for and downloads updates automatically. If you selected Manual in step 6, you can check for updates at any time by opening Windows Update and pressing **Check Now**  (left softkey).

TIP To switch between manual and automatic updates, open Windows Update, press **Menu** (right softkey), and then select **Change Schedule**. To select or deselect the option to use your data plan to check for and download updates, press **Menu** (right softkey) and select **Connections**.

- 10** To view detailed results of the last check for updates, press **Menu** [⋮] (right softkey) and select **View details**.

Connection settings

Manually entering dial-up connection settings

Your smartphone is already set up to connect to the Internet using a high-speed data connection on your network operator's network. To connect to the Internet, simply start Internet Explorer Mobile.

For special situations, such as connecting to your Internet service provider (ISP) or to a remote access server (RAS), you can set up another connection.

BEFORE YOU BEGIN Obtain the following information from your ISP or system administrator:






- The type of network you are connecting to: Internet, MMS, WAP, or other
 - ISP server phone number or access point
 - Username
 - Password
 - Domain, if any
- 1** Press **Home** [⏠], and then press **Start** [⋮] (left softkey).
 - 2** Navigate to the **My Settings** content list and press **All Settings** [⋮] (right softkey).
 - 3** Select **Connections**, and then select **Dial-up**.
 - 4** Select the connection you want to view or change, or to create a new connection, select **New**.
 - 5** If this is a new connection, select **Description** and enter a descriptive name for the connection.
 - 6** Select the **Connects to** field, and then select the type of network to which you are connecting.
 - 7** Select **Phone number**, **User name**, **Password**, and **Domain** and enter the information you obtained from your ISP or system administrator.
 - 8** Press **Done** [⋮] (left softkey).

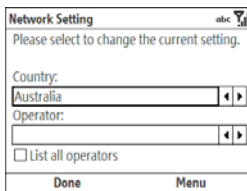
TIP To delete a dial-up connection, highlight the connection, press **Menu** (right softkey), and then select **Delete**. Press **Yes** (left softkey) to confirm the deletion.

Changing your network connection

If you travel outside of your home region and use a SIM card from another Vodafone network operator, you can change the settings on your smartphone to work with the new SIM card.

IMPORTANT If you use a different SIM card from a network operator that is not associated with Vodafone, you need to manually enter network settings. Do not use this procedure; instead, see [Manually entering network connection settings](#).

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Select **Network Setting** .



- 4 Select the **Country** list, and then select the country associated with your new SIM card.
- 5 Select the **Operator** list, and then select the operator associated with your new SIM card.

DID YOU KNOW? You can leave the **List all operators** box unchecked. All operators appear in the Operator list.

TIP To quickly find the optimal settings for the card that is currently inserted into your smartphone, press **Menu** (right softkey) and select **Auto Detect**.

- 6 Press **Done**  (left softkey).





Manually entering network connection settings

Your smartphone is already set up to connect to the Internet using a high-speed data connection on your network operator's network. To connect to the Internet, simply start Internet Explorer Mobile.

For special situations, for example, if you use a different SIM card associated with a different network operator, you need to manually enter network settings.

IMPORTANT If you are using a different SIM card associated with a Vodafone network operator, follow the procedure [Changing your network connection](#) instead.

BEFORE YOU BEGIN Obtain the following information from your network operator:

- The type of network you are connecting to: Internet, MMS, WAP, or other
 - The access point name (SSID)
 - Username
 - Password
 - Authentication type, if any
- 1 Press **Home** , and then press **Start**  (left softkey).
 - 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
 - 3 Select **Connections**, and then select **GPRS**.
 - 4 Select the connection you want to view or change, or to create a new connection, select **New**.
 - 5 If this is a new network, select **Description** and enter a descriptive name for the connection.
 - 6 Select each field and enter the information you obtained from your network operator.
 - 7 Press **Done**  (left softkey).

TIP To delete a network connection, highlight the connection, press **Menu** (right softkey), and then select **Delete**. Press **Yes** (left softkey) to confirm the deletion.





Connecting to a VPN

If you want to use your smartphone to access your corporate email account or other files on your corporate server, you may need to set up a VPN (virtual private network). A VPN enables you to log in to your corporate server through the company's firewall (security layer).

BEFORE YOU BEGIN Check with your company's system administrator to see if a VPN is required to access the corporate network. If you need a VPN, you must purchase and install a third-party VPN client to use this feature.

Ask your corporate system administrator for the following information:





- The VPN type: IPSec/L2TP or PPTP
- Your server name
- The type of network you are connecting from and the type you are connecting to: Internet, MMS, WAP, or other
- Your VPN username and password
- Your server's domain name
- The IPSec authentication type, if any
- The IPSec preshared key, if any

- 1 Install your third-party VPN client (see [Installing applications](#)).
- 2 Press **Home** , and then press **Start**  (left softkey).
- 3 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 4 Select **Connections**, select **More**, and then select **VPN**.
- 5 Select the connection you want to view or change, or to create a new connection, select **New**.
- 6 If this is a new connection, select **Description** and enter a descriptive name for the connection.
- 7 Select each field and enter the information you obtained from your system administrator.
- 8 Press **Done**  (left softkey).





Setting up a proxy server



BEFORE YOU BEGIN Obtain the following information from your ISP or system administrator:

- The type of network you are connecting from, and the type you are connecting to: Internet, MMS, WAP, or other



- The proxy server name, port number, and type
 - Username
 - Password
- 1 Press **Home** , and then press **Start**  (left softkey).
 - 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
 - 3 Select **Connections**, select **More**, and then select **Proxy**.
 - 4 Select the connection you want to view or change, or to create a new connection, select **New**.
 - 5 If this is a new connection, select **Description** and enter a descriptive name for the connection.
 - 6 Select each field and enter the information you obtained from your system administrator.
 - 7 Press **Done**  (left softkey).


Entering advanced connection settings

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).
- 3 Select **Connections**.
- 4 Press **Menu**  (right softkey) and select **Advanced**.
- 5 For each connection type—Internet, Work, WAP, and Secure WAP—select the connection option you want.
- 6 Do either of the following:

Set connection options: Highlight a field containing a connection type, press **Menu**  (right softkey), and then select **Options**. Set the number of redial attempts, the interval for disconnecting after a period of inactivity, and the type of connection. Press **Done**  (left softkey).

Exclude a work URL from these settings:

- Highlight a connection, press **Menu**  (right softkey), and then select **Work URL Exceptions**. Press **Menu**  (right softkey), select **Add**,


and then enter the pattern for the URL to be excluded. Press **Done**  (left softkey).

TIP On the Work URL Exceptions screen, highlight a URL, press **Menu** (right softkey), and then select **Edit** or **Delete** to make changes to or delete the exception.

7 Press **Done**  (left softkey).

Ending a data connection

If your service plan includes minutes-of-use fees for data connections, you can reduce costs by ending the data connection when you've finished browsing the web.

- 1** Press **Power**  and select **Wireless Manager**.
- 2** Press **Menu**  (right softkey) and select **Disconnect Cellular Data**.



CHAPTER

14

Troubleshooting

Although we can't anticipate all the situations that might arise, this chapter provides helpful information and answers to some of the most commonly asked questions. For additional information and technical support, visit go.palm.com/treo500v/.

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Transferring info from another device

For information on transferring your info from a previous Windows Mobile® device or from a Palm OS® device to your new Palm® Treo™ 500v smartphone, visit go.palm.com/treo500v/ for instructions.

DID YOU KNOW? You can purchase a third-party application that lets you run Palm OS® applications on your smartphone.

DID YOU KNOW? If you have questions about Windows Mobile, you can go to the [Microsoft Windows Mobile website](#). Search for Palm devices for information.

IMPORTANT Do not use a backup utility to transfer your info from another device to your new smartphone. This can cause your smartphone to malfunction.

Reinstalling the desktop software

If you have problems synchronising using your desktop sync software, you may need to reinstall the software.

BEFORE YOU BEGIN Make sure your computer profile includes administrator rights to install software. In large organisations, these are usually granted by the system administrator.

- 1 Shut down your computer and turn it on again.
- 2 On your computer, click **Start > Control Panel > Add or Remove Programs**.
- 3 Remove your desktop software. For computers running Windows XP, the software is called Microsoft ActiveSync. For computers running Windows Vista, the software is called Windows Mobile Device Center.

- 4 Quit any active applications, including virus scanners and Internet security applications.
- 5 To reinstall the software, insert the Windows Mobile Getting Started CD into your computer's CD drive, and follow the onscreen instructions. See [Installing ActiveSync desktop software: Windows XP](#) or [Installing Windows Mobile Device Center: Windows Vista](#) for detailed instructions.

IMPORTANT You must install the desktop sync software that you can download from the link on the Windows Mobile Getting Started CD, included with your smartphone. Other versions do not work with this smartphone.

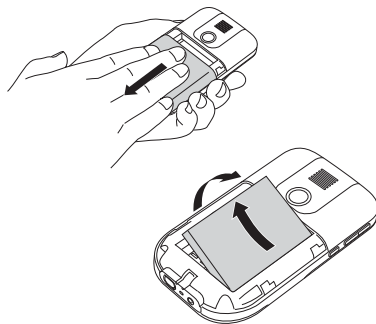
DID YOU KNOW? If you want to synchronise with a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's vendor to learn if software is available for your smartphone.


Resetting your smartphone

Performing a soft reset

Performing a soft reset is similar to restarting a computer. If your smartphone is not responding or you have trouble synchronising with your computer, a soft reset may help.

- 1 Holding your smartphone screen side down, use two or more fingers to press against the battery door to release it, and then slide the door off the back of your smartphone.



- 2 Remove and reinsert the battery, and then replace the battery cover.
- 3 Press and hold **Power**  until the Palm® logo appears.

DID YOU KNOW? If the phone or the Bluetooth® wireless technology feature was on before a reset, these automatically turn on after the reset.

Performing a hard reset

A hard reset erases all personal information, such as appointments, contacts, and tasks, as well as programs you have added, such as third-party software on your smartphone. Never do a hard reset without first trying a soft reset. You can restore previously synchronised information the next time you sync.




IMPORTANT Synchronise to restore your Outlook data, such as Outlook email, Calendar, Contacts, and Tasks. You can also use a backup and restore solution. Make sure it's an application that's approved by Palm.

TIP Some third-party applications do not create a backup on your computer when you synchronise. If you do a hard reset, you may lose info in these applications and you need to reinstall the application on your smartphone after the hard reset. Please contact the application vendor to find out if your info is backed up during synchronisation.

DID YOU KNOW? When you synchronise after a hard reset, the source folder in My Documents changes from Treo My Documents to WM_ your name.

DID YOU KNOW? We recommend performing a hard reset before selling, repairing, or recycling your smartphone so that your information is deleted. Remember to also remove your SIM card and any expansion card inserted into your smartphone.

A hard reset can tell you whether a problem stems from your smartphone or from an application installed on it. If you do not experience the problem after you perform a hard reset, the problem may be related to software you installed. See [Third-party applications](#) for suggestions on diagnosing third-party software issues.

- 1 Synchronise your smartphone with your computer so that your smartphone applications and info can be restored by synchronising again after you perform the hard reset.
- 2 Holding your smartphone screen side down, use two or more fingers to press against the battery door to release it, and then slide the door off the back of your smartphone.
- 3 Remove and reinsert the battery, and then replace the battery cover.
- 4 While pressing and holding **End** , press and hold **Power**  until the screen wakes up.
- 5 When prompted, press **Up**  to erase all data.
- 6 (Optional) Synchronise to restore your previously synchronised info. If you use a backup utility, you may also need to restore a backup to recover additional info and settings.

TIP You can also perform a hard reset using the Default Settings application on your smartphone. Press **Start**, press **Centre**, and then select **Applications**. Select **Organiser & Tools**, and then select **Default Settings**. Enter **1234** (you do not need to press **Option**) and press **OK** (left softkey).


Replacing the battery

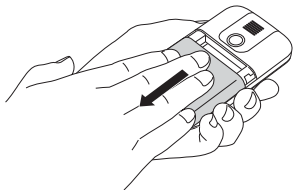
Your smartphone comes with a replaceable battery. Be sure to use a replacement battery from Palm that is compatible with Treo 500v models. Do not use a battery from any earlier model of smartphone.

CAUTION There is a risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

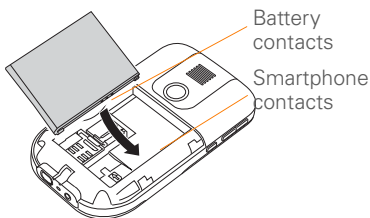
TIP Be sure to dispose of your old battery in an environmentally responsible and legal way. In some areas, disposal in household or business trash is prohibited. Visit palm.com/environment for more information.


DID YOU KNOW? Your smartphone stores all your info even when you remove the battery.

- 1 Press and hold **Power**  to turn your smartphone off.
- 2 Holding your smartphone screen side down, use two or more fingers to press firmly against the battery door while pulling downward to release it, and then slide the door off the back of your smartphone.











- 3 Slide your finger under the left side of the battery and lift up to remove it.
- 4 Align the new battery's contacts with the phone contacts inside the battery compartment.
- 5 Insert the new battery into the compartment at a 45-degree angle, pressing it into place. Slide the battery door onto the back of the smartphone until it clicks into place.



- 6 Press and hold **Power**  until the Palm® logo appears.

Performance

The applications are running slower than usual

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **Organiser & Tools** .
- 3 Press **More**  (left softkey) and select **Task Manager** .
- 4 Press **Menu**  (right softkey) and select **Close All** to close all your open applications.
- 5 Press **Done**  (left softkey).

If the previous steps don't fix the problem, try doing a soft reset (see [Performing a soft reset](#)).

TIP Be sure that third-party applications are designed for Windows Mobile 6 Standard. Applications written for Windows Mobile 6 Professional or earlier versions of Windows Mobile software do not work with your smartphone.

If you can try a free version of the software before purchasing it, you can test it first to make sure it works properly.

My battery seems to drain quickly

If you have a Microsoft Direct Push email solution (such as MyMail) or if you have set up a schedule for wireless synchronisation, check with your email provider or system administrator to make sure that the server is set up properly to work with your smartphone. Incorrect server setup can cause excessive drain on your battery.

For more tips on conserving battery life, see [Maximising battery life](#).

Screen

The screen appears blank

- 1 If you're on a call, when the time period specified in Power Management expires, the screen dims. Press any key except End **[]** to wake up the screen. Pressing End **[]** hangs up the call.
- 2 Look closely at the screen. If you can see a dim image, try adjusting the screen brightness (see [Adjusting the brightness](#)).
- 3 If that doesn't work, perform a soft reset (see [Performing a soft reset](#)).
- 4 If that doesn't work, connect your smartphone to the AC charger (see [Charging the battery](#)) and perform a soft reset again.
- 5 If that doesn't work, perform a hard reset (see [Performing a hard reset](#)).

TIP If you are using a third-party application, make sure that the application supports 320x240 screen resolution.

Network connection

Signal strength is weak

- 1 If you're standing, move about 3 metres 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 smartphone so that it's level with a window.

TIP Become familiar with low coverage areas where you live, commute, work, and play so you know when to expect signal strength issues.

My smartphone won't connect to the mobile network

- 1 Try the suggestions above for weak signals.

- 2 Turn off your phone and turn it on again (see [Turning your Palm® Treo™ 500v smartphone on/off](#)).
- 3 Perform a soft reset (see [Performing a soft reset](#)).

My phone seems to turn off by itself

If a system error and reset occur, the phone automatically turns on if it was on before the reset. However, if your smartphone can't determine if your phone was on before the reset, it does not automatically turn on the phone (see [Turning your phone on](#)).

I can't tell if data services are available

The following icons appear in the title bar to indicate whether data services are available:



Your phone is connected to a 3G UMTS network, but you are not actively transmitting data. You can still make or receive calls.



Your phone is on and a 3G UMTS data connection is active. You can make and receive calls and transmit data simultaneously.



You are in a roaming coverage area and your phone is connected to a 3G UMTS network, but you are not actively transmitting data. Additional fees may apply for calls or data transmission.



Your phone is connected to a GPRS network, but you are not actively transmitting data. You can still make or receive calls.







Your phone is on and a GPRS data connection is active. You can still make or receive calls, but the data transmission is automatically interrupted.




You are in a roaming coverage area and your phone is connected to a GPRS network, but you are not actively transmitting data. Additional fees may apply for calls or data transmission.

My smartphone won't connect to the Internet

Your smartphone supports GPRS or UMTS (3G) wireless data networks. To connect to the Internet, you must subscribe to data services with your network operator.

- Contact your network operator to verify that your subscription plan includes data services and that these services have been correctly activated. Your network operator should also be able to tell you if there are any outages in your location.
- Press **Power** , select **Wireless Manager**, and then select **Phone** to turn off your phone; then repeat these steps to turn it back on.
- Perform a soft reset (see [Performing a soft reset](#)).
- Confirm that data services are correctly configured on your smartphone by doing the following:
 - 1 Press **Home** , and then press **Start**  (left softkey).
 - 2 Navigate to the **My Settings** content list and press **All Settings**  (right softkey).

- 3 Select **Phone**.
- 4 Select **More**, and then select **Networks**.
- 5 If your network operator's name appears in the list, press **Done**  (left softkey). If not, contact your network operator for assistance.

I can't send or receive text or multimedia messages

- Make sure your phone is on and that you're inside a coverage area (see [Turning your phone on](#)).
- Contact your network operator to verify that your plan includes messaging services, that these services have been correctly activated, and that they are available at your location. Your network operator should be able to tell you if messaging services have been experiencing transmission delays.
- If possible, contact the recipient or sender of the message, and make sure the receiving device can handle the type of message you're sending.

- If a text message arrives but does not display a notification, perform a soft reset (see [Performing a soft reset](#)).
- The network settings for text and multimedia messaging are preset by the network operator associated with the SIM card included with your smartphone. If you use a different SIM card associated with a different network operator, you need to manually enter network settings to use messaging services (see [Manually entering network connection settings](#)).

I can't make or receive calls using a hands-free device with Bluetooth® wireless technology

Verify all of the following:





- The Bluetooth feature on your smartphone is turned on (see [Entering basic Bluetooth settings](#)).
- Your Bluetooth device is charged and turned on.
- Your smartphone is within range of the hands-free device. Bluetooth range is up to 9 metres in optimum environmental conditions. Performance

and range can be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

- You are away from other devices using the 2.4 GHz radio frequency, such as cordless phones, microwaves, and Wi-Fi equipment. If this is impossible, move the phone closer to the hands-free device.
- The device specifications are compatible with your smartphone.

I lost the connection between my smartphone and my Bluetooth headset

If the headset doesn't work, delete the existing partnership and create a new one. To delete the partnership:

- 1 Press **Home** , and then press **Start**  (left softkey).
- 2 Navigate to the **My Settings** content list and select **Bluetooth**.
- 3 On the Bluetooth Devices list, highlight your headset.
- 4 Press **Menu** , select **Delete**, and then press **Yes**  (left softkey) to confirm the deletion.

- 5 Create a new partnership (see [Connecting to devices with Bluetooth® wireless technology](#)).

Synchronisation: Overview

Synchronisation enables you to back up the information on your smartphone onto your computer or your server. If you ever need to perform a hard reset or otherwise erase all your information on your smartphone, you can synchronise your smartphone with your computer to restore the info. To make sure you always have an up-to-date backup of your info, synchronise frequently.

You can synchronise email and other information directly with Microsoft Exchange Server 2003 with Service Pack 2 or Exchange Server 2007 using Microsoft Exchange ActiveSync®, or you can synchronise your smartphone with your computer, using the desktop sync software, accessible from a link on the Windows Mobile Getting Started CD that came with your smartphone.

DID YOU KNOW? You can go to the Windows Mobile website for more information at windowsmobile.com.

DID YOU KNOW? A common cause of sync problems is the presence of protective software, such as VPNs or firewalls, on your computer or network.


Synchronisation: Desktop sync software

This section covers issues with synchronising using the desktop sync software that came with your smartphone. If you have a Windows XP computer, the desktop sync software is called ActiveSync® desktop software. If you have a Windows Vista computer, the desktop sync software is called Windows Mobile Device Center.






NOTE See [Synchronisation: Exchange ActiveSync \(wireless synchronisation\)](#) for help with direct wireless synchronisation with an Exchange server.

The desktop sync software does not respond to sync attempt

As you complete the following steps, synchronise after each step. If the synchronisation is successful, you do not need to complete the remaining steps.

- 1 Verify that the USB sync cable is securely connected at all points (see [Setting up your computer for synchronisation](#)).
- 2 Make sure that all of the files you're trying to sync are closed on both your computer and your smartphone.
- 3 On a Windows XP computer, look for the ActiveSync  icon in the taskbar on your computer to make sure ActiveSync desktop software is running on your computer.

If the correct icons are not displayed, do the following:


Smartphone: Press **Home** , and then press **Centre** . Select **Applications** , and then select **ActiveSync** . Press **Menu**  (right softkey) and select **Connections**. Make sure the **Synchronise all PCs**

using this connection box is checked, and that **USB** is selected from the list.

Windows XP computer: Click **Start**, navigate to **Programs**, and then select **Microsoft ActiveSync**.




Windows Vista computer: Click **Start**, select **All Programs**, and then select **Windows Mobile Device Center**.

- 4 Do one of the following:

Windows XP computer: Double-click the **ActiveSync**  icon in your taskbar. From the **File** menu, select **Connection Settings**. Make sure the **Allow USB connections box** is checked, and then click **Connect**.


Windows Vista computer: Click **Start**, select **All Programs**, and then select **Windows Mobile Device Center**. Select **Connect without setting up your device**, and then select **Connection settings**. Make sure the **Allow USB connections box** is checked, and click **Connect**.

- 5 Perform a soft reset (see [Performing a soft reset](#)).

- 6 Restart your computer and make sure the desktop sync software is running.
- 7 If the problem persists, you can enable advanced ActiveSync network functionality. Press **Home** , and then press **Start**  (left softkey). Navigate to the **My Settings** content list and press **All Settings**  (right softkey). Select **Connections**, select **More**, and then select **USB to PC**. Check the **Enable advanced network functionality** box.
- 8 If problem persists, and you're synchronising through a USB hub, try connecting the sync cable to a different USB port or directly to your computer's built-in USB port.
- 9 If you're already synchronising through a built-in USB port on the front of your computer, move the sync cable to a USB port on the back of your computer if your computer has USB ports in both places.
- 10 Uninstall the desktop sync software that came with your smartphone, restart your computer, and then insert the Windows Mobile Getting Started CD, which came with your smartphone.

Repeat the installation process (see [Reinstalling the desktop software](#)).

11 For a Windows XP computer only, delete the existing relationship between your smartphone and your computer and create a new one by doing the following steps in turn:

- Disconnect your smartphone and your computer from the sync cable.
- Right-click the grey **ActiveSync**  icon in the taskbar in the lower-right corner of your computer screen, and then select **Open Microsoft ActiveSync**.
- Click **File**, and then click **Delete Mobile Device**. When asked to confirm, click **Yes**.
- Connect your smartphone and your computer to the sync cable.
- When the Synchronisation Setup Wizard appears, follow the steps to establish a sync relationship between your smartphone and your computer.

12 If your organisation uses a firewall or a VPN connection, synchronising with ActiveSync may not work. For a Windows XP computer only, go to

microsoft.com and search for the following topics to help with specific firewall setup situations:

- ActiveSync USB Connection Troubleshooting Guide
- ActiveSync with Sygate Personal Firewall
- ActiveSync with TrendMicro PC-cillin Internet Security
- ActiveSync with Norton Personal Firewall
- ActiveSync with Zone Alarm Security Suite
- ActiveSync with McAfee Personal Firewall
- ActiveSync with Windows Firewall

13 Verify with your computer hardware vendor that your operating system supports your internal USB controller.

Synchronisation finishes but info doesn't appear where it should

First, check to see if any of these items applies to your situation:

- With the included desktop sync software, your smartphone can

synchronise with the root folders of Microsoft Office Outlook Contacts, Calendar, and Tasks (Outlook sold separately; a free trial version is available for download from the Windows Mobile Getting Started CD). If you want to synchronise with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Microsoft Office Outlook (right-click the addresses and select **Add to Personal Address Book**).

- Microsoft Office Outlook subfolders and public folders are not accessible with the included software. You may want to use a third-party solution instead.
- If you're trying to sync offline, be sure to set your Microsoft Office Outlook Calendar, Contacts, and Tasks to be available offline.

If you're still having problems, try the following:

- 1 Make sure you're synchronising with the intended desktop personal information manager (PIM). The Windows Mobile Getting Started CD includes desktop synchronisation

software that lets you synchronise with Microsoft Outlook for Windows. If you use a different PIM, you need to install third-party software to synchronise. For more information, consult the company that makes the PIM.

- 2 Open the desktop sync software on your computer, and make sure the Files synchronisation option is selected (see [Changing which applications sync](#)).
- 3 Uninstall the desktop sync software, reboot your computer, insert the Windows Mobile Getting Started CD, which came with your smartphone, and then repeat the installation process (see [Reinstalling the desktop software](#)).

Synchronisation starts but doesn't finish

Make sure that you installed the desktop software that came with your smartphone. If you're not sure whether this software is installed, reinstall it (see [Reinstalling the desktop software](#)).

My video and music files won't sync

- 1 Make sure you have Windows Media Player 10 or later installed on your computer.







- 2 Reinstall the desktop sync software, accessible from a link on the Windows Mobile Getting Started CD, which came with your smartphone (see [Reinstalling the desktop software](#)). Media file synchronisation fails if you installed the desktop sync software before you installed Windows Media Player.

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

- 1 Make sure that you installed the desktop sync software that came with your smartphone. If you're not sure whether this software is installed, reinstall it (see [Reinstalling the desktop software](#)).
- 2 Open Microsoft Office Outlook and correct the wrong entries.
- 3 Manually enter any information you added to your smartphone since the last time you synchronised.
- 4 Synchronise your smartphone and your computer.

My scheduled sync doesn't work

By default, a scheduled sync does not work while you are roaming. This is to prevent roaming charges on your account. If roaming charges are not a concern, follow these steps to continue your sync schedule while roaming:

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **ActiveSync** .
- 3 Press **Menu**  (right softkey) and select **Schedule**.
- 4 Check the **Use above setting when roaming** box.
- 5 Press **Done**  (left softkey).

An alert tells me that ActiveSync encountered a problem on the server

There is a temporary problem with the server or the server may be temporarily overloaded. Try again later, and if the problem persists, contact your system administrator.

An alert tells me that there is not enough free memory to sync my info

The ActiveSync application on your smartphone ran out of storage space. Try the following:

- 1 Close all running programs (see [Closing applications](#)).
- 2 If the problem persists, see [Making room on your smartphone](#) for suggestions on other ways to free up space on your smartphone.

An alert tells me that ActiveSync encountered a problem with [item type] [item name]

An error occurred during the sync of a single item. This error can usually be corrected only by removing the item that caused the error. If you sync again to see if the error persists, be aware that items causing this type of error are skipped and do not show up again.

My Home screen settings are not restored after a hard reset

Settings such as the background image are not backed up during synchronisation, so

they can't be restored after a hard reset. If you use a backup utility, you may be able to restore a backup to recover your Home screen settings and other additional info.

Synchronisation: Exchange ActiveSync (wireless synchronisation)

This section covers issues with direct wireless synchronisation with an Exchange server. See [Synchronisation: Desktop sync software](#) for help with synchronising using your desktop sync software.

TIP If you are synchronising with an Exchange server and you're unable to change your lock settings, check with your system administrator to find out if a systemwide locking policy is in place.

An alert tells me that the server could not be reached

Your smartphone had to wait too long to connect to the Exchange server. The connection may have been lost, the server may be temporarily overloaded, or the server may have encountered an internal error. Check your Exchange server name and proxy server settings (see [Setting up wireless synchronisation](#)), and try again later.

An alert tells me that my account information could not be detected

When you set up the Exchange server sync options, the credentials page was left blank. Correct the credentials (see [Setting up wireless synchronisation](#)), or set up your smartphone to sync only with a computer, and try to sync again.

An alert tells me the device timed out while waiting for credentials

The Exchange server credentials screen was left open too long. Re-enter the Exchange server credentials, and try to sync again.

Email

I have problems using my account

Occasionally you may experience problems using an email account after you set it up. If you followed the account setup procedure (see [Setting up email](#)) and are experiencing problems in using the account, verify that the account complies with your email provider's requirements by following these steps:

- Verify both your password and your username for your email account.
- Some email service providers require you to be on their network to use your email account. If this is the case, be sure to use your provider's network as the connection type for the account.
- Some email service providers have other requirements specific to their service. For example, Yahoo! requires you to set up POP mail forwarding for your Yahoo! account to download email messages to your smartphone. Check with your service provider to see if any provider-specific requirements exist.

- Service provider settings frequently change. If your email account was working but you are currently experiencing problems, check with your service provider to see if any of the account settings have changed.






I have problems sending and receiving email

Short periods of time when email is unavailable are common due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly.

Scheduled email synchronisation is not working






If email synchronisation is occurring and you turn your smartphone off or the connection to your email service provider is disconnected, the synchronisation fails.

- Check the synchronisation schedule to make sure that email sync is set to occur at the expected day and time. See [Setting the synchronisation schedule](#) for details.

- Press **Home** , and then press **Centre** . Select **Applications** , and then select **ActiveSync** . Press **Menu**  (right softkey) and select **Configure Server**. Make sure the verify password setting is on. This is required for over-the-air synchronisation.

I have problems sending email

If you are able to receive email messages but cannot send them, try the following steps, in turn:

- Make sure your ISP or email provider allows you to access email on a smartphone. Some providers do not offer this option at all; other providers require an upgrade for accessing email on a smartphone.
- Press **Home** , and then press **Centre** . Select **Applications** , and then select **ActiveSync** . Press **Menu**  (right softkey) and select **Configure Server**. Make sure the **This server requires an encrypted (SSL) connection** box is checked.
- Enter the name of a different outgoing mail server for sending mail. Many ISPs, such as cable companies, require that

you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server (see [Setting up a POP/IMAP account: Common email providers](#)).

My vCard or vCal email attachment isn't forwarding correctly





Microsoft Office Outlook provides several features including vCard and vCal that work with email client software on a Windows computer. For these features to work correctly, the email client software must be properly set up. Follow these steps to check the settings:


- 1 Click **Start** on your computer, and then select **Settings**.
- 2 Select **Control Panel**.
- 3 Select **Internet Options**, and then click the **Programs** tab.
- 4 Make sure that the email field is set to the correct email client software.
- 5 Click **OK**.

- 6 Start the email client software and make sure it is configured as the default MAPI client. Consult the documentation for your desktop email application for more information.

When I sync with my Exchange server my info is not downloading to my smartphone

Check with your system administrator to obtain the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out, because they do not want wireless access to their servers), you cannot use Exchange ActiveSync to synchronise with the Exchange server. You can also check the following setting:

- 1 Press **Home** , and then press **Centre** .
- 2 Select **Applications** , and then select **ActiveSync** .

- 3 Press **Menu**  (right softkey) and select **Configure Server**.
- 4 Make sure the **This server requires an encrypted (SSL) connection** box is checked.

Bluetooth wireless technology

I am unable to send information using a Bluetooth connection with another device.



Make sure that the other device has the Bluetooth visibility option turned on.

I am unable to receive information that another device is sending me over a Bluetooth connection.

Make sure that the option to receive beamed information on your smartphone is turned on (see [Turning on the option to receive beamed information](#)).

Web

I can't access a web page

First, make sure you have Internet access: Open Internet Explorer Mobile and try to view a web page you've loaded before. To ensure that you're viewing the page directly from the Internet, press **Menu**  (right softkey) and select **Refresh**. After confirming your Internet connection, try to view the page in question again. If it comes up blank, press **Menu**  (right softkey) and select **Refresh**.

If you're still having trouble, the page may contain elements that are not supported by Internet Explorer Mobile, such as Flash, Shockwave, VBScript, WML script, and other plug-ins.

Some websites use a redirector to their true home page. For example, if you enter the address <http://palm.com/support>, it may resolve to <http://palm.com/us/support>. If Internet Explorer Mobile can't follow the redirect, try using a desktop browser to see the landing page of the redirector, and enter that address in Internet Explorer Mobile.

TIP Your smartphone can open your email application when you select an email address on a web page. If nothing happens when you select the link, try setting up your email application first (see [Setting up email](#)).

An image or map is too small on my smartphone screen

Internet Explorer Mobile has several viewing modes: One Column, Default, Desktop, and Full Screen. Switch to Desktop to see the full-size image (see [Browsing the web](#)).

A secure site refuses to permit a transaction

Some websites don't support certain browsers for transactions. Please contact the site's webmaster to make sure the site allows transactions using Internet Explorer Mobile.

Camera

DID YOU KNOW? Pictures are 16-bit colour. Resolution settings range from the low end of 96 x 72 pixels to a high end of 1600 x 1200 pixels. Video resolution settings range from a low end of 176 x 144 pixels to a high end of 320 x 240 pixels. You can change the resolution setting by pressing **Menu** (right softkey) and selecting **Resolution** (still images) or **Quality** (video).

Here are some tips for taking good pictures with the built-in camera:

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- Hold the camera as still as possible. Try supporting your picture-taking arm against your body or a stationary object (such as a wall).
- Keep the subject of the pictures still. Exposure time is longer with lower light levels, so you may see a blur.

- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light.
- Make sure the subject is at least 0.5 metres away from the camera to ensure good focus.

Remember that when you synchronise with a Windows XP computer, your Camera images are stored in the C:\Documents and Settings\\My Documents\Treo My Documents folder on your hard drive (see [Camera](#)).

The Camera preview image looks strange

Some third-party applications overwrite the colour settings on your smartphone with their own 8-bit colour settings. This can affect the Camera Preview Mode. Delete third-party applications one by one until the preview image improves (see [Removing applications](#)).

Third-party applications

Sometimes third-party applications can cause conflicts on your smartphone. Third-party applications that modify wireless features may affect the performance of your smartphone and may require extra troubleshooting. Use caution when installing the following types of applications:

- Ringtone managers
- Caller ID applications
- Instant messaging
- Applications that modify when your phone or data connections turn on or off and how your phone behaves

If you recently installed an application and your smartphone seems to be stuck, try the following:

- 1 Perform a soft reset (see [Performing a soft reset](#)).
- 2 Make sure the third-party application is compatible with the Windows Mobile 6

Standard operating system on your smartphone.

- 3 Delete the most recently installed application from your smartphone (see [Removing applications](#)).
- 4 If the problem persists, perform another soft reset.
- 5 If possible, synchronise or use a backup utility to back up your most recent info.
- 6 Perform a hard reset (see [Performing a hard reset](#)).
- 7 Synchronise or restore your backup to restore the info in your built-in applications.
- 8 If the problem is resolved, begin reinstalling your third-party applications one at a time.
- 9 If the problem recurs, delete the last application you installed and report the problem to its developer.

Getting more help

Contact the vendor of any third-party software if you require further assistance.

TIP Remember that not all third-party applications were written with the Treo 500 smartphone keyboard and 5-way navigator in mind. You may encounter strange behaviour or errors in these applications if you use the keyboard and the 5-way navigator.

Making room on your smartphone

If you store a large amount of information, or install many third-party applications, the internal memory on your smartphone may fill up. Here are some common ways to clear space on your smartphone:

- **Camera:** Large images or videos take up a lot of memory. Move images to an expansion card or delete images from your smartphone (see [Pictures & Videos](#)).
- **Messaging:** Multimedia content and email attachments can consume excessive memory. Move multimedia content and attachments to an expansion card, or delete large files

from your smartphone (see [Deleting messages](#) and [Deleting a message](#)). You may also want to empty the deleted items folder.

- **Internet:** If you save links to pages you've visited in Internet Explorer Mobile, you may want to clear all recent pages (see [Customising your Internet Explorer Mobile settings](#)).
- **Third-party applications:** You can delete infrequently used applications or move them to an expansion card (see [Copying or moving applications and files between your smartphone and an expansion card](#)).

Also, remember that your smartphone includes an expansion card tray, and that you can store applications and information on expansion cards. However, you still need free memory on the smartphone itself to run applications from an expansion card.

Voice quality

Is the other person hearing an echo?

Try each of the following, in turn:

- Try decreasing the volume on your smartphone to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and to the handset earpiece.
- Position the smartphone closer to your ear to prevent sound leaking back to the microphone. Keep your hand away from the microphone hole, which is on the lower-right side of your smartphone.
- If you're using Speakerphone mode with your smartphone lying on a flat surface, try turning the smartphone "face down" (screen facing the surface).

Are you hearing your own voice echo?

Ask the other person to turn down their volume or to hold the phone closer to their ear.

Is your voice too quiet on the other end?

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

Check the signal strength indicator. If the signal is weak, try to find an area with better coverage.

Terms


ActiveSync®

The software on your smartphone that exchanges and updates the information on your Palm® Treo™ 500v smartphone with the information on your computer.

ActiveSync desktop software

The software on your Windows XP computer that exchanges and updates the information on your computer with the information on your smartphone. To open ActiveSync on your computer, double-click the ActiveSync icon in the taskbar in the lower-right corner of your screen. If the icon does not appear, click **Start**, click **All Programs** (or navigate to the **Programs** group), and then select **Microsoft ActiveSync**. See [Installing ActiveSync desktop software: Windows XP](#).

Alt (alternative)

The key that you use to enter accented characters and symbols that do not appear on your keyboard. Press Alt  to view the alternative characters available. See

[Entering other symbols and accented characters](#).

beam

The process of sending or receiving an entry or application using Bluetooth® wireless technology. See [Beaming information](#).

Bluetooth® wireless technology

Technology that enables devices such as smartphones, headsets, and computers to connect wirelessly to each other so that they can exchange information over short distances. For more info, visit [bluetooth.com](#). See [Connecting to devices with Bluetooth® wireless technology](#).

content list

A grouping of related applications that gives you fast access to frequently used items. Content lists contain a mix of applications, files, and features. If you select a file or feature from a content list, it opens in the related application on your smartphone. See [Opening and closing applications](#).

desktop software

A Personal Information Manager (PIM) application for computers, such as Microsoft Office Outlook®, that helps you manage your personal information and keep it synchronised with your smartphone. See [Installing ActiveSync desktop software: Windows XP](#) or [Installing Windows Mobile Device Center: Windows Vista](#).

GPRS (General Packet Radio Service)

A mobile Internet connectivity technology that allows persistent data connections. (Additional charges may apply.) See [What are all those icons?](#)

lithium-ion (Li-ion)

The rechargeable battery technology used in your smartphone. See [Charging the battery](#).

Microsoft Exchange ActiveSync®

Technology that allows your smartphone to synchronise email, contacts, calendar events, and tasks wirelessly with Microsoft Exchange Server 2003 or 2007. See [Setting up wireless synchronisation](#).

MMS (Multimedia Messaging System)

An enhanced messaging system that enables you to send pictures, animations, and ringtones almost instantly. See [Creating and sending a multimedia message](#).

Option

Press this key and then a second key to enter the character or to access the feature displayed above the letter on the second key. See [Entering numbers, punctuation, and symbols](#).

partnership

The connection that you make between two devices by means of Bluetooth wireless technology. The devices recognise each other because each device finds the same passkey on the other device. After you create a partnership between the devices, you no longer need to enter the passkey. Partnership is also known as *paired relationship*, *pairing*, *trusted device*, and *trusted pair* on some devices. See [Connecting to devices with Bluetooth® wireless technology](#).

Phone Off

Appearing on the Home screen, this indicates that your smartphone is not connected to any network, and you cannot make calls. You can still use the organiser features, however. To turn the phone on/off, go to the Wireless Manager. See [Turning your phone on](#).

Phone/Send

The button on your smartphone that dials after you've entered a phone number. See [Making calls from the Home screen](#).

piconet

An ad-hoc network of devices that uses Bluetooth wireless technology to connect one master device with up to seven active slave devices. The network can include up to 255 inactive, or parked, slave devices which the master device can bring into active status at any time.

PIM (personal information manager)

A genre of software that includes applications such as Microsoft Outlook, Palm® Desktop software, Lotus Notes, and ACT!. PIMs generally store contacts, schedules, tasks, and memos.

PIN (personal identification number)

The password assigned to your SIM card by your network operator. Turning on the PIN lock secures your wireless account. See also PUK. See [Locking the SIM card](#).

PIN2 (personal identification number 2)

A code that protects certain network settings such as fixed dialling.

PUK (PIN unlock key)

A special extended password assigned to your SIM card. If you enter the wrong PIN more than the allowed number of times, your SIM is blocked and you must call your network operator for the PUK. See [Locking the SIM card](#).

Secure Sockets Layer (SSL)

A security protocol that enables you to send personal information in a more secure manner over the Internet.

SIM (Subscriber Identity Module) card

The smartcard, inserted into your smartphone, that contains your mobile account information, such as your phone number and the services to which you subscribe. You can also store addresses, phone numbers, and SMS messages on

the SIM card. See [Inserting the SIM card and battery](#).

SMS (Short Messaging Service)

The service that exchanges short text messages almost instantly between mobile devices. Your smartphone can send and receive text messages while you are on a call. See [Creating and sending a text message](#).

Start

The button on your smartphone from which you can open all applications. See [Opening and closing applications](#).

streaming

Technology that enables you to access media content—for example, to watch video or to listen to an audio program—directly from the Internet on your smartphone without needing to download and save a file on your smartphone. See [Viewing a video](#).

synchronisation

The process in which information that is entered or updated on your smartphone, your computer, or a server is automatically updated in one of the other locations either

wirelessly or by means of a cable connection. See [Synchronising information](#).

time out

The time of inactivity that passes before the screen on your smartphone turns off. The wireless features on your smartphone are unaffected by this setting. See [Optimising power settings](#).

UMTS (Universal Mobile Telecommunications System)

One of the third-generation (3G) mobile phone technologies that is designed for high-speed data transfer, with rates up to 384 Kbps, as well as voice and multimedia services. It uses W-CDMA as the underlying technology. See [What are all those icons?](#)

username

The name associated with your smartphone that distinguishes it from other Windows Mobile® devices. If you install desktop synchronisation software, you are asked to give your smartphone a username. If you only synchronise wirelessly using Microsoft Exchange ActiveSync, you do not need to give your smartphone a username. See [Installing](#)

ActiveSync desktop software: Windows XP.

Windows Mobile

The operating system of your Treo 500v smartphone. Your smartphone uses Windows Mobile® 6 Standard edition. When installing third-party applications to your smartphone, be sure to install only apps that are written for Microsoft Windows Mobile 6 Standard. Apps designed for Microsoft Windows Mobile 6 Professional or any edition of Windows Mobile 5.0 software are not compatible

with your Treo 500v smartphone. See Installing third-party applications.

Windows Mobile Device Center

The software on your Windows Vista computer that enables you to synchronise content and manage music, pictures, and videos between your smartphone and your computer. To open Windows Mobile Device Center on your computer, click **Start**, click **All Programs**, and select **Windows Mobile Device Center**. See Installing Windows Mobile Device Center: Windows Vista.

Important safety and legal information

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B computer peripheral, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RF exposure

General statement on RF energy: Your smartphone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your smartphone, the system handling your call controls the power level at which your smartphone transmits.

Specific Absorption Rate (SAR): Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for

exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organisation ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

The guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2 W/kg and the highest SAR value for this device when tested at the ear was 0.888 W/kg. As mobile devices offer a range of functions, they can be used in other positions, such as on the body.

As SAR is measured utilising the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated above. This is due to automatic changes to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

Maximum SAR Values (W/kg) CE			
Band	GSM 900	GSM 1800	WCDMA 2100
Head SAR	0.888	0.502	0.504

To view the most recent SAR values of the Treo 500v smartphone, visit palm.com/55005.

Body worn operation: Important safety information regarding radio frequency radiation (RF) exposure:

To ensure compliance with RF exposure guidelines the smartphone must be used with a minimum of 15mm separation from the body.

Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

Limiting exposure to radio frequency (RF) fields: For individuals concerned about limiting their exposure to RF fields, the World Health Organisation (WHO) provides the following advice:

Precautionary measures: Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and body.

Further information on this subject can be obtained from the WHO home page <http://www.who.int/peh-emf> WHO Fact sheet 193: June 2000.

FCC RF Safety Statement

In order to comply with FCC RF exposure safety guidelines, users MUST use one of the following types of body-worn accessories:

- A Palm® brand body-worn accessory that has been tested for SAR compliance and is intended for use with this product.
- An accessory that contains NO metal (snaps, clips, etc) and provides AT LEAST 1.5 cm of separation between the users body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i.e. on the lap or in a breast pocket). Such use will likely exceed FCC RF safety exposure limits. See www.fcc.gov/oet/rfsafety/ for more information on RF exposure safety.

Responsible party

(North America)
Palm Inc.
950 W. Maude Ave.
Sunnyvale, CA 94085
USA
palm.com

(Europe)
Roy Bedlow
Buckhurst Court
London Road
Wokingham, Berkshire RG40 1PA,
UK

Declaration of Conformity

We, Palm Inc., declare under sole responsibility that the product:

Model name: Treo 500v

Description: PDA phone

Is in conformity with the following standards and/or other normative document:

- ETSI EN 301 511
- ETSI EN 301 908-1
- ETSI EN 301 908-2
- ETSI EN 300 328
- ETSI EN 301 489-1/-7/-17/-24
- EN60950-1
- EN 50360

We hereby declare that the above named product is in conformance to all essential requirements of the RTTE Directive 1999/5/EC.

The conformity assessment procedure referred to Article 10 and detailed in Annex IV of directive 1999/5/EC has been related to Articles:

- R&TTE Article 3.1 (a) Health and Safety
- R&TTE Article 3.1 (b) EMC
- R&TTE Article 3.2 Spectrum Usage

Identification mark 0984 (notified body) CE.

This identification mark is permanently provided on the device label.

The technical documentation relevant to the above equipment will be held at:

Palm Inc.
950 W Maude Avenue
Sunnyvale, CA. 94085
U.S.A.

Person responsible for making this declaration:



David Woo/Sr. Compliance Engineer
Sunnyvale/June 30, 2007

Antenna Care/Unauthorised Modifications

Use only the supplied integral antenna. Unauthorised antenna modifications or attachments could damage the unit and may violate FCC regulations. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Potentially Unsafe Areas

Potentially explosive atmospheres: Turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations) or storage facilities for fuel or chemicals.

Declaration of Conformity

Treo 500 and Treo 500v

Palm declares that the above model of Treo 500v smartphone is compliant with the regulations below. The declaration applies to the smartphone and its associated accessories (power supply, headset, and USB cable) where applicable.

Maximum Scaled SAR Values (W/kg) FCC	
Head SAR (Held to Ear)	1.17
Body SAR (Worn)	0.835

Maximum SAR Values (W/kg) CE			
Band	GSM 900	GSM 1800	WCDMA 2100
Head SAR	0.888	0.502	0.504

To view the highest reported (FCC) SAR values of the Treo 500v, visit palm.com/55005

FCC OET Bulletin 65 Supplement C

Safety: EN 60950: 2000 (Jan-2000)

Radiated Emissions: EN 55022

FCC ID: MSQ-777

IC ID: 3905A-777



Power specifications

Keep your battery away from direct sunlight and other sources of heat. Temperatures over 50 degrees Celsius (120 degrees Fahrenheit) can permanently reduce the capacity and life span of any lithium-ion battery.

Adapter source: PI Electronics (H.K.) Ltd.

Model: AD7112A
Input Rating: 100-240 Vac, 50/60Hz, 0.25A
Output Rating: 5.2Vdc, 500mA

Adapter source: Dee Van Enterprise Co.,Ltd.

Model:	DSC51F 52100
Input Rating:	100-240 Vac, 50/60Hz, 0.2A
Output Rating:	5.2Vdc,1A

Battery Source: Palm

Model:	SBP-10
Rating:	3.7Vdc,1200mAh

Battery Source: Palm

Model:	157-10099-00
Rating:	3.7Vdc,1200mAh

Operational Warnings

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your integrated multi-service portable radio.

For the safe and efficient operation of your radio, observe these guidelines:

Potentially Unsafe Areas/Potentially explosive atmospheres Obey all signs and instructions regarding turning off your smartphone. In particular, turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats), storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains, and dust) in the air.

Interference to Medical and Personal Electronic Devices Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your smartphone.

Pacemakers The Health Industry Manufacturers Association recommends that a minimum separation of 15 centimeters be maintained between a smartphone and a pacemaker to avoid potential interference with the pacemaker. These recommendations

are consistent with the independent research by the recommendations of Wireless Technology Research.

Persons with pacemakers should:

- ALWAYS keep the smartphone more than six inches from their pacemaker when the smartphone is turned ON.
- Not carry the smartphone in a breast pocket.
- Use the ear opposite the pacemaker to minimise the potential for interference.
- Turn the smartphone OFF immediately if you have any reason to suspect that interference is taking place.

Audio Safety Some hearing aids may be affected by some digital smartphone models. You may want to consult your doctor in the event that you experience interference with your hearing aid while using your smartphone. When using the speakerphone feature, it is recommended that you place your smartphone at a safe distance from your ear.

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

Turn your smartphone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Interference to Other Electronic Devices RF energy may affect improperly installed or inadequately shielded electronic operating and entertainment systems in motor vehicles. Check with the manufacturer or representative to determine if these systems are adequately shielded from external RF energy. Also check with the manufacturer of any equipment that has been added to the vehicle.

Repetitive Motion Injuries When using the keyboard or playing games on your smartphone, you may experience discomfort in your neck, shoulders, hands, arms, of other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists.

Blackouts and Seizures Blinking lights, such as those experienced with television or playing video games, may cause some people to experience blackout or seizure, even if never experienced before. In the event a smartphone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum of 15 minutes, use in a well lighted area, view the screen from the farthest distance and avoid exposure to blinking lights if you are tired.

Aircraft While in aircraft, follow all instructions regarding the operation of your smartphone. Use of your smartphone while on board an aircraft must be done in accordance in compliance with airline instructions and regulations.

Vehicles with Air Bags Your smartphone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the smartphone. Air bags will inflate with great force and care should be taken to protect within a vehicle that has air bags.

Battery Your smartphone includes an internal lithium-ion battery. Please note that use of certain data applications can result in heavy battery use and may require frequent battery charging. Any disposal of the smartphone must comply with laws and regulations pertaining to lithium ion batteries.

Distraction

Driving: Full attention must be given to driving at all times in order to reduce the risk of an accident. Using a smartphone while driving (even with a hands-free kit) causes distraction and can lead to an accident. You must comply with local laws and regulations restricting the use of wireless devices while driving.

Operating machinery: Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Product handling

General statement on handling and use: You alone are responsible for how you use your smartphone and any consequences of its use.

You must always switch off your smartphone wherever the use of a phone is prohibited. Use of your smartphone is subject to safety measures designed to protect users and their environment.

- Always treat your smartphone and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your smartphone or its accessories to open flames or lit tobacco products.
- Do not expose your smartphone or its accessories to liquid, moisture, or high humidity.
- Do not drop, throw, or try to bend your smartphone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your smartphone or its accessories.
- Do not attempt to disassemble your smartphone or its accessories; only authorised personnel must do so.
- Do not expose your smartphone or its accessories to extreme temperatures, minimum 0 and maximum +45 degrees Celsius.
- Please check local regulations for disposal of electronic products.
- Do not carry your smartphone in your back pocket as it could break when you sit down.

Small children: Do not leave your smartphone and its accessories within the reach of small children or allow them to play with it.

They could hurt themselves or others, or could accidentally damage the smartphone.

Your smartphone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Demagnetisation: To avoid the risk of demagnetisation, do not allow electronic devices or magnetic media close to your smartphone for a long time.

Electrostatic discharge (ESD): Do not touch the SIM card's metal connectors.

Antenna: Do not touch the antenna unnecessarily.

Normal use position: When making or receiving a phone call, hold your smartphone to your ear, with the bottom towards your mouth or as you would a fixed line phone.

Air bags: Do not place a smartphone in the area over an air bag or in the air bag deployment area. Store the smartphone safely before driving your vehicle.

Seizures/blackouts: This smartphone is capable of producing bright flashing lights.

Repetitive motion injuries: To minimise the risk of RSI, when texting or playing games with your smartphone:

- Do not grip the smartphone too tightly
- Press the buttons lightly
- Make use of the special features in the handset which minimise the number of buttons which have to be pressed, such as message templates and predictive text
- Take lots of breaks to stretch and relax

Emergency calls: This smartphone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

Loud noise: This smartphone is capable of producing loud noises which may damage your hearing.

Bright light: This smartphone is capable of producing a flash of light or can be used as a torch. Do not use it too close to the eyes.

Smartphone heating: Your smartphone may become warm during charging and during normal use.

Electrical Safety

Accessories: Use only approved accessories.

Do not connect with incompatible products or accessories.

Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit the battery terminals.

Connection to a car: Seek professional advice when connecting a phone interface to the vehicle electrical system.

Faulty and damaged products: Do not attempt to disassemble the smartphone or its accessory.

Only qualified personnel must service or repair the smartphone or its accessory.

If your smartphone or its accessory has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorised service centre.

Interference

General statement on interference: Care must be taken when using the smartphone in close proximity to personal medical devices, such as pacemakers and hearing aids.

Pacemakers: Pacemaker manufacturers recommend that a minimum separation of 15 cm be maintained between a mobile phone and a pacemaker to avoid potential interference with the pacemaker. To achieve this use the smartphone on the opposite ear to your pacemaker and do not carry it in a breast pocket.

Hearing aids: People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby.

The level of interference will depend on the type of hearing device and the distance from the interference source; increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

Medical devices: Please consult your doctor and the device manufacturer to determine if operation of your smartphone may interfere with the operation of your medical device.

Hospitals: Switch off your wireless device when requested to do so in hospitals, clinics, or health care facilities. These requests are designed to prevent possible interference with sensitive medical equipment.

Aircraft: Switch off your wireless device whenever you are instructed to do so by airport or airline staff.

Consult the airline staff about the use of wireless devices on board the aircraft; if your device offers a "flight mode" this must be enabled prior to boarding an aircraft.

Interference in cars: Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation.

Explosive environments

Petrol stations and explosive atmospheres: In locations with potentially explosive atmospheres, obey all posted signs to turn off wireless devices such as your smartphone or other radio equipment.

Areas with potentially explosive atmospheres include fuelling areas; below decks on boats; fuel or chemical transfer or storage facilities; and areas where the air contains chemicals or particles, such as grain, dust, or metal powders.

Blasting caps and areas: Turn off your mobile phone or wireless device when in a blasting area or in areas posted turn off “two-way radios” or “electronic devices” to avoid interfering with blasting operations.

Driving Safety Tips Overview

Always obey all laws and regulations on the use of the smartphone in your driving area.

IMPORTANT Driving while using a phone may not be permitted in your region. Check with your local authorities.

Safety — Your most important call. The Wireless Industry reminds you to use your smartphone safely when driving.

- 1 Get to know your smartphone and its features, such as speed-dial and redial.
- 2 When available, use a hands-free device.
- 3 Position your smartphone within easy reach.
- 4 Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
- 5 Do not take notes or look up phone numbers while driving.
- 6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
- 7 Do not engage in stressful or emotional conversations that may divert your attention from the road.
- 8 Dial your national emergency number (such as 112 or 999) to report serious emergencies. This is a free call from your smartphone.
- 9 Use your smartphone to help others in emergencies.
- 10 Call roadside assistance or a special non-emergency wireless number when necessary.

Driving Safety Tips Details

- 1 Get to know your smartphone and its features such as speed-dial and redial. Carefully read your instruction manual and learn to take advantage of valuable features most smartphone models offer including, automatic redial and memory dial—most smartphone models can store up to 99 numbers in memory dial. Also, work to memorise the smartphone keyboard so you can use the speed-dial function without taking your attention off the road.
- 2 When available, use a hands-free device. A number of hands-free smartphone accessories are readily available today. Whether you choose an installed mounted device for your smartphone or a speaker phone accessory, take advantage of these devices if available to you.
- 3 Make sure you place your smartphone within easy reach and where you can grab it without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voicemail answer it for you.
- 4 Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow, and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
- 5 Do not take notes or look up phone numbers while driving. If you are reading an address book or business card while driving a car, or writing a to-do list, then you are not watching where you are going. It's common sense. Don't get caught in a dangerous

situation because you are reading or writing and not paying attention to the road or nearby vehicles.

- Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip, or attempt to coincide your calls with times you may be stopped at a stop sign, red light or otherwise stationary. But if you need to dial while driving, follow this simple tip: Dial only a few numbers, check the road and your mirrors, then continue.
- Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix—they are distracting and even dangerous when you are behind the wheel. Make people you are talking with aware you are driving and if necessary, suspend phone conversations which have the potential to divert your attention from the road.
- Use your smartphone to call for help. Your smartphone is one of the greatest tools you can own to protect yourself and your family in dangerous situations—with your smartphone at your side, help is only three numbers away. Dial your national emergency number (such as 112 or 999) in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, your national emergency number is a free call on your smartphone.
- Use your smartphone to help others in emergencies. If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 112, as you would want others to do for you.
- Call roadside assistance or a special wireless non-emergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call to 112. But you can still use your smartphone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

NOTICE FOR CONSUMERS WITH HEARING DISABILITIES

Digital Wireless Phones to be Compatible with Hearing Aids On July 10, 2003, the Federal Communications Commission (FCC) modified the exemption for wireless phones under the Hearing Aid Compatibility Act of 1988. This means that wireless phone manufacturers and service providers must make digital wireless phones accessible to individuals who use hearing aids.

For more information, please go to the FCC's Consumer Alert on accessibility of digital wireless phones at <http://www.fcc.gov/cgb/consumerfacts/accessiblewireless.html>.

Wireless telephones are hand-held phones with built-in antennas, often called cell, mobile, or PCS phones. These phones are popular with callers because they can be carried easily from place to place.

Wireless telephones are two-way radios. When you talk into a wireless telephone, it picks up your voice and converts the sound to radio frequency energy (or radio waves). The radio waves travel through the air until they reach a receiver at a nearby base station. The base station then sends your call through the telephone network until it reaches the person you are calling.

Making a Phone Call



When you receive a call on your wireless telephone, the message travels through the telephone network until it reaches a base station close to your wireless phone. Then the base station sends out radio waves that are detected by a receiver in your telephone, where the signals are changed back into the sound of a voice.

The Federal Communications Commission (FCC) and the Food and Drug Administration (FDA) each regulate wireless telephones. FCC

ensures that all wireless phones sold in the United States follow safety guidelines that limit radio frequency (RF) energy. FDA monitors the health effects of wireless telephones. Each agency has the authority to take action if a wireless phone produces hazardous levels of RF energy.

FDA derives its authority to regulate wireless telephones from the Radiation Control provisions of the Federal Food, Drug, and Cosmetic Act (originally enacted as the Radiation Control for Health and Safety Act of 1968). (<http://www.fda.gov/cdrh/compleprc.html>).

FCC derives its authority to regulate wireless telephones from the National Environmental Policy Act of 1969 (NEPA) and the Telecommunications Act of 1996 (<http://www.fcc.gov/telecom.html>). Updated 7/16/2003

Hands-Free Capability All CTIA Certified portable products provide the consumer with a toll-free number for the purchase of a compatible hands-free device. 1-800-881-7256

STATIC ELECTRICITY, ESD, AND YOUR PALM DEVICE

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

Description of ESD Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while shuffling your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-susceptible equipment Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm® device, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralised, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your Palm device, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the

device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions against ESD Make sure to discharge any built-up static electricity from yourself and your electronic devices *before* touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your Palm device to your computer, placing the device in a cradle, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your device by simultaneously touching a metal surface that is at earth ground. For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions that enhance ESD occurrences Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

Precaution against hearing loss Protect your hearing. Listening to this device at full volume for a long period of time can damage your hearing.

A pleine puissance, l'écoute prolongée du baladeur peut endommager l'oreille de l'utilisateur. Consultez notre site web palm.com/fr pour plus d'informations.



Specifications

Radio	<ul style="list-style-type: none">• Dual mode GSM/UMTS phone• GSM 900/1800/1900• UMTS 2100• GPRS Multi-slot Class 10, Class B• UMTS PS data
Phone features	<ul style="list-style-type: none">• Personal speakerphone• Hands-free headset jack (2.5 mm, 3-barrel connector)• Microphone mute option
Processor technology	<ul style="list-style-type: none">• Marvell processor PXA 270
Expansion	<ul style="list-style-type: none">• microSD expansion card tray
Battery	<ul style="list-style-type: none">• Rechargeable lithium-ion• 1200mAh power• Removable for replacement• 3 hours full charge time
Operating system	<ul style="list-style-type: none">• Windows Mobile® 6 Standard
Camera	<ul style="list-style-type: none">• Still image capture resolution: 1600 x 1200, 2 megapixel• 2x digital zoom
Size	<ul style="list-style-type: none">• 110mm x 61.5mm x 16.5mm
Weight	<ul style="list-style-type: none">• 120g
Connectivity	<ul style="list-style-type: none">• Bluetooth® wireless technology (2.0 compliant)

Display	<ul style="list-style-type: none"> • Up to 65,536 colours (16-bit colour) • Resolution: 320 x 240 • User-adjustable brightness
Keyboard	<ul style="list-style-type: none"> • Built-in 30-key keyboard plus 5-way navigator • Backlight for low lighting conditions
Included software	<ul style="list-style-type: none"> • Phone • Messaging (text, multimedia, and email) • Internet Explorer Mobile (web browser) • Camera • Pictures & Videos • Windows Media Player Mobile • Contacts • Calendar • Tasks • Calculator • ActiveSync® • Excel Mobile • Word Mobile • PowerPoint Mobile • ClearVue PDF Viewer
System requirements	<ul style="list-style-type: none"> • Windows XP or Vista (later versions may also be supported) • 32MB of available memory (RAM) • 170MB of free hard disk space • Available USB port
Operating and storage temperature range	<ul style="list-style-type: none"> • 0°C to 45°C (32°F to 113°F) • 5% to 90% RH

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