



Handbook for the Palm™ Tungsten™ E Handheld



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Setting Up Your Palm™ Tungsten™ E Handheld

Your new Palm™ Tungsten™ E handheld helps you stay organized and on time; keep track of contacts; enjoy audio, video, and gaming entertainment applications; and more. Note that to use some of your handheld's features, you need to install software from the Software Installation CD-ROM that came with your handheld or download software from the Internet. Read this handbook and the software documentation that is installed in the Palm folder on your desktop computer from the CD-ROM (see “[Step 3: Install software](#)” later in this chapter) for details.

System requirements

Palm™ Desktop software contains all of the applications you need to set up and operate your handheld. You must install this software on your desktop computer before you can use your handheld. To install and operate Palm Desktop software, your computer system must meet the requirements described in this section.

Minimum requirements: Windows computers

The minimum requirements for Windows computers are as follows:

- A Pentium-class PC running one of the following operating systems:
 - Windows 98
 - Windows ME
 - Windows 2000 Pro (requires administrator rights to install Palm Desktop software)
 - Windows XP Home or Pro (requires administrator rights to install Palm Desktop software)
- Internet Explorer 4.01 with SP2 or later
- 60 megabytes (MB) available hard disk space
- VGA monitor or better
- CD-ROM or DVD-ROM drive for installing Palm Desktop software from the included CD-ROM; or, you can download Palm Desktop software from www.palm.com
- Mouse
- One available USB port

Minimum requirements: Mac computers

The minimum requirements for Mac computers are as follows:

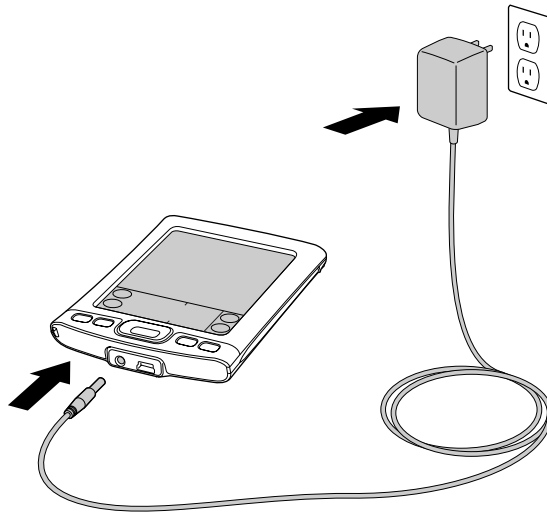
- Mac computer or compatible with a PowerPC processor
- Mac OS 9.1 or later with 12MB available memory or Mac OS X, version 10.1.2 to 10.2.6 (Mac OS X requires administrator rights to install Palm Desktop software)
- 25MB available hard disk space
- Monitor that supports screen resolution of 800 x 600 or better
- CD-ROM or DVD-ROM drive for installing Palm Desktop software from the included CD-ROM; or, you can download Palm Desktop software from www.palm.com
- Mouse
- One available USB port

Upgrade information

If you already own a Palm OS® handheld, perform a HotSync® operation with your old handheld and Palm Desktop software. Then follow the setup instructions below.

Step 1: Charge your handheld

- a. Connect the charging cable to a power source.
- b. Connect your handheld to the cable for at least three hours for an initial charge.

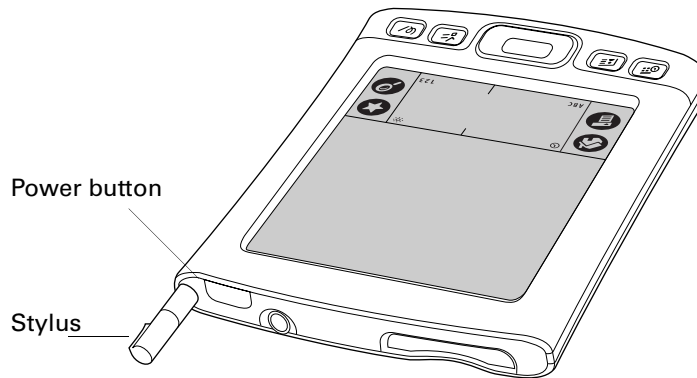


- c. After your handheld is charged, disconnect the handheld from the cable and follow the steps below.

NOTE To keep the battery fully charged, we recommend connecting your handheld to a cable that is connected to a power source whenever you are not using it.

Step 2: Set up your handheld

- a. Press the power button to turn on your handheld.



If your handheld does not turn on, see [“Operating problems”](#) in [Appendix B](#).

- b. Slide the stylus out of the storage slot.
- c. Hold the stylus as you would a pen or pencil, and use it to follow the onscreen directions.

Step 3: Install software

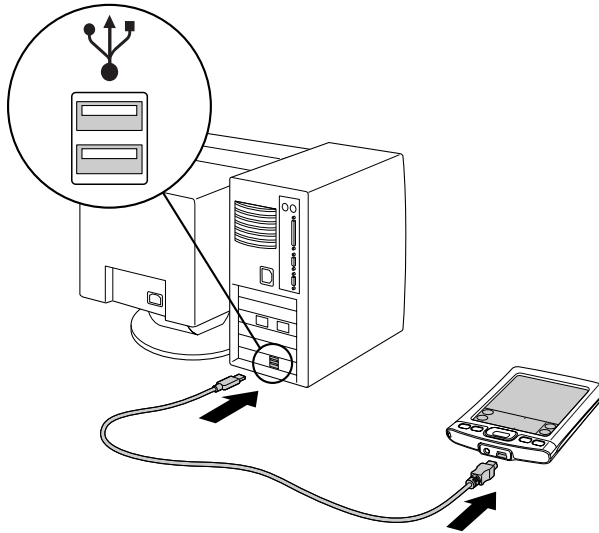
- a. After setting up your handheld, insert the Software Installation CD-ROM into your computer’s CD-ROM drive.
- b. **Windows:** Follow the onscreen instructions, which guide you through installing Palm Desktop software.
Mac: Double-click the Software Installation CD icon that appears on the desktop, and then double-click the Palm Desktop Installer icon.

NOTE You need administrator rights to install Palm Desktop software on a computer running Windows 2000/XP or Mac OS X.

Step 4: Connect the HotSync cable to the computer

- a. Locate the USB icon and ports on your computer.
- b. Plug the USB connector on the HotSync cable into a USB port on your computer.

- c. Connect the HotSync cable to your handheld.




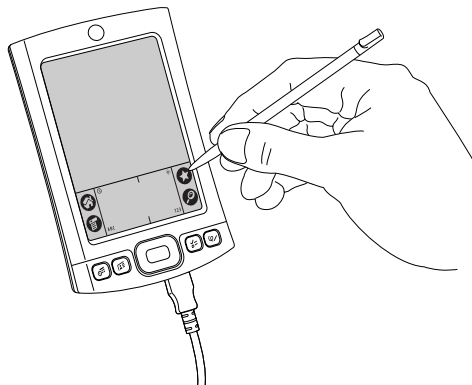
- d. Press the power button to turn on your handheld.

Step 5: Perform a HotSync operation

HotSync operations transfer information between your handheld and Palm Desktop software on your computer. This is called synchronizing your data. Performing HotSync operations ensures that you always have a backup copy of the information that you enter on your handheld. You can also use Palm Desktop software to enter information on your desktop computer, and then transfer the information to your handheld through a HotSync operation.

To perform a HotSync operation:

1. Connect the HotSync cable to your handheld and your computer.
2. Turn on your handheld.
3. Tap the Star icon  to begin the HotSync operation.



See “HotSync problems” in [Appendix B](#) if you experience problems performing a HotSync operation.

Congratulations!

You've set up your handheld, installed Palm Desktop software, and performed your first HotSync operation. For comprehensive information about using your handheld, continue reading this electronic handbook.

For more information about using Palm Desktop software, see the following:

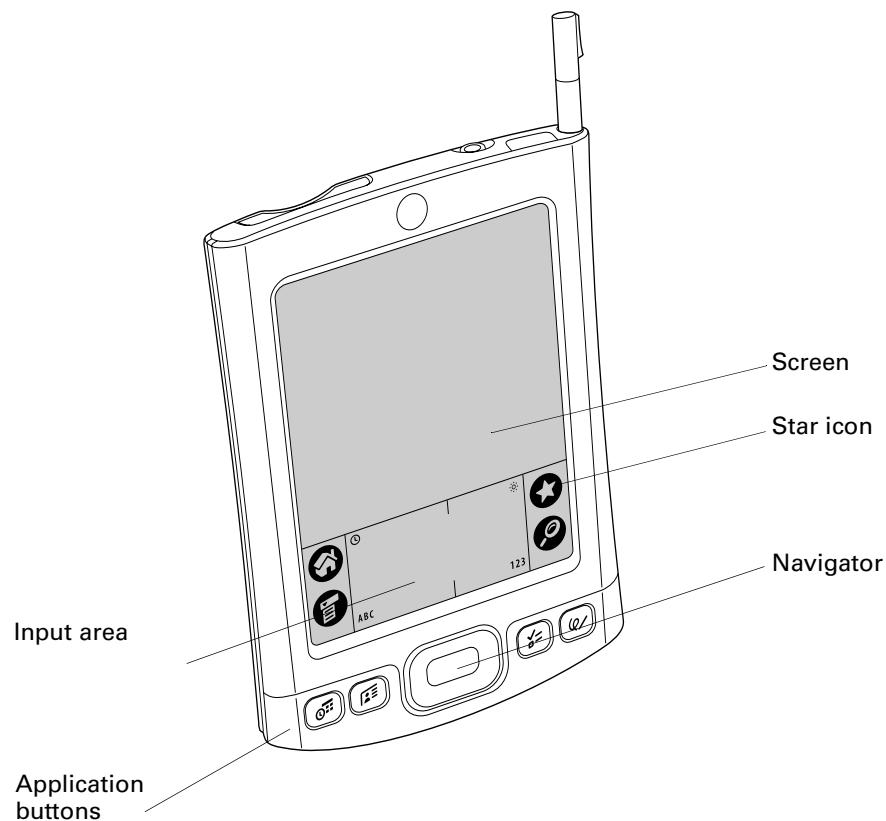
- The online Help for Palm Desktop software. To access the online Help, go to the Help menu in Palm Desktop software.
- **Mac:** The electronic *Palm Desktop Software for the Macintosh User's Guide*. To access this guide, open the Palm folder, and then open the Documentation folder. Double-click the file Palm Desktop.pdf.

Exploring Your Handheld

Your Palm™ Tungsten™ E handheld can help you stay organized, on time, and up to date with daily tasks while you are away from your desk. Use your new handheld to enter your schedule; maintain contact names, addresses, and phone numbers; prioritize and assign due dates for tasks; jot quick notes and create text memos; listen to MP3 music files; and much more.

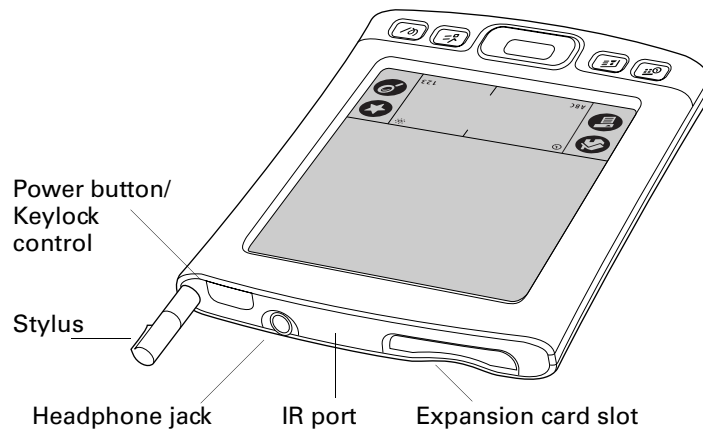
To use some of your handheld's features, you must install software from the CD-ROM that comes with your handheld. See "[Additional software](#)" later in this chapter for information.

Locating front panel controls



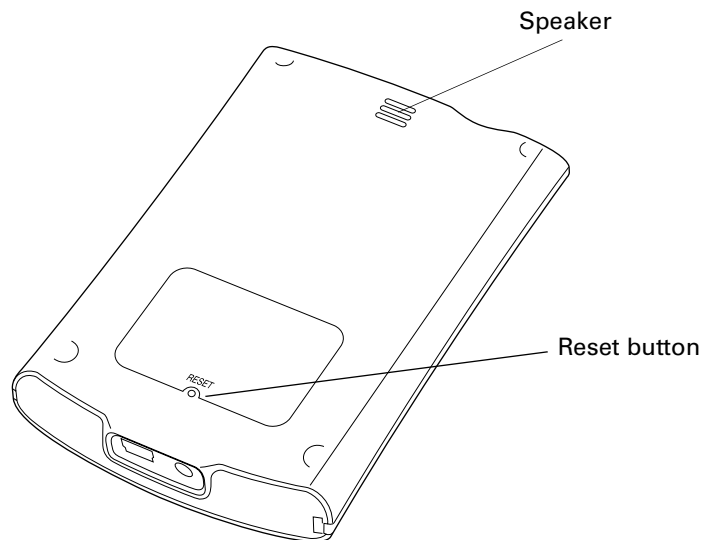
Screen	Displays the applications and information stored on your handheld.
Star icon	Tap this icon to perform a HotSync® operation.
Input area	The area where you write letters and numbers using the Graffiti® 2 alphabet. See “Using Graffiti® 2 writing” in Chapter 3 to learn how to write Graffiti 2 characters.
Navigator	Enables you to select and display records on your handheld screen. See “Using the navigator” later in this chapter for additional information, and look for tips throughout this handbook.
Application buttons	Activate the individual handheld applications that correspond to the icons on the buttons: Calendar, Contacts, Tasks, and Note Pad. See “Buttons Preferences” in Chapter 16 for details on reassigning these buttons to activate any application on your handheld.

Locating top panel components



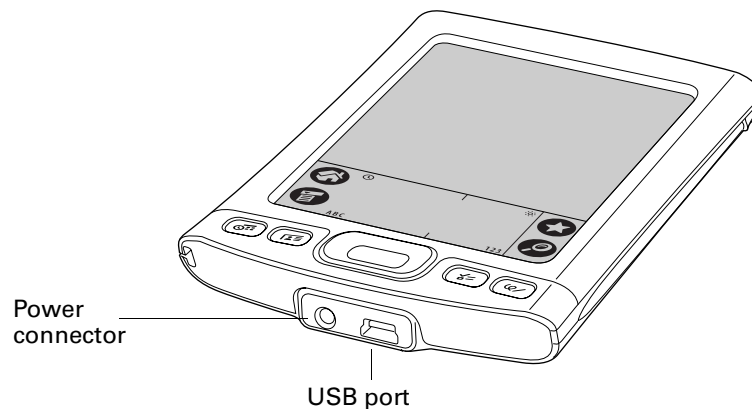
Expansion card slot	Accepts Secure Digital (SD), Secure Digital Input/Output (SDIO), or MultiMediaCard (MMC) expansion cards (sold separately). Expansion cards enable you to listen to MP3 files, back up data, add more memory, add optional peripherals such as a camera, or use additional applications.
IR port	Uses infrared technology to transmit data to and receive data from other infrared-enabled devices and to perform HotSync® operations. See “Beaming data” in Chapter 3 and see “Conducting infrared HotSync operations” in Chapter 15 for more information.
Headphone jack	Enables you to connect standard 3.5mm stereo headphones (sold separately) to your handheld.
Stylus	To use the stylus, slide it out of the slot and hold it as you would a pen or pencil.
Power button/ Keylock control	Turns your handheld on or off and enables you to turn on the Keylock feature. See “Keylock Preferences” in Chapter 16 for information on the Keylock feature.

Locating back panel components



Reset button	Resets your handheld. See “Resetting your handheld” in Appendix A for information about when and how to use the reset button.
Speaker	Enables you to listen to music, videos, alarms, and game and system sounds on your handheld.

Locating bottom panel components




- | | |
|------------------------|---|
| Power connector | Connects your handheld to the power adapter, which in turn connects to the wall current. This enables you to recharge your handheld. |
| USB port | Connects your handheld to the HotSync cable, which in turn connects to the USB port on your computer. This enables you to update the information between your handheld and your computer, using HotSync technology. |

Adjusting brightness

If lighting conditions make it difficult for you to see the information on your handheld, you can adjust the brightness of the screen backlight.

To adjust the brightness of the backlight:

1. Tap the Brightness icon  in the upper-right corner of the input area.

TIP You can assign the full-screen pen stroke to access the brightness control. See [“Pen Preferences”](#) in [Chapter 16](#) for details.



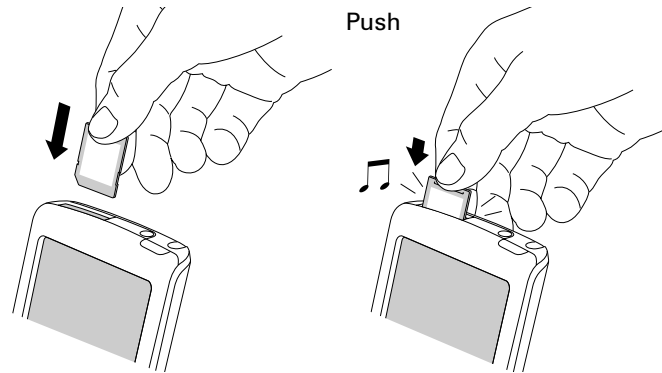
2. Press Up or Down on the navigator or drag the slider to adjust the brightness.
3. Tap Done.

Adding an expansion card

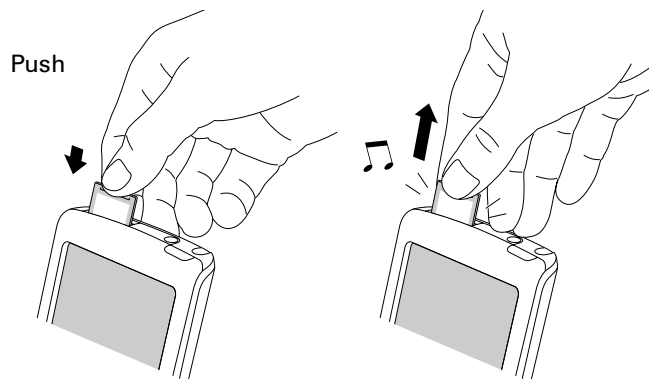
An expansion card (sold separately) increases the variety of tasks you can do and the amount of space you have for storing software and data on your handheld. Your handheld is compatible with SD, SDIO, or MultiMediaCard expansion cards.

To insert a card:

1. Insert the card into the expansion slot with the label side facing the display.
2. Push the card in with your thumb.

**To remove a card:**

1. Push lightly against the card with your thumb.
2. Slide the card out of the expansion slot.



For complete information about working with expansion cards, see [Chapter 6](#).

Tapping and typing

Like using a mouse to click elements on a computer screen, you can use the stylus to tap elements on your handheld screen to get things done on your handheld.

The first time you start your handheld, the setup instructions appear on the screen. These instructions include a calibration screen. Calibration aligns the internal circuitry of your handheld with its touch-sensitive screen so that when you tap an element on the screen, the handheld can detect exactly which task you want to perform.

IMPORTANT Always use the point of the stylus for tapping or for making strokes on the handheld screen. Never use an actual pen, pencil, or other sharp object to write on the handheld screen, as this will scratch the screen.

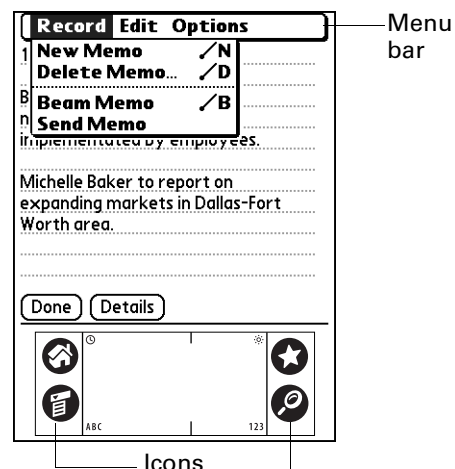
With your handheld turned on, you can tap the handheld screen to perform many operations, such as the following:






- Open applications.
- Select menu commands.
- Initiate a Find operation to search through applications installed on your handheld for specific text. (Find operations do not search through applications on expansion cards.)
- Select options in dialog boxes.
- Open the onscreen keyboards.


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

Elements of the handheld interface

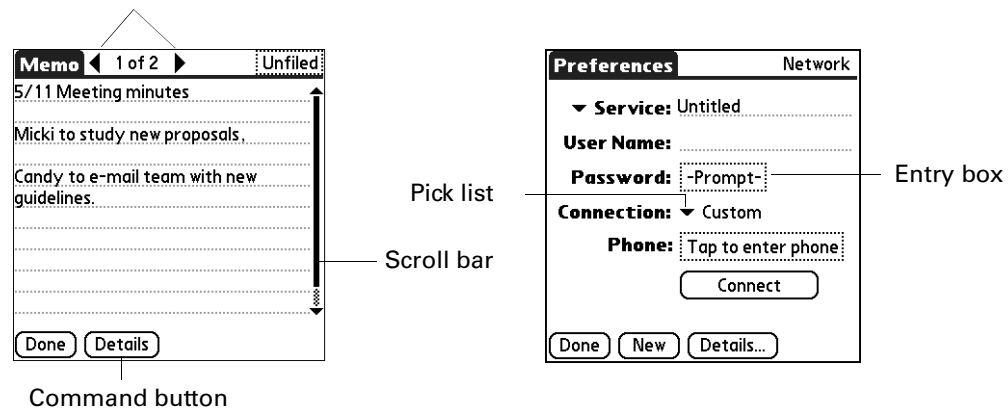
This section describes the common elements in the handheld interface.



- Menu bar** Use the menu bar to access a set of application-specific commands. Not all applications have a menu bar.
- Icons** Tap the icons to open applications , menus , and a favorite application , and to find text anywhere in your data .
- See [“Opening applications,” “Using menus,” and “Finding information”](#) in [Chapter 4](#), and [“Buttons Preferences”](#) in [Chapter 16](#), for more information about using these icons.
- Brightness control** Tap the Brightness icon  to open the Adjust Brightness dialog box. See [“Adjusting brightness”](#) earlier in this chapter for instructions on adjusting the brightness.

- Clock** Tap the Clock icon  to display the current time and date. The display closes automatically after two seconds.
- ABC** With the cursor in an input field, tap ABC to activate the alphabetic keyboard.
- 123** With the cursor in an input field, tap 123 to activate the numeric keyboard.

Previous/next arrows



- Check box** Tap a check box to select or deselect it. When a check box contains a checkmark, the corresponding option is selected and active. When a check box is empty, the corresponding option is deselected and inactive.
- Command buttons** Tap a button to perform a command. Command buttons appear at the bottom of dialog boxes and application screens.
- Previous/next arrows** Tap the left and right arrows to display the previous and next records; tap the up and down arrows to display the previous and next pages of information.
- Pick list** Tap the arrow to display a list of choices, and then tap an item in the list to select it.
- Scroll bar** Drag the slider, or tap the top or bottom arrow, to scroll the display one line at a time. To scroll to the previous page, tap the scroll bar just above the slider. To scroll to the next page, tap the scroll bar just below the slider.



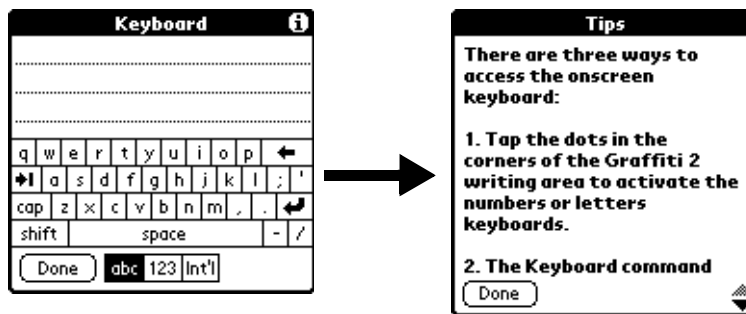
You can also scroll to the previous and next pages within a record by pressing Up and Down on the navigator.

Displaying online tips

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

To display an online tip:

1. Tap the Tips icon ⓘ.
2. After you review the tip, tap Done.

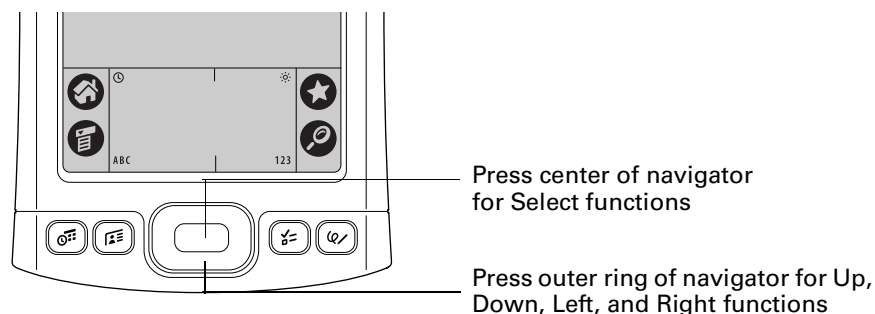


Using the navigator

When you work with most applications, the navigator on the front panel of your handheld makes it easy for you to navigate among and select your entries. You can use the navigator to perform tasks without the stylus, using one hand.



Look for the navigator icon to find navigator tips throughout this guide. See [Chapter 4](#) and [Chapter 7](#) for additional information about using the navigator with Contacts, and [Chapter 5](#) for additional information on using the navigator with Calendar.



To navigate in list screens, do any of the following:

- Press Up or Down on the navigator to scroll an entire screen of records.
- Press and hold Up or Down on the navigator to accelerate the scrolling.
- Press Select on the navigator to insert the selection highlight. When the selection highlight is present, you can do the following:
 - Press Up or Down on the navigator to scroll to the previous or next record.
 - Press Select again to view the selected record.
 - Press Left on the navigator to remove the selection highlight.

To navigate in record screens:

1. Press Up or Down on the navigator to scroll within the current record.
2. Press Right or Left on the navigator to scroll to the previous or next record. (This feature is not available in Contacts.)
3. Press Select on the navigator to return to the list screen.

To navigate in dialog boxes:

- While a pick list is open, press Up or Down on the navigator to highlight an item, and then press Select on the navigator to select the item.
- Press Select on the navigator to close a dialog box.
 - If there's only one button, pressing Select activates that button.
 - If there are two buttons, pressing Select activates the action button (versus Cancel) such as OK, Yes, or Delete.
 - If there are multiple buttons, Select activates affirming buttons such as OK, Yes, or Done.

IMPORTANT Read dialog boxes carefully. Sometimes, selecting a button such as OK or Yes results in canceling an operation or deleting data.

Additional software

The CD-ROM that came with your handheld includes software that lets you add a variety of functionality. Some applications require additional accessories or services, sold separately. Also, you may need to download software from the Internet while installing some applications from the CD-ROM. See the individual software application documentation for information.

For details on using the multimedia applications included on the CD-ROM www.palm.com/support/tungstenE and click the link for Photos, Music & Videos Guide.

Entering Data on Your Handheld

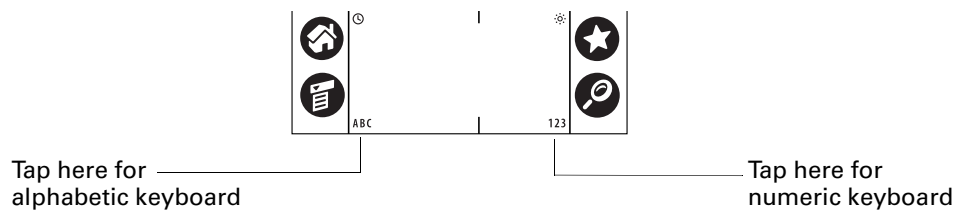
This chapter explains several ways to enter data on your handheld, including using the onscreen keyboard, using Graffiti® 2 writing, and beaming data between devices with infrared (IR) ports.

Using the onscreen keyboard

You can open the onscreen keyboard anytime you need to enter text or numbers on your handheld. You can also use Graffiti 2 writing when the keyboard is open, which makes it easy to switch between these two methods of entering data.

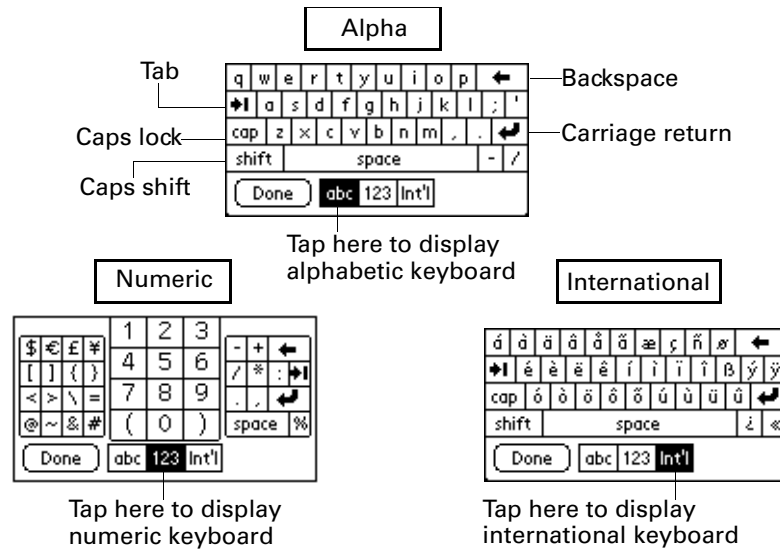
To use the onscreen keyboard:

1. Open any application (such as Memos).
2. Tap any record, or tap New.
3. Tap ABC to open the alphabetic keyboard, or tap 123 to open the numeric keyboard.



4. Tap the characters to enter text and numbers.

When a keyboard is open, you can tap the abc, 123, or Int'l boxes to open any of the other keyboards, including the international keyboard.



After you finish, tap Done to close the onscreen keyboard and place the text in the record.


Using Graffiti® 2 writing

Your handheld has Graffiti 2 help that describes the characters and writing procedures for Graffiti 2.


This section contains tables of all the Graffiti 2 characters.

NOTE By default, your full-screen pen stroke is set to open Graffiti 2 help. See [“Pen Preferences”](#) in [Chapter 16](#) for more information.

To access Graffiti 2 help from an application:

1. Tap on an editable text field.
2. Tap the Menu icon .
3. Select Graffiti 2 Help from the Edit menu.

To access Graffiti 2 information from Quick Tour:

1. Tap the Home icon .
2. Tap the Quick Tour icon.
3. Select Graffiti 2.

Writing in Graffiti 2 input areas

You can write Graffiti 2 characters in the designated input area, or you can turn on Writing Area and write outside the input area. See “[Locating front panel controls](#)” in [Chapter 2](#) for the location of the input area.

Using Writing Area

When Writing Area Preferences are turned on and active, the full screen is available for Graffiti 2 writing; you do not have to write in the input area. When Writing Area Preferences are turned off or inactive, you must write character strokes in the active input area for your handheld to recognize them.

To use the full-screen writing area:

1. Turn on Writing Area Preferences. See “[Writing Area Preferences](#)” in [Chapter 16](#) for details.
2. Open the application in which you want to use the full-screen writing area.
A shaded box appears in the lower-right corner of the screen.
3. Position the cursor where you want the characters to appear.
4. Do any of the following:
 - Write lowercase Graffiti 2 letters anywhere on the left side of the screen.
 - Write numbers anywhere on the right side of the screen.
 - Write uppercase letters in the middle of the screen.
 - Write the Shift stroke before writing symbols and other special characters.
 - Access buttons and other controls that appear on the screen by tapping and holding the button or control until it activates.

To temporarily disable the full-screen writing area:



























- Tap the shaded box in the lower-right corner.

The shaded box changes to a box outline and Writing Area Preferences are deactivated.

NOTE For a brief period of time after writing a character, a quick tap on the screen is interpreted as a period character. This makes it easier to tap buttons and place the cursor without having the action interpreted as a period character.

Graffiti 2 character set

Graffiti 2 alphabet

Draw letters on the abc and ABC writing area			
Letter	Strokes	Letter	Strokes
A		B	
C		D	
E		F	
G		H	
I		J	
K		L	
M		N	
O		P	
Q		R	
S		T	
U		V	
W		X	
Y		Z	

Graffiti 2 numbers

Draw numbers on the 123 writing area			
Number	Strokes	Number	Strokes
0		1	
2		3	
4		5	
6		7	
8		9	

Punctuation marks

Draw these marks on the abc or ABC writing area			
Mark	Stroke	Mark	Stroke
Period .		Ampersand &	
Comma ,		Carriage return	
Apostrophe '		At @	
Space		Straight quotes "	
Question ?		Tab	
Exclamation !			

Draw these marks on the 123 writing area			
Mark	Stroke	Mark	Stroke
Period .		Backslash \ 	
Comma ,		Slash /	
Tilde ~		Left Paren (
Dash —		Right Paren)	
Plus +		Equal =	
Asterisk *			

Accented characters

Draw accents on the 123 writing area			
Accent	Stroke	Accent	Stroke
Acute á		Dieresis ä	
Grave à		Circumflex â	
Tilde ã		Ring å	

Using these accent strokes, you can write the following accented letters:

à á â ã ä å è é ê ë ì í î ï ò ó ô õ ö ù ú û ü ÿ ý ñ

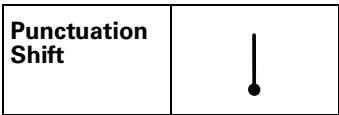
Symbols and other special characters

You can write symbols and other special characters using the Punctuation Shift stroke.

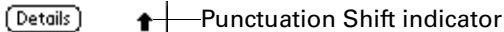
NOTE You can also use the Punctuation Shift stroke to write punctuation marks.

To write symbols and special characters:

1. Enter the Punctuation Shift stroke:



When Punctuation Shift is active, an up arrow symbol appears in the lower-right corner of the handheld screen. If you accidentally activate Punctuation Shift, another Punctuation Shift stroke will cancel it.



NOTE Drawing two Punctuation Shift strokes also cancels the automatic capitalization of the first letter of a new record or sentence.










2. Write the symbol or other special character shown in the table that follows. You can make a symbol stroke anywhere in the Graffiti 2 input area.
3. Enter an additional Punctuation Shift stroke to finish writing the character and to make the character appear more quickly.

After the arrow disappears, the symbol appears.

Draw symbols on EITHER side of the Graffiti 2 input area

.	,	'	?	!	&	@	\$	~	/	\	"
;	:	_		()	<	>	[]	{	}
+	-	*	÷	=	#	%	^	`	™	®	©
‘	’	“	”	§	•	¢	€	¥	£	ı	ı
°	ß	μ	f	Ø							


Graffiti 2 Gestures

Draw gestures on the abc or ABC writing area				
Gesture	Stroke		Gesture	Stroke
Cut			Paste	
Copy			Undo	
Erase			Tab	
Punctuation Shift			Menu Command	
Short Cut				

Graffiti 2 ShortCuts

Graffiti 2 writing comes with several predefined ShortCuts. You can also create your own shortcuts. See [“ShortCuts Preferences”](#) in [Chapter 16](#) to learn about creating ShortCuts.

To use a ShortCut, draw the ShortCut stroke followed by the ShortCut characters. The ShortCut symbol appears at the insertion point to show that you are in ShortCut mode.

ShortCut	
----------	---

Your handheld includes the following predefined Graffiti 2 ShortCuts:

Draw ShortCuts on the abc or ABC writing area	
Entry	ShortCut
Date stamp	ds
Time stamp	ts
Date/time stamp	dts
Meeting	me
Breakfast	br
Lunch	lu
Dinner	di

Beaming data


Your handheld is equipped with an IR port that is located at the top of the handheld, behind the small dark shield. The IR port supports the IrCOMM implementation of the standards for infrared communication established by the Infrared Data Association (IrDA). This means that you can beam data to any nearby device that supports the IrCOMM implementation of the IrDA standards and that can read the type of data you're beaming. For example, you can beam a Contacts entry to a Palm OS® handheld, a mobile phone, or a computer that's equipped with an IR port and that can read vCard data.

You can beam the following information between devices with an IR port:

- The record currently displayed in Calendar, Contacts, Palm™ Photos, Note Pad, Tasks, or Memos
- All records of the category currently displayed in Calendar, Contacts, Tasks, Note Pad, or Memos
- All selected photos in the currently displayed album in Palm Photos
- A special Contacts record that you designate as your business card, containing information you want to exchange with business contacts
- An application installed in RAM memory
- An application installed on an expansion card that is seated in the card slot

TIP You can also perform HotSync® operations using the IR port. See ["Conducting infrared HotSync operations"](#) in [Chapter 15](#) for more details.

To select a business card:

1. Create or open a Contacts record that contains the information you want on your business card.
2. Tap the Menu icon .
3. Tap Record, and then tap Select Business Card.
4. Tap Yes.

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

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

NOTE The procedure for beaming photos and albums is slightly different from the procedure for beaming other records and categories. See [Chapter 11](#) for details.

2. Tap the Menu icon .

3. Tap one of the following from the Record menu:
 - The Beam command for an individual record.
 - In Contacts only: Beam Business Card.
 - In Note Pad only: If you are beaming to someone using Note Pad version 2.0 or earlier, tap Compatibility, and then tap Beam.
 - Beam Category.

TIP You can also press and hold the Contacts application button to instantly beam your business card to another device with an IR port.



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

For best results, Palm™ handhelds should be between 10 centimeters (approximately 4 inches) and 1 meter (approximately 39 inches) apart, and the path between the two handhelds must be clear of obstacles. The beaming distance to other devices may be different.



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

To beam an application:

1. Tap the Home icon .
2. Tap the Menu icon .
3. Tap App, and then tap Beam.
4. Tap the Beam From pick list.
5. Select either Handheld or Card.
6. Tap the application you want to transfer.

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

7. Tap Beam.
8. When the Beam Status dialog box appears, point the IR port directly at the IR port of the receiving device.
9. Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue working on your handheld.

To receive beamed information:

1. Turn on your handheld.
2. Point the IR port directly at the IR port of the transmitting device to open the Beam dialog box.
3. (Optional) Tap the category pick list and select a category for the incoming information. You can also create a new category or leave the information unfiled.
4. Tap Yes.

Sending data

In addition to beaming data, you can also use e-mail or SMS communication to send information to and receive information from other devices. The CD-ROM that comes with your handheld includes e-mail and Telephony/SMS applications that you can use to share information with other devices that are enabled with e-mail or SMS technology.

NOTE Although you can exchange some forms of data with SMS communication, you cannot use SMS communication to send or receive photos.

If you only want to share e-mail messages between your handheld and your desktop computer, you simply need to install the e-mail application from the CD-ROM. However, if you want to send and receive e-mail messages directly to and from your handheld, you also need an Internet service provide (ISP) account and a compatible mobile phone or modem accessory (sold separately). For additional information, see [Chapter 13](#).

To use your handheld for SMS communication, you need to install the Telephony/SMS applications from the CD-ROM and you need a Global System for Mobile Communications (GSM) mobile phone (sold separately). For additional information, see the *SMS Handbook* on the CD-ROM.

Using your computer keyboard

If you have a lot of data to enter, or prefer to use the computer keyboard, you can use Palm™ Desktop software or any supported personal information manager (PIM) to enter information on your desktop computer. You can then perform a HotSync operation to synchronize the information on your computer with the information on your handheld. Many of the applications that came with your handheld are also available in Palm Desktop software and in most PIMs, so you don't need to learn different applications. For more information on entering data on your computer, refer to the online Help in Palm Desktop software (for Windows users) and the *Palm Desktop Software for the Macintosh User's Guide* on the Software Installation CD-ROM (for Macintosh users).

Importing data

If you have data stored in computer applications such as spreadsheets and databases, or if you want to import data from another handheld, you can transfer the data to your handheld without having to type it. Save the data in one of the file formats listed in the next section, import it into Palm Desktop software, and then perform a HotSync operation to transfer the data to your handheld.

Importing data from a Windows computer

Palm Desktop software can import data in the following file formats:

- Comma-delimited (.csv, .txt): Contacts and Memos only
- Tab-delimited (.tab, .tsv, .txt): Contacts and Memos only
- CSV (Lotus Organizer 2.x/97 Mapping): Contacts only
- vCal/iCal (.vcs/.ics): Calendar only
- vCard (.vcf): Contacts only
- Calendar archive (.dba)
- Contacts archive (.aba)
- Tasks archive (.tda)
- Memos archive (.mpa)

Archive formats can be used only with Palm Desktop software. Use the archive file formats to share information with other people who use a Palm OS handheld or to create a copy of your important Palm Desktop information.

To import data from a Windows computer:

1. Open Palm Desktop software.
2. Click the application into which you want to import data.
3. (Optional) If you are importing records that contain a field with category names, do the following:
 - Select All in the Category box.
 - Be sure that the same categories that appear in the imported file also exist in the application. If the categories do not exist, create them now; otherwise, the records are imported into the Unfiled category.
4. From the File menu, select Import.
5. Select the file you want to import.
6. Click Open.

If you are importing a vCal/iCal or vCard file, skip to step 10. You do not have to specify which fields correspond to the imported data.

7. To import data into the correct Palm Desktop fields, drag fields in the left column so that they are opposite the corresponding imported field on the right.
8. If you don't want to import a field, click the check box for that field to deselect it.
9. Click OK.

The imported data is highlighted in the application.

10. To add the imported data to your handheld, perform a HotSync operation.

See Palm Desktop online Help for more information on importing and exporting data.

Using File Link

The File Link feature enables you to import Contacts and Memos information, such as a company phone list, to your handheld from a separate external file on your Windows computer. You can configure the File Link feature to check for changes to the external file when you perform a HotSync operation. HotSync Manager stores the data in a separate category in Palm Desktop software and on your handheld.

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

- Comma-separated (*.csv)
- Memos archive (*.mpa)
- Contacts archive (*.aba)
- Text (*.txt)

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

Importing data from a Mac computer

Palm Desktop software can import data from any applications that can export the data in any of the following file formats:

- Tab-delimited file
- Text
- Palm Desktop software for Mac
- vCal/iCal (.vcs/.ics)
- vCard (.vcf)

For example, you can export tab-delimited files from applications such as FileMaker Pro, Meeting Maker, Now Contact, and Now Up-to-Date.

To import data from a Mac computer:


1. Open Palm Desktop software.
2. From the File menu, select Import.
3. Select the file you want to import.
4. Click Open.
5. If you want to change the order of the fields you're importing, point to a field, wait for the cursor to change to a double arrow, and then drag the field to a new location.
6. If you do not want to import a field, click the arrow between the field names.
7. From the Fields pop-up menu, select the appropriate field.
8. From the Delimiters pop-up menu, select the appropriate delimiter.
9. Click OK.
10. To add the imported data to your handheld, perform a HotSync operation.

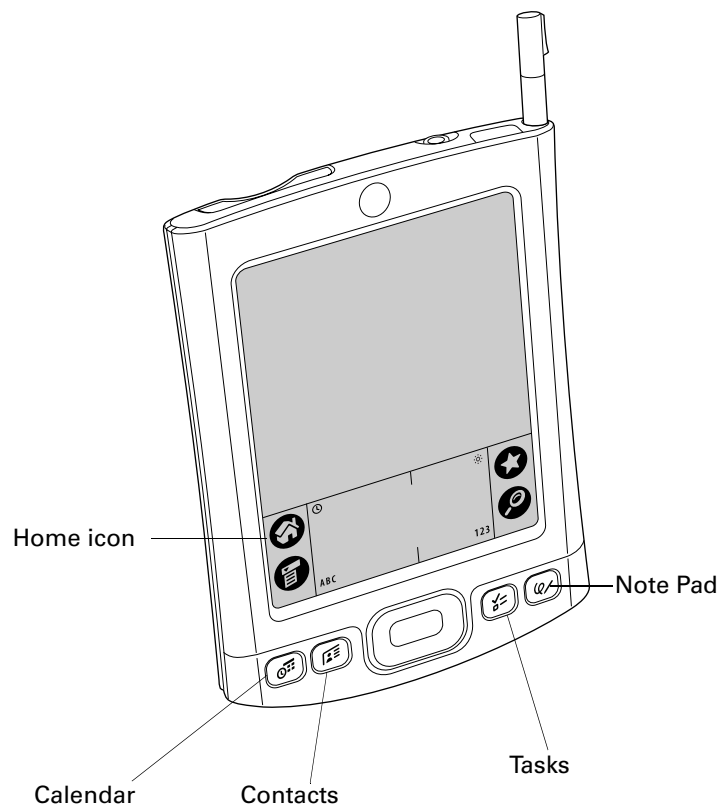
See Palm Desktop online Help for more information on importing and exporting data.

Working with Applications

This chapter explains how to open and switch between applications on your handheld, how to change application settings so they are personalized to your work methods, and how to categorize applications so you view them in related groups.

Opening applications

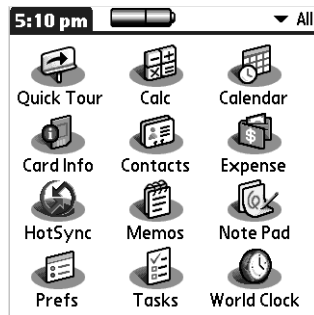
You can tap the Home icon  to see a list of all applications installed on your handheld or an expansion card. Tap the application icon to open it. You can also open Calendar, Contacts, Tasks, and Note Pad with the application buttons on your handheld.




In addition to providing a way for you to open applications, the Home screen displays the current time, battery level, and application category.

To open an application on your handheld:

1. Tap the Home icon .



2. Tap the icon of the application that you want to open. If you have many applications installed on your handheld, press Down on the navigator to see all your applications. 

Opening expansion card applications

When an expansion card is properly seated in the expansion card slot, your handheld responds based on the contents of the card and the application that is active when you insert the card. In some cases, the application on the card opens automatically upon insertion, or if you insert a card containing data from the current application, the application displays the data on the card. In other cases, the Home screen switches to the card and displays its contents, and the pick list in the upper-right corner of the screen displays the name of the card.

Switching between applications

When working with any application, tap the Home icon  or press an application button on your handheld to switch to another application. Your handheld automatically saves your work in the current application and displays it when you return to that application.

When you use an expansion card, your handheld creates and displays a new category that matches the name of the expansion card. You can easily switch between applications installed on your handheld and on the expansion card.

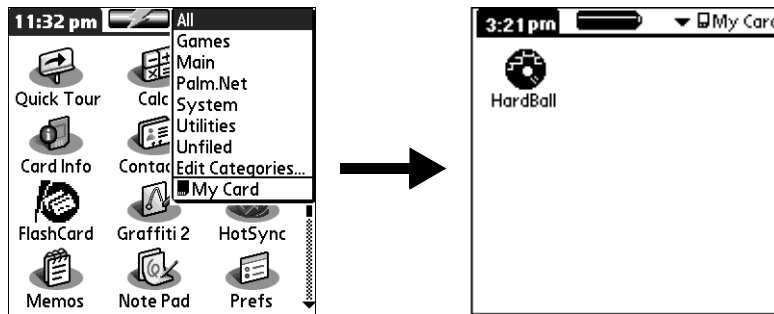
To switch to an expansion card:

1. Tap the pick list in the upper-right corner.



TIP When the highlight on the Home screen is *not* active, you can also press and hold Select on the navigator to open the category pick list.

2. Select the category item that matches the name of the expansion card.



Categorizing applications



You can assign an application to a category and then display either a single category or all your applications.

By default, your handheld includes system-defined categories, such as All and Unfiled, and user-defined categories, such as Games, Main, and System.

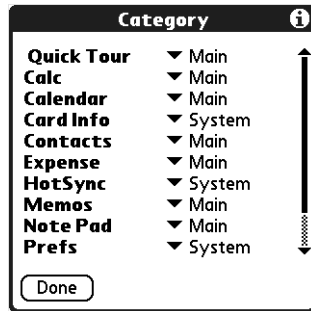
You cannot modify the system-defined categories, but you can rename and delete the user-defined categories. In addition, you can create your own user-defined categories. You can have a maximum of 15 user-defined categories.

You cannot categorize applications that reside on an expansion card.

To categorize an application:

1. Tap the Home icon .
2. Tap the Menu icon .
3. Select Category on the App menu.

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




TIP To create a new category, tap Edit Categories from the pick list. Tap New, enter the category name, and then tap OK to add the category. Tap OK again to close the Edit Categories dialog box.

5. Tap Done.

To display applications by category:

1. Tap the Home icon .

2. Do one of the following:

- Tap the Home icon  repeatedly to cycle through all your categories.



- Press Right on the navigator to cycle through the categories.

- Tap the pick list in the upper-right corner of the screen, and then select the category you want to display.



- When the highlight on the Home screen is not active, press and hold Select on the navigator to open the category list, press Up or Down on the navigator to highlight a category, and then press Select on the navigator to view that category.

Copying applications to or from an expansion card

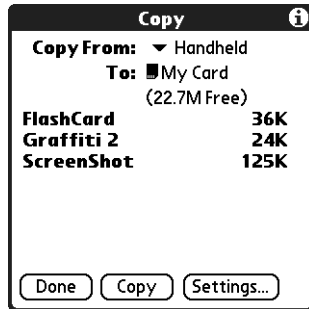
You can copy applications from your handheld to an expansion card, or from an expansion card to your handheld.

To copy an application to an expansion card:

1. Tap the Home icon .

2. Tap the Menu icon .

3. Select Copy on the App menu.



4. Tap the Copy From pick list and select Handheld.
5. Tap the Copy To pick list and select the card name.



The Copy To pick list appears only if there are multiple cards available.

6. Tap the application you want to copy.
7. Tap Copy, and then tap Done.

You can install applications to a card that is seated in the expansion card slot during a HotSync® operation. See [“Installing files and add-on applications”](#) later in this chapter for details.

NOTE If you view your applications on the card using a Card Reader on your computer, the actual file names may differ from those displayed in the Home screen.

To copy an application from an expansion card:

1. Tap the Home icon .
2. Tap the Menu icon .
3. Select Copy on the App menu.





4. Tap the Copy From pick list and select the card name.
5. Tap the Copy To pick list and select Handheld.
6. Tap the application you want to copy.
7. Tap Copy, and then tap Done.

You can also beam applications from expansion cards to your handheld. See [“Beaming data”](#) in [Chapter 3](#) for details.

Selecting copy settings

When using the copy feature, you can set how applications are sorted and listed, as well as whether to copy only the application or both the application and its data files.

To select copy settings:

1. Tap the Home icon .
2. Tap the Menu icon .
3. Select Copy on the App menu.
4. Tap Settings.



5. Tap the Sort By pick list, and then select Name or Size.
6. Tap the Copy Application Only check box to select it if you want to copy only the application files. Leave it deselected if you want to copy both the application file and its associated data file(s).
7. Tap OK.


NOTE The Sort By setting is in effect each time you use the copy feature. Each time you want to copy an application only, you must select the Copy Applications Only check box.

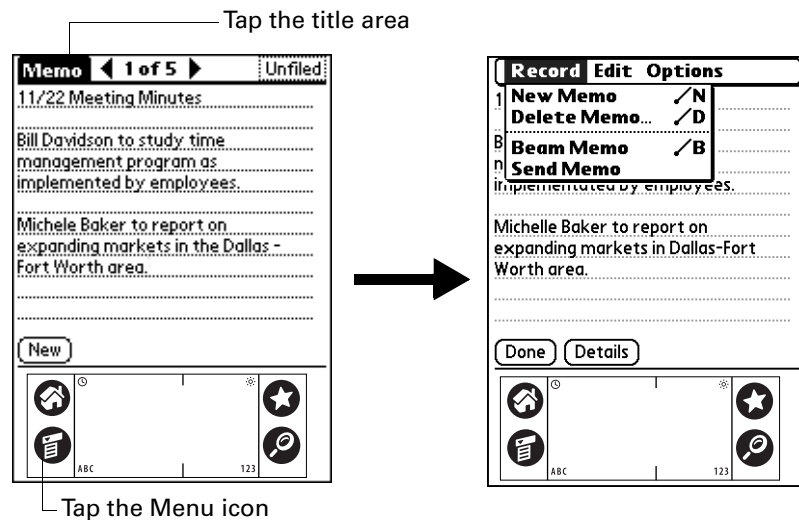
Using menus

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

The menus of each application are illustrated in the chapter that discusses that application.

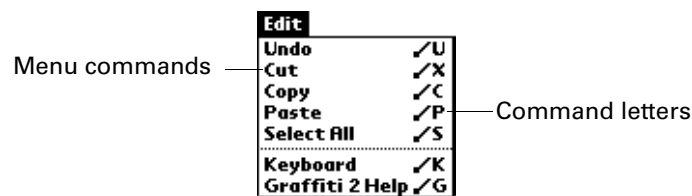
To open the menu bar:

1. Open an application (such as Memos).
2. Do one of the following:
 - Tap the Menu icon .
 - Tap the title area (white text on black background) at the upper-left corner of the screen.

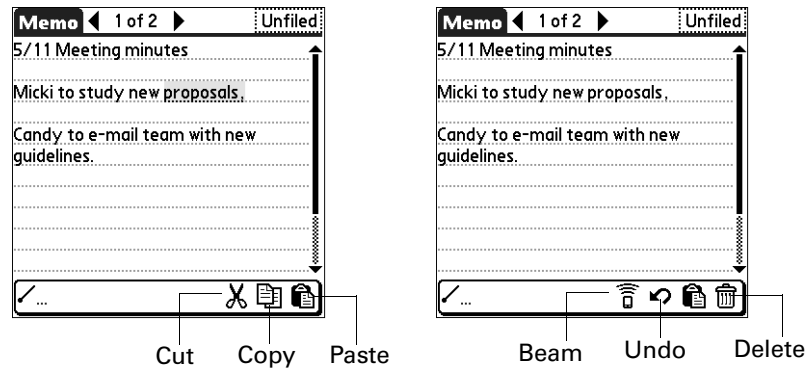


Graffiti 2 menu commands

Most menu commands have an equivalent Graffiti 2 Command stroke, which is similar to the keyboard shortcuts used to execute commands on computers. The command letters appear to the right of the command names.



When you draw the Command stroke anywhere in the Graffiti 2 input area, the Command toolbar appears below the Graffiti 2 input area to indicate that you are in Command mode. The Command toolbar covers the status bar.



The Command toolbar displays context-sensitive menu commands for the active screen. For example, if text is selected, the menu icons displayed may be Undo, Cut, Copy, and Paste. Tap an icon to select the command, or immediately write the corresponding command letter for an appropriate command in the Graffiti 2 writing area.

For example, to select Paste from the Edit menu, draw the Command stroke, followed by the letter *p*.

Command mode is active only for a short time, so you must tap an icon or write the command letter immediately to select the menu command.

Performing common tasks

The tasks described in this section use the term *records* to refer to an individual item in any of the applications: a single Calendar event, Contacts entry, Palm™ Photos photo, Note Pad note, Tasks task, Memos memo, or Expense item.

Creating records

You can use the following procedure to create a new record in Calendar, Contacts, Tasks, Note Pad, Memos, and Expense.

To create a record:

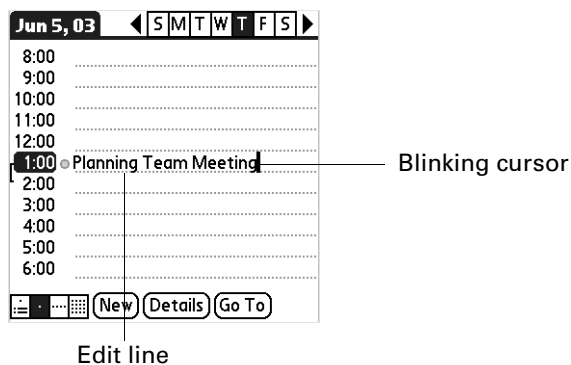
1. Select the application in which you want to create a record.
2. Tap New.
3. In Calendar only: Select start and end times for your appointment, and then tap OK.

4. Enter text for the record.
5. (Optional) Tap Details to select attributes for the record. (In Note Pad, the Details command is located on the Options menu.)
6. In Contacts, Note Pad, and Memos only: Tap Done.

Editing records

After you create a record, you can change, delete, or enter new text at any time. Two screen features tell you when your handheld is in Edit mode:

- A blinking cursor
- One or more dotted edit lines



NOTE In Note Pad, you can write anywhere on the screen. Therefore, you will not see an edit line or blinking cursor unless the cursor is in the title line.

Entering text

For information on how to enter text using Graffiti 2 writing, the onscreen keyboard, or the keyboard attached to your computer, see [Chapter 3](#). For information on entering text in Note Pad, see [Chapter 10](#).

Using the Edit menu

The Edit menu is available with any screen where you enter or edit text. In general, commands available in the Edit menu apply to text that you *select* in an application.

To select text in an application:

1. Tap the beginning of the text that you want to select.
2. Drag the stylus over the text to highlight it (in yellow).

NOTE You can also double-tap to select a word, or triple-tap to select a line of text. You can also drag *across* the text to select additional words, or drag *down* to select a group of lines.


The following commands may appear in an Edit menu:

- | | |
|------------------------|---|
| Undo | Reverses the action of the <i>last edit</i> command. For example, if you used Cut to remove text, Undo restores the text you removed. Undo also reverses deletions you made using backspace. |
| Cut | Removes the selected text and stores it temporarily in the memory of your handheld. You can paste the text you cut into another area of the current application or into a different application. |
| Copy | Copies the selected text and stores it temporarily in the memory of your handheld. You can paste the text that you copy into another area of the current application or into a different application. |
| Paste | Inserts the text that you cut or copied at the selected point in a record. The text you paste replaces any selected text. If you did not previously cut or copy text, Paste does nothing. |
| Select All | Selects all of the text in the current record or screen. This enables you to cut or copy all of the text and paste it elsewhere. |
| Keyboard | Opens the onscreen keyboard. After you finish with the onscreen keyboard, tap Done. |
| Graffiti 2 Help | Opens screens that show all the Graffiti 2 character strokes. Use this command anytime you forget a stroke for a character. |

Deleting records

You can delete any records that you no longer need in an application.

To delete a record:

1. Select the record you want to delete.
2. Tap the Menu icon .
3. Select the Delete command on the Record menu. In Palm Photos, the Delete command is on the Photo menu.

A confirmation dialog box appears. If you want to save a copy of the deleted item to an archive file in Palm™ Desktop software, be sure that the check box is selected. If you don't want to save a copy, tap the check box to deselect it. (The archive option is not available in Palm Photos and Note Pad.)

4. Tap OK.

If you chose to save a copy of the selected item, your handheld transfers it to the archive file on your desktop the next time you perform a HotSync operation.


Purging records

Over time, as you use Calendar, Tasks, and Expense, you'll accumulate records in these applications that have outlived their usefulness.

All these outdated records take up memory on your handheld, so it's a good idea to remove them by using Purge. If you think Calendar or Tasks records might prove useful later, you can purge them from your handheld and save them in an archive file on your computer.

Purging is not available in Contacts, Palm Photos, Note Pad, or Memos. You must delete outdated records manually from these applications.

To purge records:

1. Open the application.
2. Tap the Menu icon .
3. Select Purge on the Record menu.

A confirmation dialog box appears.

Calendar: Tap the pick list and select how old a record must be to be purged. Purge deletes repeating events if the last of the series ends before the date that you purge records.

Calendar, Tasks: If you want to save a copy of the purged records to an archive file on your desktop, be sure that the check box is selected. If you don't want to save a copy, tap the check box to deselect it.

Expense: Select the category you want to purge. All data in the selected category will be purged and there is no archive option.

4. Tap OK, or in Expense, tap Purge.

If you chose to save a copy of the purged records, your handheld transfers them to an archive file on your desktop the next time you perform a HotSync operation.

Categorizing records

You can organize records in the Calendar, Contacts, Palm Photos, Note Pad, Tasks, Memos, and Expense applications so that they are grouped logically into categories and are easy to review. In Palm Photos, categories are called *albums*. As we refer to categories throughout this section, we are also referring to albums unless otherwise noted.

By default, your handheld includes system-defined categories, such as All and Unfiled, and user-defined categories, such as Business and Personal.

You cannot modify the system-defined categories, but you can rename and delete the user-defined categories. In addition, you can create your own user-defined categories. You can have a maximum of 15 user-defined categories in most applications.

The illustrations in this section come from Contacts, but you can use these procedures in all the applications in which categories are available. The only exception is that the steps for moving photos into albums is slightly different. See [“Filing photos in albums”](#) in [Chapter 11](#) for details.

To move a record into a category:

1. Select the record you want to categorize.
2. In Contacts only: Tap Edit.
3. Tap Details.
4. Tap the Category pick list to display the list of available categories.



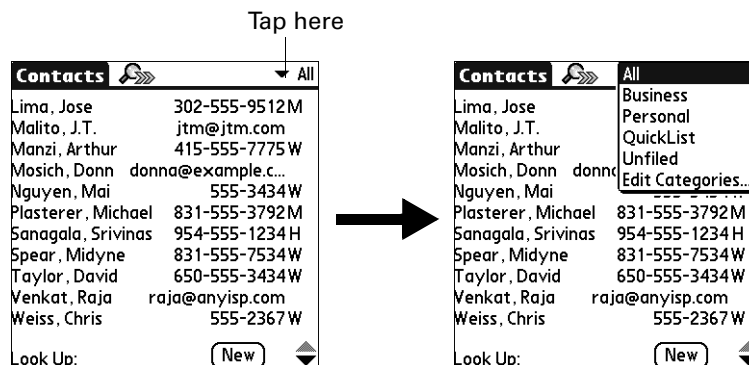
5. Select the category for the record, and then tap OK.

NOTE In Contacts, Note Pad, and Memos, you can select the category name in the upper-right corner of the screen to assign the item to a different category.

To display a category of records:

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

NOTE The category pick list does not display by default in the Calendar application. To display the category pick list in Calendar, see [“Setting Day View display options”](#) in [Chapter 5](#).



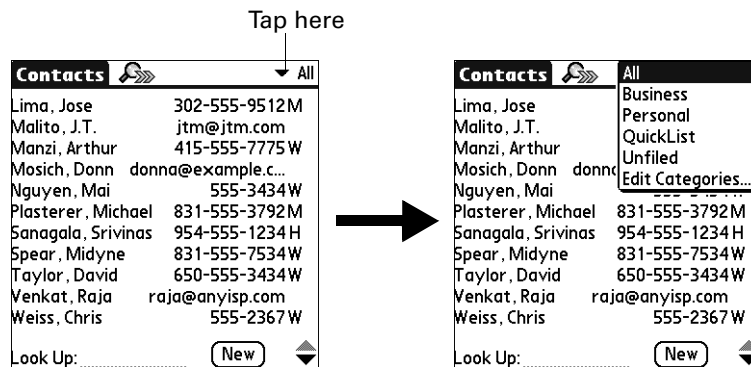
2. Select the category you want to view.

The list screen now displays only the records assigned to that category.

TIP Press an application button on your handheld to scroll through all the categories of that application except for Unfiled. This feature is not available in all applications.

To define a new category:

1. Tap the category pick list in the upper-right corner of the screen or list.



2. Select Edit Categories.
3. Tap New.



4. Enter the name of the new category, and then tap OK.



5. Tap OK.

You can assign any of your records to the new category.

To rename a category:

1. Tap the category pick list in the upper-right corner of the screen or list.
2. Select Edit Categories.
3. Select the category that you want to rename, and then tap Rename.

Calendar only. Select the category that you want to rename, and then tap Edit.

4. Enter the new name for the category, and then tap OK.
5. Tap OK.

TIP You can group the records within two or more categories into one category by giving the categories the same name. For example, if you change the name of the Personal category to Business, all records formerly in the Personal category appear in the Business category.


Finding information

Your handheld offers several ways for you to find information quickly. This section describes the most common methods.

Using Find

You can use Find to locate any text that you specify, in any application that resides on your handheld. Find does not search applications that reside on an expansion card.

To use Find:

1. Tap the Find icon .
2. Enter the text that you want to find.

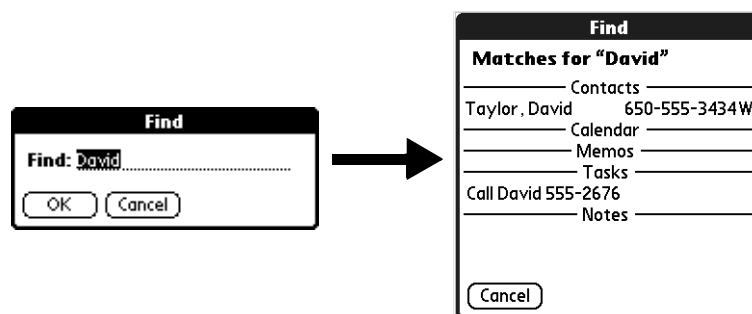
TIP If you select text in an application before you tap Find, the selected text automatically appears in the Find dialog box.

Find is *not* case sensitive. For example, searching for the name “davidson” also finds “Davidson.”

Find locates any words that begin with the text you enter. For example, searching for “plane” finds “planet” but not “airplane.”

3. Tap OK.

Find searches for the text in all records and all notes.



As your handheld searches for the text, you can tap Stop at any time. You may want to do this if the entry you want appears before your handheld finishes the search. To continue the search after you tap Stop, tap Find More.

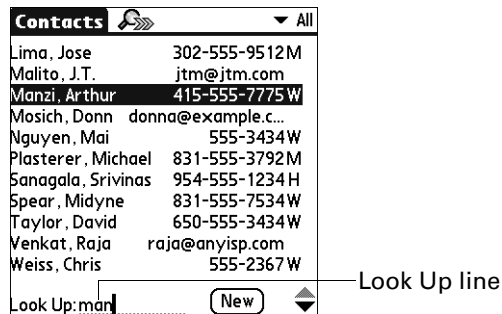
4. Tap the text that you want to review.

Looking up Contacts records

In Contacts, you can use the Look Up line with the stylus or navigator to look up and quickly scroll to any of your Contacts entries.

To look up a Contacts record with the stylus:

1. From the Contacts list screen, enter the first letter of the name you want to find.



The list scrolls to the first entry that begins with that letter. If you write another letter, the list scrolls to the first entry that starts with those *two* letters. For example, writing an *s* scrolls to “Sands,” and writing *sm* scrolls further to “Smith.” If you sort the list by company name, the Look Up feature scrolls to the first letter of the company name.

2. Tap the record to view its contents.

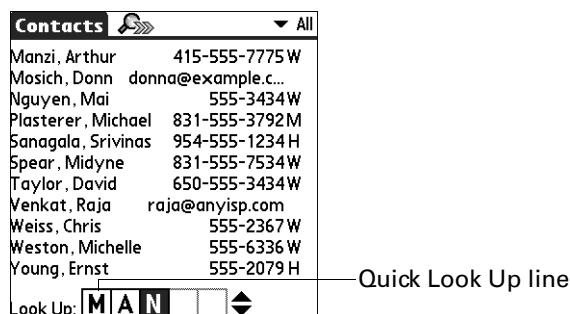


To look up a Contacts record with the navigator:

1. From the Address list screen, press Right on the navigator to display the Quick Look Up line.
2. Press Up and Down on the navigator to select the first letter of the name you want to find.

The list scrolls to the first entry that begins with that letter.

3. Press Right on the navigator to move to the next letter box.



The Quick Look Up line displays only letters that are a possible match for that position. For example, in the screen shown here, if you enter *c* in the first box, only the letters *a*, *h*, and *o* appear in the second box.

If there is only one possible match for a particular position, the highlight jumps to the next position.

4. Press Up or Down on the navigator to select the next letter of the name you want to find.

The list then scrolls to the first entry that starts with those *two* letters. For example, selecting *s* scrolls to “Sands,” and selecting *sm* scrolls further to “Smith.” If you sort the list by company name, the Quick Look Up feature scrolls to the matches for the company name.


5. Repeat steps 4 and 5 until the entry you want appears in the list.
6. Press Select on the navigator to highlight the record you want.
7. Press Select on the navigator to view the contents of the selected record.

TIP If there is only one possible match for the letters you selected, the contents of the record automatically display.

Using Phone Lookup

Phone Lookup displays the Contacts list screen. You can add to a record the information that appears in this list.

To use Phone Lookup:

1. Display the record in which you want to insert a phone number. The record can be in Calendar, Tasks, Memos, or any other application that takes advantage of this feature.
2. Tap the Menu icon .
3. Select Options, and then select Phone Lookup.
4. Begin to spell the last name of the name you want to find.

The list scrolls to the first record in the list that starts with the first letter you enter. Continue to spell the name you’re looking for; when you see the name, tap it.



5. Tap Add.

The name you selected, along with the information associated with it, is pasted into the record you selected in step 1.

Sorting lists of records


Sorting is available in applications that have list screens: Contacts, Note Pad, Tasks, Memos, and Expense. You can also sort photos in Palm Photos. See “[Creating an album](#)” in [Chapter 11](#) for details.

NOTE You can also assign records to categories. See “[Categorizing records](#)” earlier in this chapter.

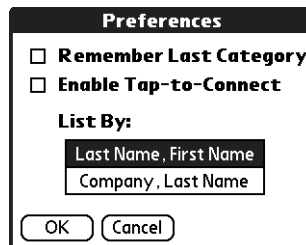
To sort records in **Expense**:

1. Open the application to display the list screen.
2. Tap Show.
3. Tap the Sort by pick list, and then select an option.
4. Tap OK.

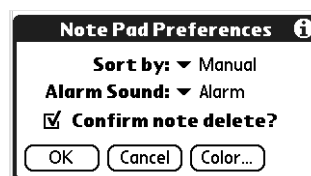
To sort records in **Contacts, Note Pad, Memos, and Tasks**:

1. Open the application to display the list screen.
2. Tap the Menu icon .
3. Select Options, and then select Preferences.

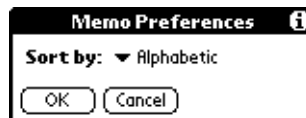
Contacts



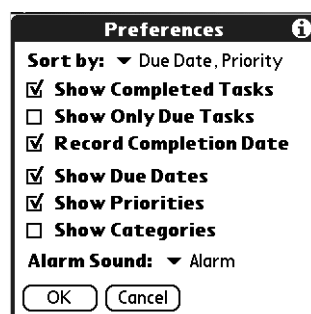
Note Pad



Memos



Tasks



4. Do one of the following:

Contacts: Tap the setting you want.

Note Pad: Tap the Sort by pick list, and then select Alphabetic, Date, or Manual.

Memos: Tap the Sort by pick list, and then select Alphabetic or Manual.

Tasks: Tap the Sort by pick list, and then select the sort criteria you want.

5. Tap OK.

To sort the Note Pad or Memo list manually, tap and drag a note or memo to a new location in the list.

To make the list appear in Palm Desktop software as you manually sorted it on your handheld, open the application in Palm Desktop software, and then click Sort by. Then select Order on Handheld.

Attaching notes


In Contacts, Calendar, Palm Photos, Tasks, and Expense, you can attach a note to a record. A note can be up to several thousand characters long. For example, for an appointment in Calendar, you can attach a note with directions to the location.

To attach a note to a record:

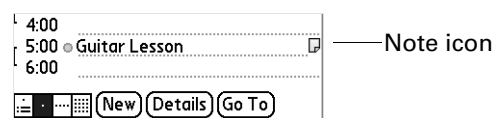
1. Display the entry to which you want to add a note.



To display an entry, tap it or press Up or Down on the navigator to highlight it, and then press Select on the navigator.

2. In Contacts only: Tap Edit.
3. Tap Details.
4. Tap the Note button .
5. Enter your note.
6. Tap Done.

A small note icon appears at the right side of any item that has a note.




To review or edit a note:

- Tap the Note icon .



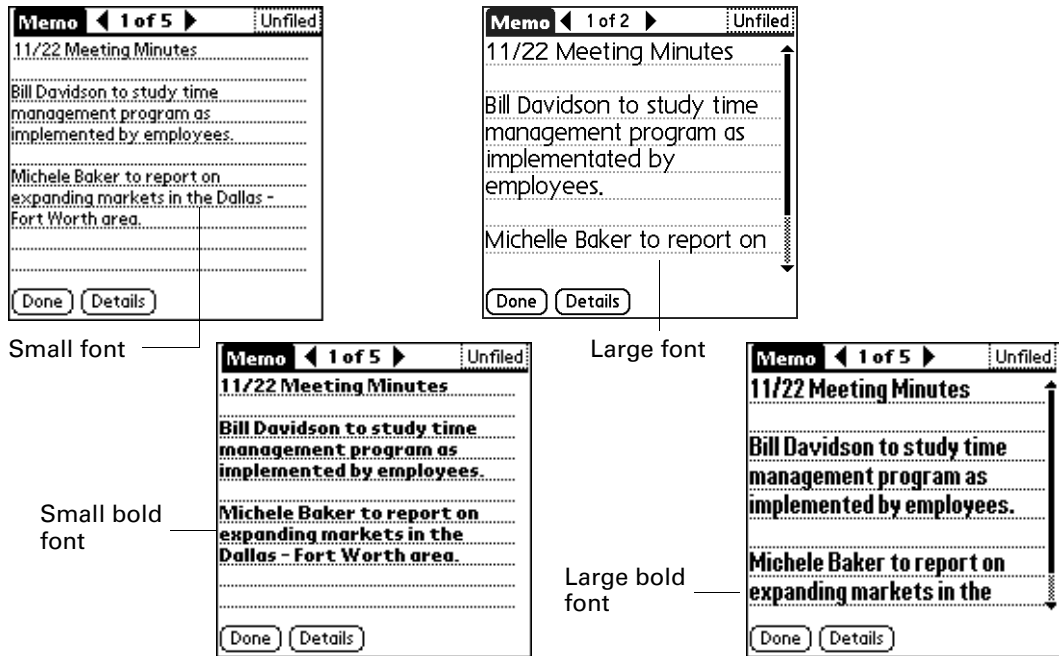
TIP In Calendar, you can also highlight the event that contains the note, press Select on the navigator to open the note, and then press Select on the navigator again to close the note.

To delete a note:


1. Tap the Note icon .
2. Tap Delete, and then tap Yes.

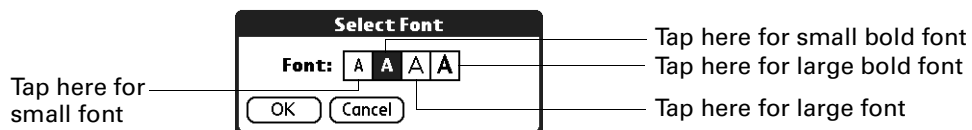
Choosing fonts

In many applications, you can change the font style to make text easier to read. You can choose small, small bold, large, or large bold fonts in each application that enables you to change the font style.



To change the font style:

1. Open an application.
2. Tap the Menu icon .
3. Select Options, and then select Font.
4. Tap the font style you want to use.



5. Tap OK.

Receiving alerts

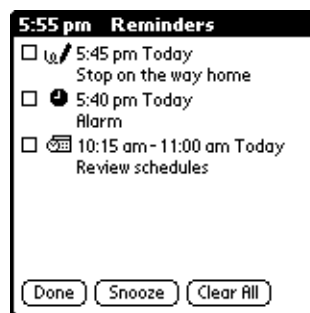
You can receive alerts on your handheld and in Palm Desktop software.

Receiving alerts on your handheld

When you use certain application settings, your handheld can alert you to any of the following:

- An appointment set in Calendar
- A task entered in Tasks
- A note created in Note Pad
- An alarm set in World Clock
- E-mail messages received in the VersaMail application

When an alert occurs, your handheld displays a reminder message. If you tap Snooze in response to an alert message, your handheld reminds you of the item again in five minutes. The Reminders screen displays alerts that await attention.



Receiving alerts from Palm Desktop software

You can set an option to receive Calendar event alerts from Palm Desktop software. The feature is disabled by default, so you must enable it within Palm Desktop software.

To enable an event alert from Palm Desktop software:

1. Double-click the Palm Desktop icon.
2. From the Tools menu, select Options, and then select Alarms.
3. Set Alarm Configuration options, either Always Available or Available only when the Palm Desktop is running.
4. (Optional) To hear an alert sound as well as receive an alert message, select the check box Play audible notification with alarm dialog box.
5. Click OK.

Hiding or masking private records

You can use the Security Preferences to set a password and select whether to mask your private records or hide them completely. See “[Security Preferences](#)” in [Chapter 16](#) for details.

Installing and removing applications

This section explains how to install and remove applications and other files on your handheld or on an expansion card, and how to remove Palm Desktop software from your computer.

Installing files and add-on applications

Your handheld comes with many applications installed and ready to use. During a HotSync operation, you can also install additional applications, such as games and other software, on your handheld or on a card that is seated in the expansion card slot. Applications or games that you install on your handheld reside in RAM, and you can delete them at any time.

You can also install other files that are associated with an application on your handheld, such as photos or audio files. Files that are not associated with an application on your handheld may not be installed during a HotSync operation.

Both applications and files are easy to install during a HotSync operation. You can install the following types of files:

- Palm OS® file types, including PRC and PDB
- Image files, including BMP and JPEG

NOTE You must use the Palm™ Photos application on your desktop to send image files to your handheld's ROM

- MP3 and RealAudio audio files (requires the audio application from the CD-ROM, and audio files must reside on and can only be installed to an expansion card, which is sold separately)
- Microsoft Office files, such as Word, Excel, and PowerPoint documents

NOTE You must use the DataViz Docs To Go application on your desktop to send Microsoft Office files to your handheld's ROM

- Kinoma video files (requires the Kinoma application from the CD-ROM)

NOTE You may need to download software from the Internet while installing some applications from the CD-ROM.

There are a variety of third-party applications available for your handheld. To learn more about these applications, go to www.palm.com.

NOTE Palm works with developers of third-party add-on applications to ensure the compatibility of these applications with your new Palm handheld. Some third-party applications, however, may not have been upgraded to be compatible with your new Palm handheld. If you suspect that a third-party application is adversely affecting the operation of your handheld, contact the developer of the application.

Installing applications and files on a Windows computer

Palm™ Quick Install makes it easy to install applications and files during the next HotSync operation. You can even install compatible files directly from a Zip file. Depending on the file type, Palm Quick Install determines whether to install the files on your handheld or on an expansion card.

You can use any of the following methods to install applications and files with Palm Quick Install:

- Drag and drop files onto the Palm Quick Install icon on the Windows desktop.
- Drag and drop files onto the Palm Quick Install window.
- Use the commands or buttons in the Palm Quick Install window.
- Right-click a file and send it to Palm Quick Install.

The procedures that follow explain how to install applications and files using each of these methods.

To drag and drop applications or files onto the Palm Quick Install icon:

1. Copy or download the application(s) or file(s) you want to install onto your computer.
2. From My Computer or Windows Explorer, select the file(s) or folder that you want to install.
3. Drag and drop the file(s) or folder onto the Palm Quick Install icon on the Windows desktop.



Palm Quick Install displays a confirmation dialog box that shows whether the files will be installed on your handheld or on an expansion card, and you can choose the username to which the files will be installed.

4. Click OK.

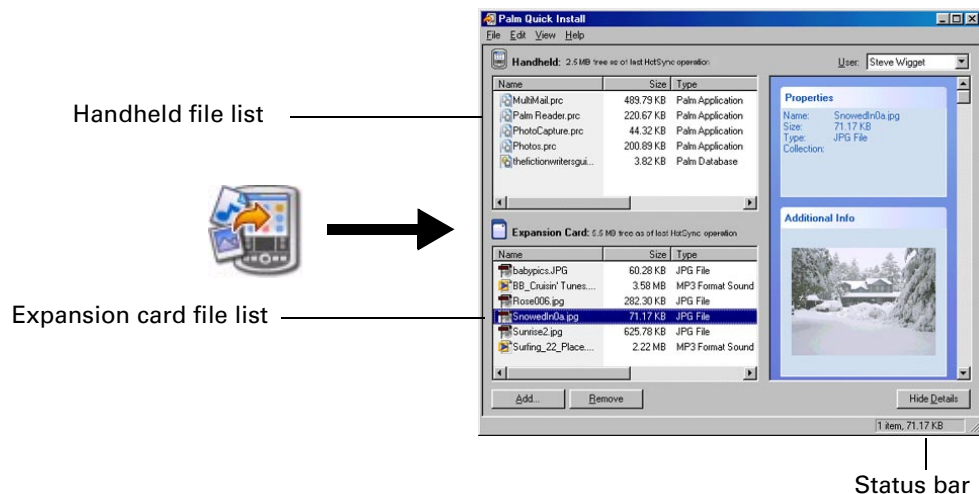
The selected files are placed in the Handheld or Expansion Card file list, based on the file extension.

5. Perform a HotSync operation to install the files. See [“Conducting HotSync operations”](#) in [Chapter 15](#) for details.

NOTE Files that remain in the list after you perform a HotSync operation were not installed. This can happen if your handheld is too full to install the file or if the file type was not recognized during the HotSync operation. If files are unrecognized, try launching the associated application from your handheld and then performing another HotSync operation. If the files still remain in the list, they are not associated with an application on your handheld and cannot be installed. Expansion cards may also hold files that are not Palm application files.

To drag and drop applications or files onto the Palm Quick Install window:

1. Copy or download the application(s) or file(s) you want to install onto your computer.
2. Double-click the Palm Quick Install icon on the Windows desktop.



3. From My Computer or Windows Explorer, select the file(s) or folder that you want to install.

4. Drag and drop the file(s) or folder onto the handheld or expansion card file list.

If a No symbol appears when you attempt to drag a file onto a file list, that file is not supported on that destination.

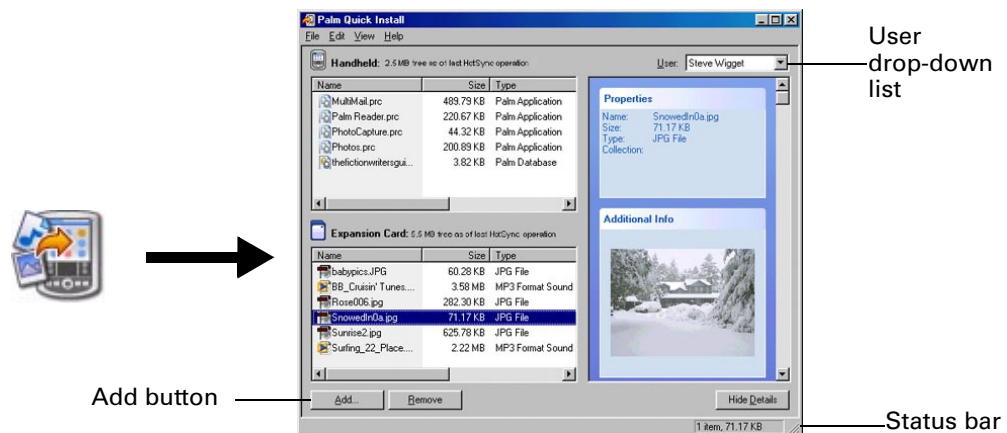
The status bar shows the number of files selected and their total size. However because some file types are compressed during synchronization, they may actually require less space than the amount shown in the file size column or status bar.

5. Perform a HotSync operation to install the files. See [“Conducting HotSync operations”](#) in [Chapter 15](#) for details.

NOTE Files that remain in the list after you perform a HotSync operation were not installed. This can happen if your handheld is too full to install the file or if the file type was not recognized during the HotSync operation. If files are unrecognized, try launching the associated application from your handheld and then performing another HotSync operation. If the files still remain in the list, they are not associated with an application on your handheld and cannot be installed. Expansion cards may also hold files that are not Palm application files.

To use the command buttons in the Palm Quick Install window:

1. Copy or download the application(s) or file(s) you want to install onto your computer.
2. Double-click the Palm Quick Install icon on the Windows desktop.



3. In the User drop-down list, select the name that corresponds to your handheld.
4. Click Add.

TIP To install a folder, open the File menu and select Add Folder.

5. Select the application(s) or file(s) that you want to install.

If you do not see the application(s) or file(s) in the default folder, navigate to the folder that contains the application(s) or file(s) that you want to install.

6. Click OK.
7. If you need to change the destination of the application you are installing, drag the files to move applications between the handheld and expansion card file list.

The status bar shows the number of files selected and their total size. However, because some file types are compressed during synchronization, they may actually require less space than the amount shown in the file size column or status bar.

8. Perform a HotSync operation to install the selected application(s). See [“Conducting HotSync operations”](#) in [Chapter 15](#) for details.

NOTE Files that remain in the list after you perform a HotSync operation were not installed. This can happen if your handheld is too full to install the file or if the file type was not recognized during the HotSync operation. If files are unrecognized, try launching the associated application from your handheld, and then perform another HotSync operation. If the files still remain in the list, they are not associated with a handheld application and cannot be installed. Expansion cards may also hold files that are not Palm application files.

To use the right-click menu to send the file to Palm Quick Install:

1. Copy or download the application(s) or file(s) you want to install onto your computer.
2. From My Computer or Windows Explorer, right-click the file(s) or folder that you want to install.
3. Select Send To and then select Palm Quick Install.

Palm Quick Install displays a confirmation dialog box that shows whether the files will be installed on your handheld or on an expansion card.

4. Click OK.

The selected files are placed in the Handheld or Expansion Card file list, based on the file extension.

5. Perform a HotSync operation to install the files. See [“Conducting HotSync operations”](#) in [Chapter 15](#) for details.

Any unrecognized files are not installed.

Palm Quick Install tips

The following tips can help you use Palm Quick Install most effectively:

- Audio files are automatically placed in the expansion card file list. If you attempt to place audio files in the handheld file list, a No symbol appears.
- By default, Kinoma video files are placed in the expansion card file list. If you prefer to store these files on your handheld, you can move them to the handheld file list.

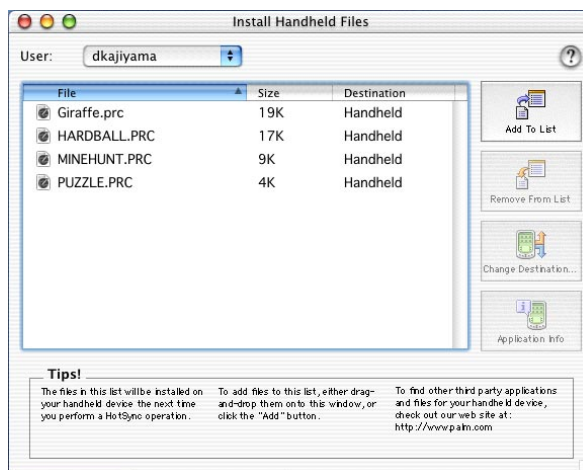
- When you drag and drop a folder, Palm Quick Install looks at files in the first level of subfolders only; it does not look at folders nested inside the subfolders.
- When you drag and drop a .zip archive, Palm Quick Install looks at files in the first level of the folder only; it does not look in subfolders nested inside the folder. In this case, you will need to unzip the archive first, then drop the folders/files onto Quick Install.
- To install files in a different location, start Palm Quick Install and drag the files to a different file list.
- You can also access the Palm Quick Install window by clicking Quick Install on the Palm Desktop Launch bar.

Installing applications and files on a Mac computer

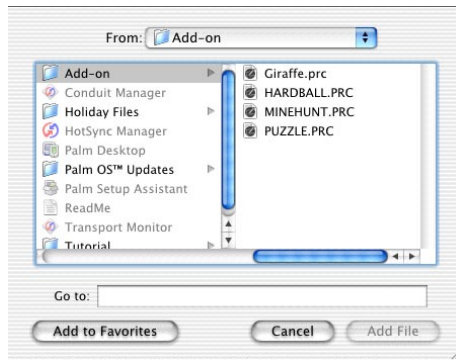
The Install tool makes it easy to install applications and files during a HotSync operation. You can specify whether to install the files on your handheld or on an expansion card.

To install add-on software on your handheld using a Mac computer:

1. On your Mac computer, copy or download the application you want to install into the Add-on folder in your Palm folder.
2. Double-click the HotSync Manager icon in the Palm folder.
3. From the HotSync menu, select Install Handheld Files.
4. From the User pop-up menu, select the name that corresponds to your handheld.



- Click Add To List.



If the file you want to install is not listed in the dialog box, go to the folder to which you copied the file. Most handheld application files have the extension PRC or PDB.

- Select the application(s) you want to install.
- Click Add File to add the selected application to the Install Handheld Files list.

TIP You can also drag files, or folders of files, to the list in the Install Handheld Files dialog box. The files are copied to the Files To Install folder.

- If you need to change the destination of the application you are installing, click Change Destination in the Install Handheld Files window, and then use the arrows to move applications between your handheld and an expansion card.





- Click OK to close the Change Destination window.
- Close the Install Handheld Files window.
- Perform a HotSync operation to install the selected application(s) on your handheld. See [“Conducting HotSync operations”](#) in [Chapter 15](#) for details.

NOTE Files that remain in the list after you perform a HotSync operation were not installed. This can happen if the file type was not recognized during the HotSync operation. Expansion cards may hold applications that use files other than the Palm application files. For your handheld to recognize such a file, you must first launch the associated application at least once.

Removing applications

If you run out of memory or decide that you no longer need an application you installed, you can remove applications from your handheld or from an expansion card. From your handheld, you can remove only add-on applications, patches, and extensions that you install; you cannot remove the applications that reside in the operating system of your handheld.

To remove an add-on application:

1. Tap the Home icon .
2. Tap the Menu icon .
3. Select Delete on the App menu.
4. Tap the Delete From pick list and select either Handheld or Card. If you want to delete applications from a card, the card must be seated in the expansion card slot.
5. Tap the application that you want to remove.
6. Tap Delete.
7. Tap Yes, and then tap Done.

Removing Palm Desktop software

If you no longer want to use Palm Desktop software, you can remove it from your computer. This process removes only the application files. The data in your Users folder remains untouched.

IMPORTANT If you remove Palm Desktop software, you also remove the HotSync Manager synchronization software and can no longer synchronize with your computer. If you want to synchronize data with another personal information manager (PIM), you need to have Palm Desktop software installed.

NOTE You may need to modify the steps shown here to accommodate the version of the operating system installed on your computer.

To remove Palm Desktop software from a Windows computer:

1. From the Windows Start menu, select Settings, and then click Control Panel.
2. Double-click the Add/Remove Programs icon.
3. Click the Change or Remove Programs button.
4. Select Palm Desktop.
5. Click Change/Remove.

This process removes only the application files. The data in your Users folder remains untouched.

6. Click Yes in the Confirm File Deletion box.
7. Click OK, and then click Close.

To remove Palm Desktop software from a Mac computer:

1. Insert the Software Installation CD-ROM into the CD-ROM drive on your computer.
2. Double-click the Software Installation CD-ROM icon on your desktop.
3. Double-click the Palm Desktop Installer icon.
4. From the Easy Install screen, select Uninstall from the pop-up menu.
5. Select the software you want to remove.
6. Click Uninstall.
7. Select the folder that contains your Palm Desktop software files.
8. Click Remove.
9. Restart your computer.

Using Calendar

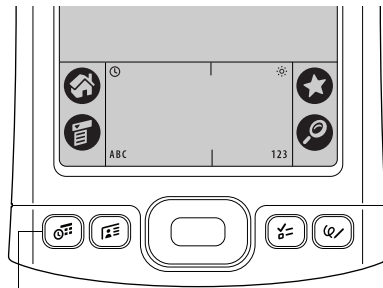


Calendar enables you to quickly and easily schedule appointments or any kind of activity associated with a time and date. You can attach notes to Calendar events and set alarms to remind you when they happen.

NOTE Certain tasks are common among several handheld applications. For more information, see [Chapter 4, "Working with Applications."](#)

To open Calendar:

- Press the Calendar application button on the front panel of your handheld. Calendar opens to Agenda View by default.



Calendar button

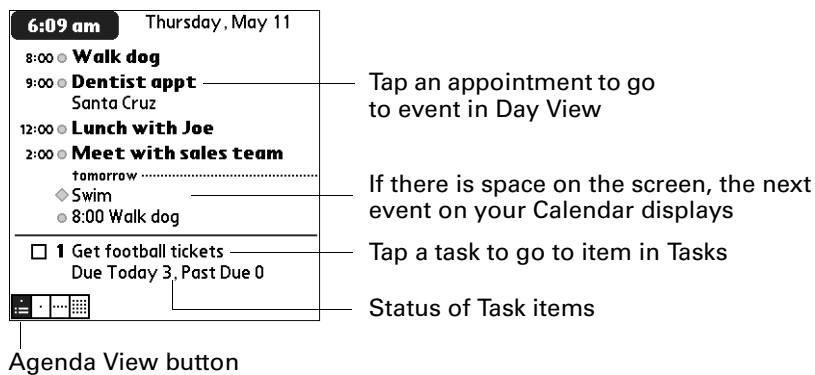
TIP Press the Calendar application button repeatedly to cycle through the Agenda, Day, Week, and Month views.

Working in Agenda View

The Agenda View shows you your daily appointments and events, Task items in one screen. you can also choose to show messages from your e-mail program.

To display the Agenda View:

- Tap the Agenda View button.



Setting Agenda View display options

You can customize the Agenda View appearance using the Display Options dialog box. To set the start and stop times for the calendar screens, see “[Option menu/Preferences](#)” later in this chapter.

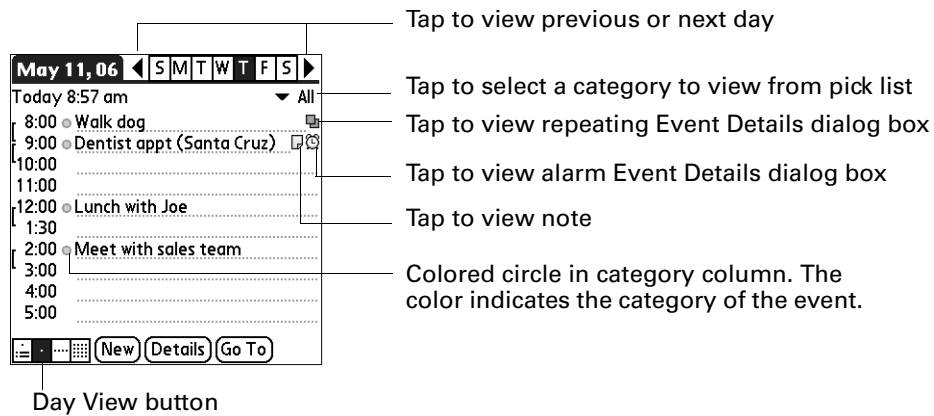
Default View	Choose from the pick list the view that displays when you open Calendar.
Show Due Tasks	Displays tasks that are due today and tasks that are past due.
Show Messages	Shows the number of read and unread e-mail messages.
Background Image	Displays a background image in Agenda view.

Working in Day View

Day View shows the calendar of your events for an entire day. Day View is the working area of Calendar, where you schedule and remove events, and set alarms.

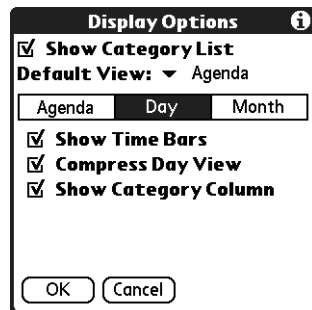
To display the Day View:

- Tap the Day View button.



Setting Day View display options

You can customize the Day View appearance using the Display Options dialog box. To set the start and stop times for the calendar screens, see [“Option menu/Preferences”](#) later in this chapter.



Show Category List

By default, the Category pick list does not appear at the top of the screen. You can choose to have the pick list display by selecting the check box.

Default View

Choose from the pick list the view that displays when you open Calendar.

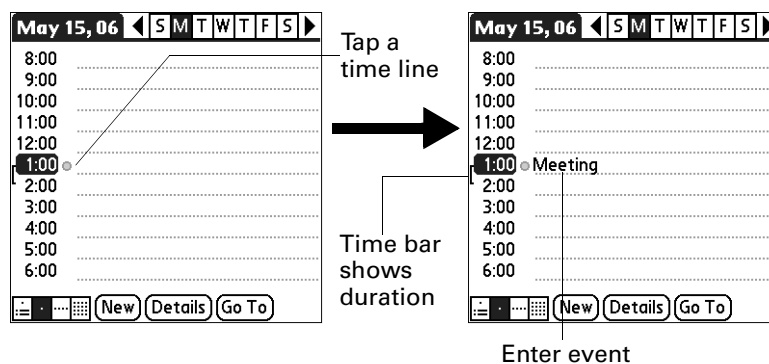
- Show Time Bars** Activates the time bars that appear in the Day View. The time bars show the duration of an event and illustrate event conflicts.
- Show Category Column** Displays the color-coded circle between the time and event. The color indicates the category the event is filed under.

Scheduling an event

When you schedule an event, its description appears on the time line, and its duration is automatically set to one hour.

To schedule an event for the current day:

1. Tap the time line that corresponds to the beginning of the event or tap New.

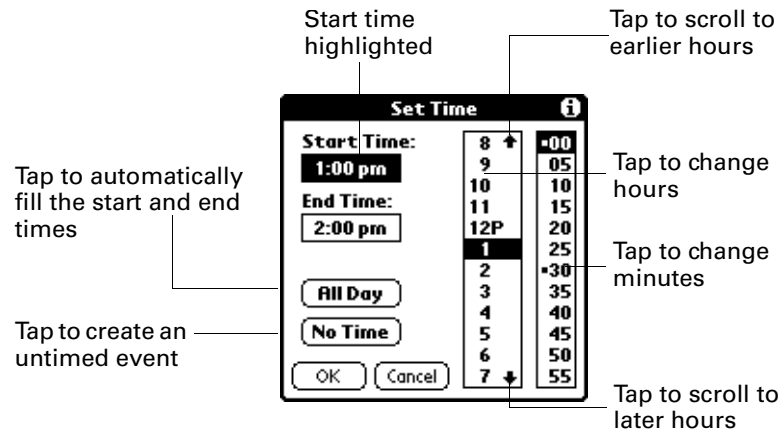


2. Enter a description of the event. You can enter up to 255 characters.
3. If the event is one hour long, skip to step 5. If the event is longer or shorter than an hour, tap the time of the event to open the Set Time dialog box.

TIP You can also use the Graffiti® 2 input area to open the Set Time dialog box. Make sure that no event is selected, and then on the number side of the Graffiti 2 input area, write a number for the start time of the event.

4. Do one of the following:

- Tap the time columns on the right side of the Set Time dialog box to set the start time, and then tap the End Time box and tap the time columns to set the end time.
- Tap All Day to automatically insert the start and end time of the event as defined in your Calendar Preferences.



5. Tap OK.

6. Tap a blank area of the screen to deselect the event. A vertical line appears next to the time, indicating the duration of the event.

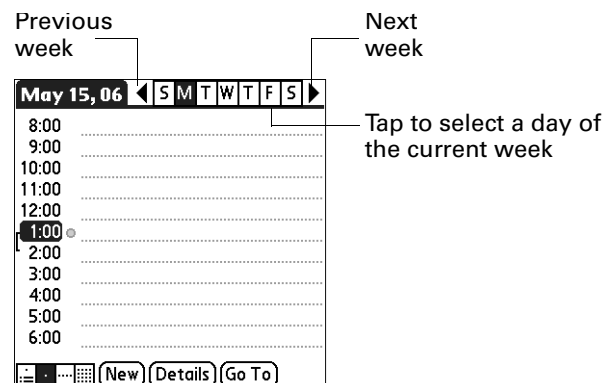
If two or more events have the same start and end time, the time appears only once.

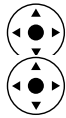
NOTE You can schedule events that span midnight so that they appear in the list of events for two days. An event spanning midnight is automatically created when your End Time precedes a Start Time. An event spanning midnight cannot be longer than 24 hours.

To schedule an event for another day:

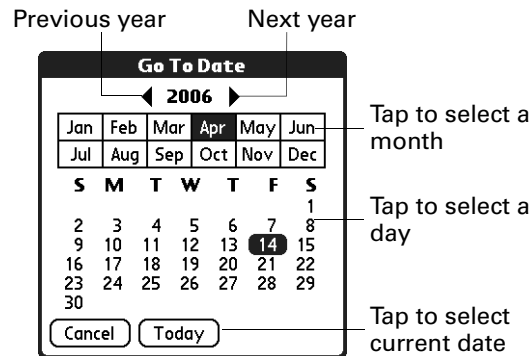
1. Select the date you want for the event by doing one of the following:

- Tap the day of the week that you want in the date bar at the top of the screen. If necessary, tap the Previous week or Next week scroll arrows to move to another week.





- Press Right or Left on the navigator to scroll to the next or previous day.
- Press Up or Down on the navigator to scroll within the current day.
- Tap Go To at the bottom of the screen to open the Go to Date dialog box. Select a date by tapping a year, month, and day in the calendar.



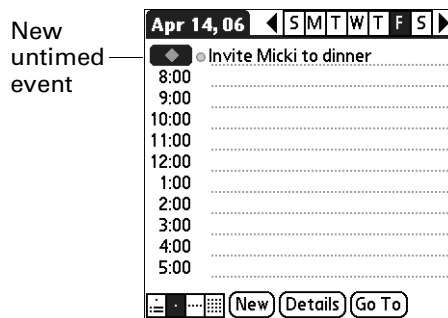
2. After you locate the date, follow the steps for scheduling an event for the current day.

To schedule an untimed event:

1. Select the date that you want for the event.
2. Tap New.
3. Tap No Time, so that no start or end times are defined for the new event.

TIP You can also create a new untimed event by making sure no event is selected and then writing letters in the Graffiti 2 input area.

4. Enter a description of the event.



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

If you create an event and decide later that there is no particular start or end time, you can easily change it to an untimed event. Tap the time of the event in the Calendar screen, tap No Time, and then tap OK.

TIP To attach a note to an entry and work with attached notes, see [“Attaching notes”](#) in [Chapter 4](#).

Scheduling repeating or continuous events

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

To schedule a repeating or continuous event:


1. Select the event.
2. Tap Details.
3. Tap the Repeat box to open the Change Repeat dialog box.
4. Tap Day, Week, Month, or Year to set how often the event repeats.

For a continuous event, tap Day.


5. On the Every line, enter a number that corresponds to how often you want the event to repeat

For example, if you select Month and enter the number 2, the event repeats every other month.


6. To specify an end date for the repeating or continuous event, tap the End on pick list and tap Choose Date. Use the date picker to select an end date.
7. Tap OK.

After you schedule a repeating or continuous event, the Repeat icon  appears at the far right of the event.

To delete repeating events:

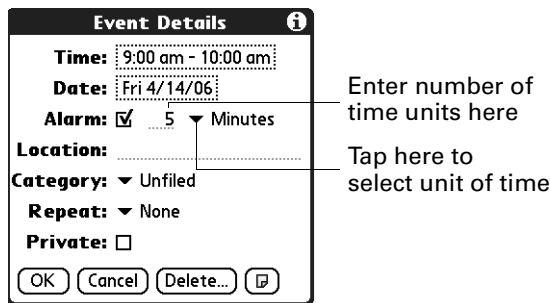
1. Select the record you want to delete.
2. Tap the Menu icon .
3. Select Delete Event from the Record menu.
4. Do one of the following:
 - Tap Current to delete only the current event item.
 - Tap Future to delete the current and all future event items and reset the end date of the repeating event to the last shown date.
 - Tap All to delete all occurrences of the repeating event.
5. Tap OK.

Setting an alarm for an event

The Alarm setting enables you to set an alarm for events in your Calendar. When you set an alarm, the Alarm icon  appears at the far right of the event. When the alarm is triggered, a reminder message also appears onscreen.

To set an alarm for an event:

1. Select the event to which you want to assign an alarm.
2. Tap Details.
3. Tap the Alarm check box to select it.
The default setting, 5 Minutes, appears.
4. Tap the pick list to select Minutes, Hours, or Days.
5. Select the 5 and enter any number from 0 to 99 (inclusive) as the number of time units.



6. Tap OK.
7. When the reminder message appears onscreen, do one of the following:
 - Tap OK to permanently dismiss the reminder and return to the current screen.
 - Tap Snooze to dismiss the reminder and return to the current screen. An attention indicator blinks in the upper-left corner of the screen to remind you of the pending alarm, and the reminder message appears again five minutes later.
 - Tap Go To to open Calendar. Calendar will open and display the event associated with the alarm.

Alarm for untimed events: You can set a silent alarm for an untimed event. In this case the alarm is triggered at the specified period of minutes, hours, or days before midnight (beginning) of the day of the untimed event. When the alarm is triggered, the reminder list displays the alarm message until you clear it. See [“Receiving alerts”](#) in [Chapter 4](#) for details.

For example, you set an alarm for an untimed event that occurs on February 4. If the alarm is set for 5 minutes, the reminder message appears at 11:55 PM on February 3. The reminder remains in the reminder list until you turn on your handheld and dismiss it.

Setting an event location

Events can have a location that appears in the Day view and in the Details view.

To add an event location:

1. Select an event.
2. Tap Details.
3. Tap Location and enter a location.
4. Tap OK.

In Day view, the location appears in parenthesis after the event description.

Rescheduling an event

You can easily make changes to your schedule with your handheld.

To reschedule an event:

1. Select the event you want to reschedule.
2. Tap Details.
3. To change the time, tap the Time box, and then tap a new time.
4. To change the date, tap the Date box, and then tap a new date.
5. Tap OK.

Using categories

Categories are a way to group similar events so that they can be viewed separately. The color coding in Calendar makes it easy to track events from different categories when all events are shown. For more information on categories, see [“Categorizing applications”](#) in [Chapter 4](#).

To categorize an event:

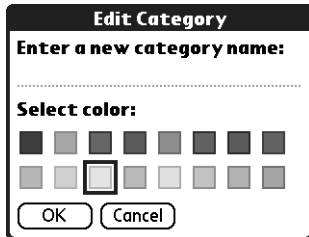
1. Select the event you want to categorize.
2. Tap Details.
3. Tap Category pick list and select a category
4. Tap OK.

To edit a category or create a new category:

1. Select the event you want to categorize.
2. Tap Details.
3. Tap Category pick list and select a Edit Categories

4. Perform one of the following:
 - To edit a category, select a category and tap Edit.
 - To create a new category, tap New.

The Edit Category dialog box opens.




5. Enter a new name and select a color.
6. Tap OK.

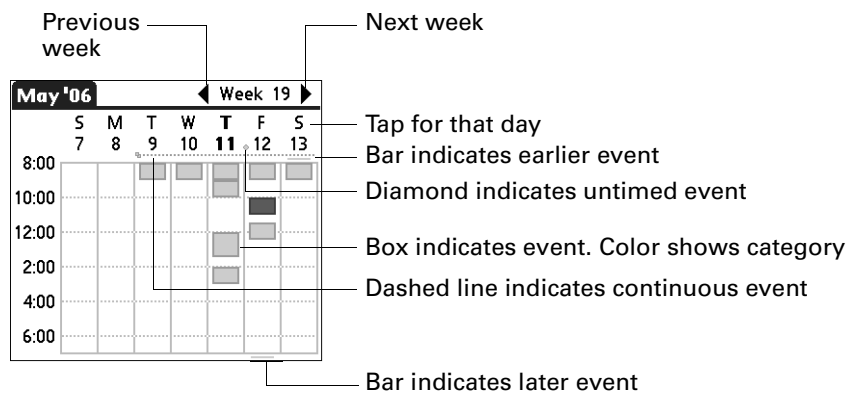
Working in Week View

Week View shows the calendar of your events for an entire week.

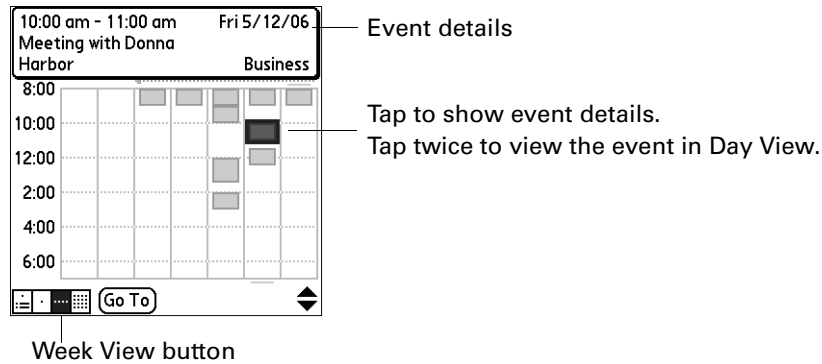
To display the Week View:

1. Tap the Week View button.
2. Tap the navigation controls to move forward or backward a week at a time, or tap on a column to display details of an event.

The Week View also shows untimed events and events that are before and after the range of times shown. Continuous events appear in green with the Repeat icon .



- Tap an event to show a description of the event.

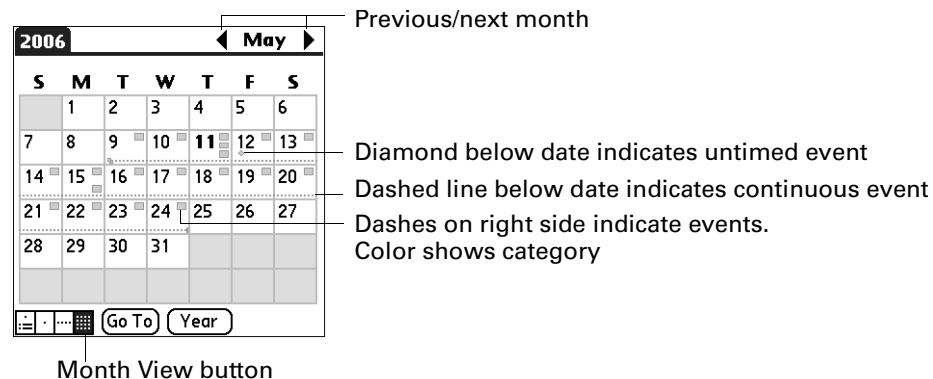


Keep the following points in mind:

- Tap any day or date that appears at the top of the Week View to move directly to that day without selecting an event.
- Press Right and Left on the navigator to scroll to the next or previous week.
- Press Select on the navigator to insert a highlight, and then press Right and Left to select a day within the selected week. To go to Day View for that day, press Select on the navigator again.
- The Week View shows the time span defined by the Start Time and End Time in the Calendar Preferences settings. If you have an event before or after this time span, a bar appears at the top or bottom of that day's column. Use the onscreen scroll arrows to scroll to the event, or press Up and Down on the navigator to scroll to earlier and later time slots within the selected week.

Working in Month View

The Month View screen shows which days have events scheduled.



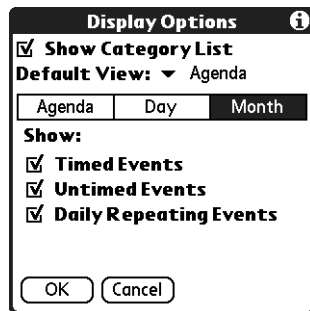
You can control the types of events that appear in the Month View. See [“Setting Month View display options”](#) later in this chapter.

Keep the following points in mind:

- Tap a day in Month View to display that day in the Day View.
- Tap the scroll arrows in the upper-right corner, or press Left or Right on the navigator to move forward or backward a month.
- Press Select on the navigator to insert the highlight, and then press Left or Right on the navigator to scroll to a specific day. Press Select on the navigator to display that day in the Day View.

Setting Month View display options

You can customize the Month View appearance using the Display Options dialog box. To set the start and stop times for the calendar screens, see [“Option menu/Preferences”](#) later in this chapter.



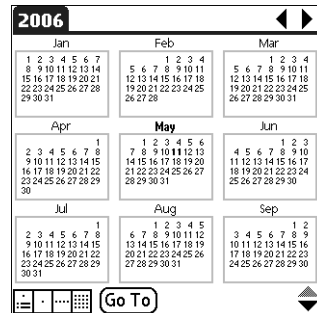
- | | |
|-------------------------------|---|
| Show Category List | By default, the Category pick list does not appear at the top of the screen. You can choose to have the pick list display by selecting the check box. |
| Default View | Choose from the pick list the view that displays when you open Calendar. |
| Timed Event | Shows events that have a time range. |
| Untimed Events | Shows events that do not have a time range. |
| Daily Repeating Events | Shows events that repeat every day. |

Working in Year View

The Year View screen allows you to view multiple months.

To display the Year View:

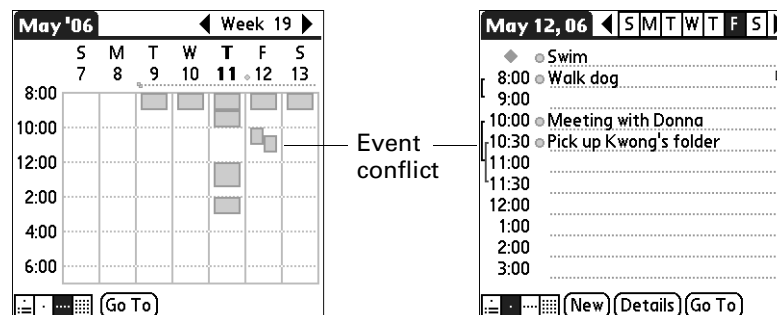
- Perform one of the following:
 - From the Options menu, select Year View.
 - From the Month View screen, tap the Year Button.



Spotting event conflicts

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


An event conflict (time overlap) appears in the Week View as overlapping bars. The first event created appears as a gray bar, and any subsequent conflicting events appear as a single red bar. The Day View displays overlapping red brackets to the left of the conflicting times.




Beaming events

You can share your calendars with family or business associates by beaming events and categories. For more information on beaming, see [“Beaming data”](#) in [Chapter 3](#).

To beam an event:

1. Tap the Menu icon .
2. Select Beam Event.

To beam a category of events:

1. Tap the Menu icon .
2. Select Beam Category.
3. The Beam Category dialog box opens.
4. Tap the Category pick list, and then select a category.
5. Tap the Beam events for pick list, and then select a date or date range.

You can select one of the date ranges in the list or create your own range by selecting Date Range.

If you select Date Range, the Date Range dialog box opens; you can set a start and end range using the Set Date dialog box.

6. Tap Beam.

To receive a beamed category of events:

- Perform one of the following in the Receive Category dialog box:
 - Tap Add to add a new category or add the events to the current category by the same name.
 - Tap Replace to delete the events in the current category and replace them with the beamed events.
 - Tap the Category pick list, and then select the category you want the events added to. Then tap Add.

Viewing birthday events

If you have a birthday event set in Contacts, the event displays with the untimed events. For more information about setting a birthday in Contacts, see [“Creating a contact”](#) in [Chapter 7](#).

To view a birthday event:

- Tap the event listing.

The Birthday dialog box appears showing the settings.

Using Calendar menus


Calendar features that are not explained elsewhere in this book are described here. See “Using menus” in [Chapter 4](#) for information about choosing menu commands.

Record menu


- | | |
|-------------------|---|
| Purge | Opens a dialog box where you can choose which old events to purge from your handheld and whether you want to archive purged events on your computer. |
| Send Event | Opens a dialog box where you can choose how you want to send the selected event to another device. The options available depend on the software installed on your handheld. |

Option menu/Preferences

Opens the Preferences dialog box, where you can customize Calendar’s default time display and alarm settings.

- | | |
|-----------------------|---|
| Start/End Time | Defines the start and end times for Calendar screens. If the time slots you select do not fit on one screen, you can tap the scroll arrows  to scroll up and down. |
| Alarm Preset | Automatically sets an alarm for each new event. The silent alarm for untimed events is defined by minutes, days, or hours before midnight at the beginning of the date of the event. |
| Alarm Sound | Sets the tone of the alarm. |
| Remind Me | Defines how many times the alarm will occur after the initial occurrence. The choices are Once, Twice, 3 Times, 5 Times, and 10 Times. |
| Play Every | Defines how often the alarm sounds. The choices are Minute, 5 minutes, 10 minutes, and 30 minutes. |



Using Card Info

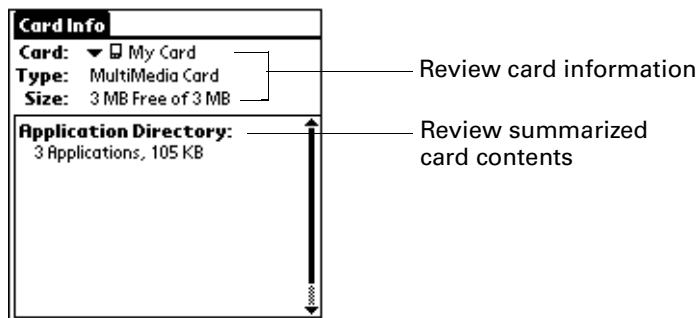
 Card Info enables you to review general information about an expansion card.

Reviewing Card information

You can view the card name, type, available storage space, and a summary of its contents.

To review Card information:




1. Tap the Home icon .
2. Tap the Card Info icon .
3. Review Card name, Type, and Size.
4. Review card contents summarized by directory.



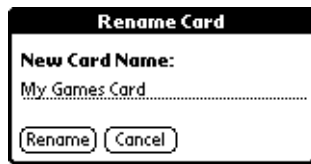
Renaming a card

The expansion card name appears in the Category pick list and in other lists that enable you to choose where to store information on your handheld. You can assign a name to each expansion card that indicates its contents.

To rename a card:

1. Tap the Home icon .
2. Tap the Card Info icon .
3. Tap the Menu icon .

4. Select Rename Card from the Card menu.
5. Enter the new name for the card.






6. Tap Rename.

Formatting a card

Formatting a card destroys all its data and prepares it to accept new applications and data.

To format a card:

1. Tap the Home icon .
2. Tap the Card Info icon .
3. Tap the Menu icon .
4. Select Format Card from the Card menu, and then tap OK.

Managing expansion cards

- When writing data to an expansion card, wait for your handheld to complete the operation before removing the card from the slot. This prevents data corruption or accidental damage to the expansion card.
- You can install applications to an expansion card after performing an initial HotSync® operation. See [“Installing files and add-on applications”](#) in [Chapter 4](#) for information. For optimal performance, we recommend that you do not install more than 50 applications to a single expansion card.
- Reading and writing information on an expansion card uses more battery power than performing the same task on your handheld. If you have ample storage space on your handheld, consider copying the information to your handheld.
- When your handheld’s battery level becomes very low, access to the expansion card may be disabled to protect your data. If this occurs, recharge your handheld as soon as possible.

Using Card Info menus

Card Info menu commands that are not explained elsewhere in this book are described here.

See “[Using menus](#)” in [Chapter 4](#) for information about selecting menu commands.

Card menu

Help Provides help text.

About Card Info Shows version information for Card Info.

Using Contacts

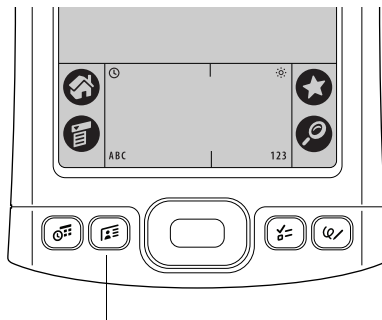


Contacts enables you to maintain names, addresses, phone numbers, and other information about your personal or business contacts.

NOTE Certain tasks are common among several handheld applications. For more information, see [Chapter 4, “Working with Applications.”](#)

To open Contacts:

- Press the Contacts application button on the front panel of your handheld. Contacts opens to display the list of all your records.




Contacts button

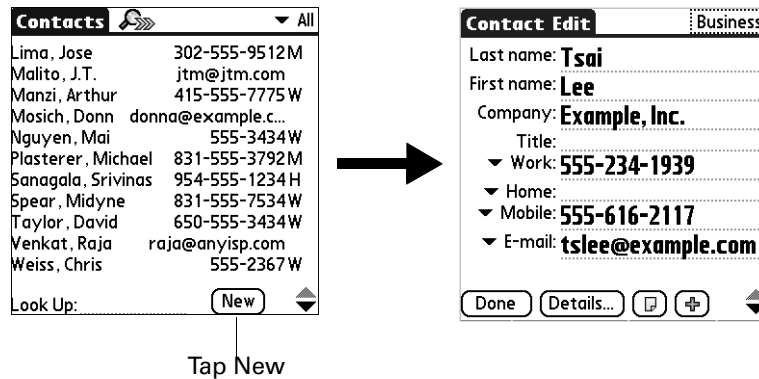
TIP Press the Contacts application button repeatedly to cycle through the categories in which you have records. Pressing and holding the application button will beam your business card to another handheld. See [“Creating a business card”](#) later in this chapter for information.

Creating a contact


You can create contacts on your handheld, or you can use Palm™ Desktop software to create contacts on your computer and then transfer the contacts to your handheld with your next HotSync® operation.

To create a new contact:

1. Press the Contacts application button  on the front of your handheld to display the Contacts list.
2. Tap New.



3. Tap each field for which you have contact information and enter the information. The features described in the following table help streamline and organize contact data entry.

TIP Tap the scroll arrows  to move to the next page of information. See “Options menus” later in this chapter for information on the custom fields that appear at the bottom of the Contact Entry screen.

Field name	Feature
All fields except numeric and e-mail fields	The handheld automatically capitalizes the first letter of each field. You do not have to use the Graffiti® 2 capital stroke to capitalize the first letter of the name.
Title, Company, City, and State	Text appears for the first logical match that exists in your Contacts list. As you enter more letters, a closer match appears. For example, you may already have Sacramento and San Francisco in your Contacts list. As you enter <i>S</i> , Sacramento appears, and as you continue entering <i>a</i> and <i>n</i> , San Francisco replaces Sacramento. As soon as the word you want appears, tap the next field to accept the word.
Address	You can enter up to three addresses. Each address contains five fields: Addr, City, State, Zip Code, and Country. You can designate an address as work (W), home (H), or other (O). By default, Contacts enters the first address as work.

Field name	Feature
Birthday	<p>To enter contact birthday information, do the following:</p> <ol style="list-style-type: none"> 1. Tap in the box, use the left and right arrows to scroll to the year you want, and then tap to select the birth month and date (or tap Today to select the current date as the birthday).



TIP If you do not select a year, the current year is displayed. Tap and hold the left or right arrow to scroll quickly through the years.

2. If you want a reminder, select the Reminder check box, enter the number of days in advance of the birthday that you want the reminder to appear, and then tap OK.



TIP Birthdays you enter in Contacts appear as untimed events in Calendar. If you update the birthday in Contacts, it automatically updates in Calendar as well.

4. After you finish entering information, tap Done.

TIP To create a contact that always appears at the top of the Contacts list, begin the Last name or Company field with a symbol, as in *If Found Call*. This contact can contain contact information in case you lose your handheld.

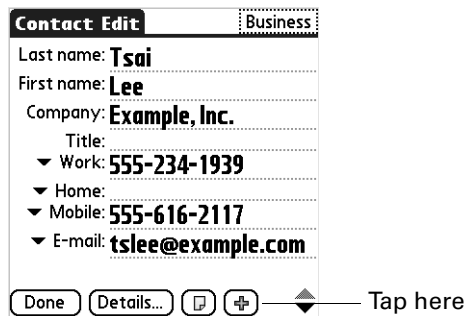
Displaying additional contact fields

The Contact Edit screen displays certain fields by default. You can customize the Contact Edit screen to display additional fields that you want.

If you display an additional field and leave it blank, the field is not displayed when you return to the Contact Edit screen. You must enter information into the field in order for it to continue to display on the Contact Edit screen.

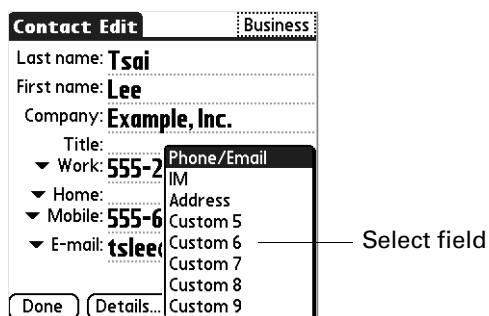
To display additional contact fields:

1. Tap the plus button on the lower-right corner of the Contact Edit screen.



2. Select the field you want displayed. The fields appear in a preset order on the Contact Edit screen.

NOTE Each field type can be displayed a certain number of times on the Contact Edit screen; for example, you can display multiple IM fields. Contacts sets a maximum number for how many times each field type can appear on the screen. Once you reach this maximum (for example, the maximum number of IM fields is displayed), the field type no longer appears on the pop-up list.

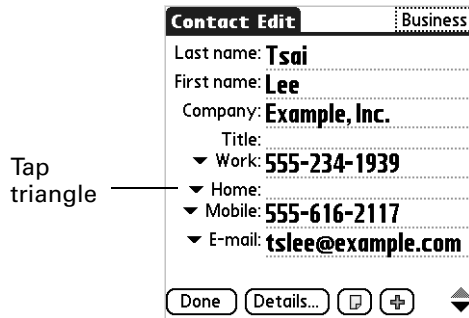


Selecting field types

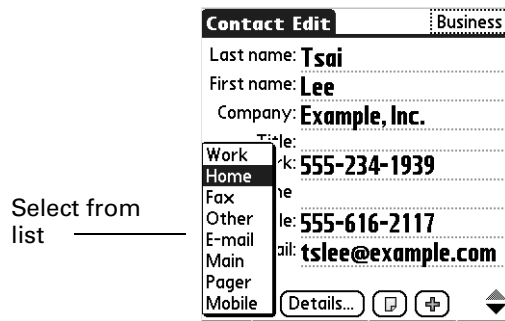
You can select the types of phone numbers or e-mail addresses, as well as specify the instant messenger (IM) account, that you associate with a contact. Any changes you make apply only to the current contact.

To select field types in a contact:

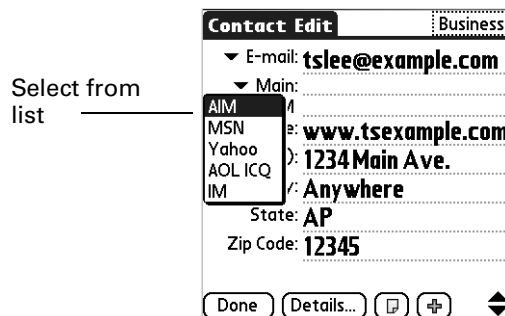
1. Tap the contact that you want to change.
2. Tap Edit.
3. Tap the pick list next to the label you want to change.



4. For phone numbers and e-mail addresses: Select a new label.



For IM accounts: Select the IM service you want to use, or select IM if you do not want to specify a service. You must set up an IM account with a service provider to use IM on your handheld. See [“Making connections from Contacts”](#) later in this chapter for more information.



Changing Contact details

The Contact Details dialog box provides a variety of options that you can associate with a contact.

To open the Contact Details dialog box:

1. Tap the contact whose details you want to change.



TIP You can also use the navigator to open a contact. See “Using the navigator” in Chapter 2 for instructions.

2. Tap Edit, and then tap Details.



3. Select any of the following settings:

- | | |
|---------------------|--|
| Show in List | Select which type of phone or other information appears in the Contacts list screen. Your options are Work, Home, Fax, Other, E-mail, Main, Pager, and Mobile. The identifying letters <i>W</i> , <i>H</i> , <i>F</i> , <i>O</i> , <i>M</i> , or <i>P</i> appear next to the record in the Contacts list, depending on which information is displayed. If you select E-mail, no identifying letter is displayed. |
| Category | Assign the contact to a category. |
| Private | Hide this contact when Security is turned on. |

Creating a business card

You can create a contact to contain your business card information: your name, company, and contact information. You can then beam this business card information to other handhelds. See “Beaming data” in Chapter 3 for information on setting up and beaming business card information.

Making connections from Contacts

You can use the contacts in your Contacts list to launch applications that perform tasks such as dialing a phone number or creating an e-mail or SMS message. Some of the applications you can launch are included on the CD-ROM that comes with your handheld, and others may be available from third-party developers and are sold separately. Most of these applications require a GSM mobile phone (sold separately) that is compatible with your handheld.



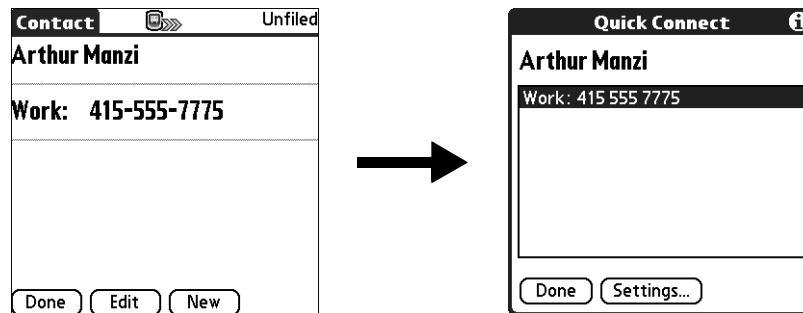
Quick Connect

If you have a compatible GSM mobile phone (sold separately) and you install the Telephony/SMS applications from the CD-ROM, you can use Quick Connect to select a contact and initiate a related task with one hand, using the navigator. You can also configure which application opens when you choose a specific Contacts record field, and whether to add a prefix to all phone numbers.

To use Quick Connect from a contact:

1. Open the contact to which you want to connect.
2. Press Right on the navigator to open the Quick Connect dialog box.


TIP You can also tap the Quick Connect icon in the title bar of the Contacts record.



3. Select the method you want to use to connect.

Quick Connect initiates the related task. For example, if you tap a phone number, Quick Connect sends the selected phone number to your mobile phone.

To use Quick Connect from the Contacts list:

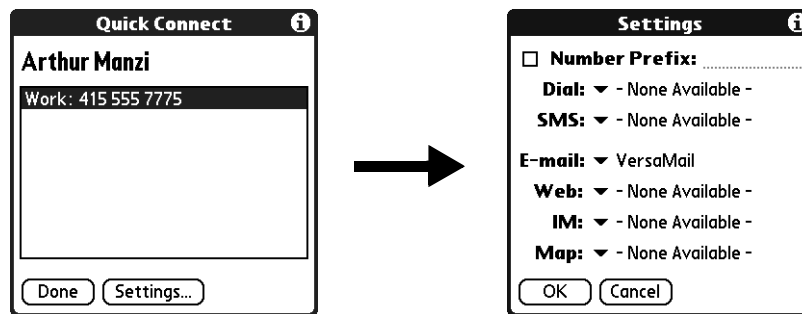
1. Highlight the contact to which you want to connect.
2. Tap the Menu icon .
3. Select Connect on the Record menu.
4. Select the method you want to use to connect.

Quick Connect initiates the related task. For example, if you tap a phone number, Quick Connect sends the selected phone number to your mobile phone.

NOTE To use the Quick Connect feature, you must have all the requirements for that connection type. For example, to connect by tapping an e-mail address, you must have installed the e-mail application on your handheld and have an e-mail account with an Internet service provider (ISP). See the documentation included with the desired connection type for requirements to use that connection type.

To configure Quick Connect settings:

1. From the Quick Connect dialog box, tap Settings.



2. (Optional) Tap the Number Prefix check box, and then enter a prefix.


For example, to dial 1 before all phone numbers, select this check box and enter a “1” in this field. The prefix is not added to a number that begins with the “+” character.

3. Tap each of the pick lists and select the application you want to associate with that task.
4. Tap OK.

Tap-to-Connect

With Tap-to-Connect, you can select a contact and initiate a related task by tapping it with the stylus. By default, Tap-to-Connect is not enabled. You must install the Telephony/SMS application from the CD-ROM to access and use this feature.

To enable Tap-to-Connect:

1. From the Contacts list, tap the Menu icon .
2. Select Option, and then select Preferences.
3. Tap Enable Tap-to-Connect.
4. Tap OK.

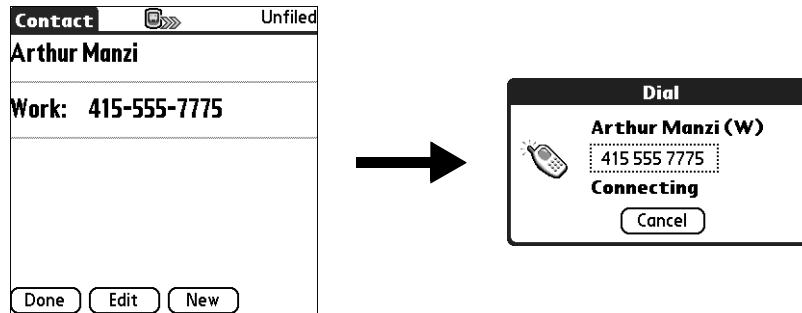
TIP You can also configure which application opens when you tap a specific Contacts record field, and whether to add a prefix to all phone numbers. See “[Quick Connect](#)” earlier in this chapter to learn how to configure these settings.

To make a connection with Tap-to-Connect:

1. Open the contact to which you want to connect.
2. Tap an item.

For example, to dial a phone number, tap the number you want to dial. To address an e-mail message, tap an e-mail address.

3. (Optional) Tap the number to edit it.



For example, you might want to add an area code, a 1, or a country code to a phone number.

Using Contacts menus

Contacts menu commands that are not explained elsewhere in this book are described here. See “Using menus” in [Chapter 4](#) for information about selecting menu commands.

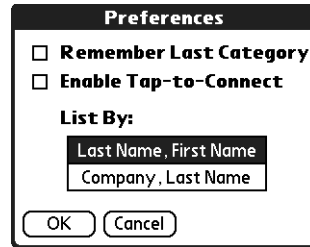
The Record and Options menus differ depending on whether you’re displaying the Contacts list screen or the Contacts Edit screen.

Record menus

- | | |
|--------------------------|---|
| Duplicate Contact | Makes a copy of the current record and displays the copy in Contacts Edit so you can make changes to the copied record. The copy has the same category and attached notes as the original record. |
| Connect | Opens the Quick Connect dialog box, where you can choose which application you want to use to make the connection. This command appears only after you install the Telephony/SMS application from the CD-ROM, and the options that are available depend on the software installed on your handheld. |
| Send Category | Opens a dialog box where you can choose how you want to send all records in the selected category to another device. This command appears only after you install the e-mail or SMS application from the CD-ROM, and the options that are available depend on the software installed on your handheld. |
| Send Contact | Opens a dialog box where you can choose how you want to send the selected contact to another device. This command appears only after you install the e-mail or SMS application from the CD-ROM, and the options that are available depend on the software installed on your handheld. |

Options menus

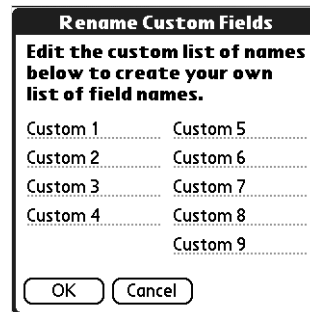
Preferences Opens a dialog box where you can choose Contacts display options.



Remember Last Category. Determines how Contacts appears when you return to it from another application. If you select this check box, Contacts shows the last category you selected. If you deselect it, Contacts displays the All category.

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

You can use these custom fields to track additional information in your Contacts records, such as names of spouses, children, or any other details.





About Contacts Shows version information for Contacts.

Using Expense



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

To open Expense:

1. Tap the Home icon .
2. Tap the Expense icon .

Expense		▼ All
4/4	Breakfast	\$ 23.00
4/4	Dinner	\$ 65.00
4/4	Hotel	\$ 88.33
4/4	Mileage	mi 366
4/4	Taxi	\$ 23.00
4/5	Business Meals	\$ 269.00

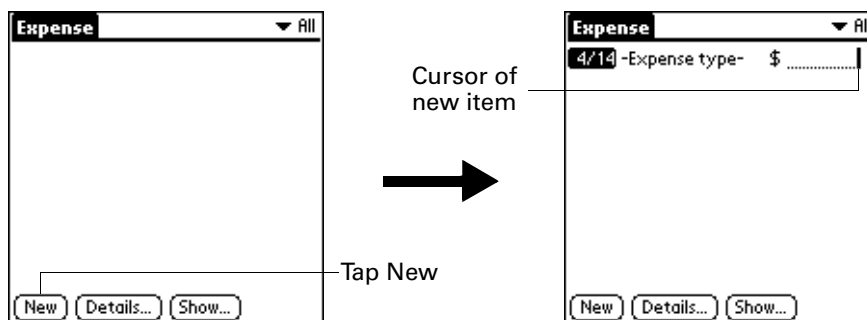
New Details... Show...

Adding expense items

A record in Expense is called an *item*. You can sort your Expense items into categories or add other information that you want to associate with the item.

To add an expense item:

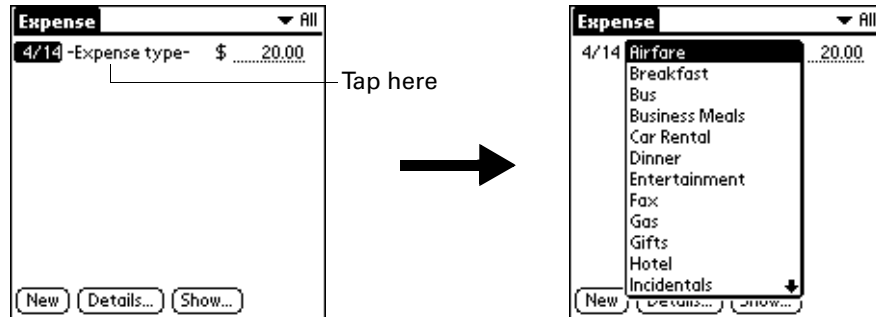
1. Tap New.



2. Enter the amount of the expense.

3. Tap the Expense type pick list, and then select a type from the list.

As soon as you select an expense type, your handheld saves your entry. If you do not select an expense type, your handheld does not save the entry.

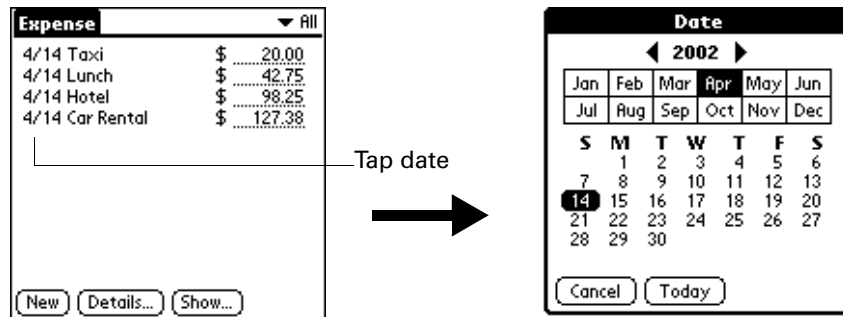


Changing the date of an Expense item

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

To change the date of an Expense item:

1. Tap the Expense item you want to change.
2. Tap the date of the selected item.



3. Tap the new date.

Entering receipt details

Expense provides a variety of options that you can associate with an item. These options appear in the Receipt Details dialog box.

To open the Receipt Details dialog box:

1. Tap the Expense item to which you want to assign details.
2. Tap Details.

The image shows a screenshot of the 'Receipt Details' dialog box. It has a black title bar with the text 'Receipt Details' in white. Below the title bar, there are several fields with labels and values: 'Category: Unfiled', 'Type: Lunch', 'Payment: Unfiled', 'Currency: \$', 'Vendor: ', 'City: ', and 'Attendees: Who...'. At the bottom of the dialog, there are four buttons: 'OK', 'Cancel', 'Delete', and 'Note'.

3. Select any of the following options:

- | | |
|------------------------|---|
| Category | Opens a pick list of system and user-defined categories. See “Categorizing records” in Chapter 4 for more information. |
| Type | Opens a pick list of expense types. |
| Payment | Enables you to choose the payment method for the Expense item. If the item is prepaid (such as airline tickets supplied by your company), you can choose Prepaid to place your expense in the appropriate company-paid cell of your printed expense report. |
| Currency | Enables you to choose the type of currency used to pay the Expense item. The default currency unit is defined in the Preferences dialog box. You can also display up to four other common types of currency. See “Customizing the Currency pick list” later in this chapter for more information. |
| Vendor and City | Enables you to record the name of the vendor (usually a company) associated with the expense and the city where the expense was incurred. For example, a business lunch might be at Rosie’s Cafe in San Francisco. |
| Attendees | Enables you to enter attendees to an event either directly onscreen or by looking up entries in Contacts. |

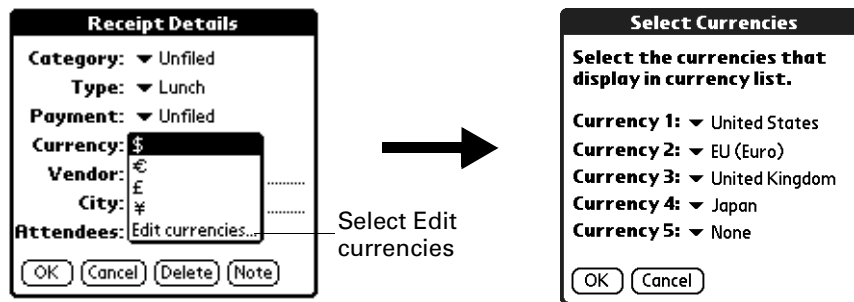
4. Tap OK.

Customizing the Currency pick list

You can select the currencies and symbols that appear in the Currency pick list.

To customize the Currency pick list:

1. Tap the Currency pick list in the Receipt Details dialog box, and then select Edit currencies.




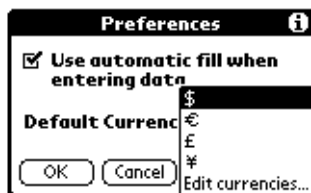
2. Tap each Currency pick list, and then select the country whose currency you want to display on that line.
3. Tap OK to close the Select Currencies dialog box, and then tap OK.

Changing the default currency

You can select which currency appears by default when you're entering Expense items. You can override this setting when entering individual expense items.

To change your default currency:

1. Open Expense.
2. Tap the Menu icon .
3. Tap Options, and then tap Preferences.
4. Tap the Default Currency pick list.
5. Select the currency symbol you want to appear in Expense.




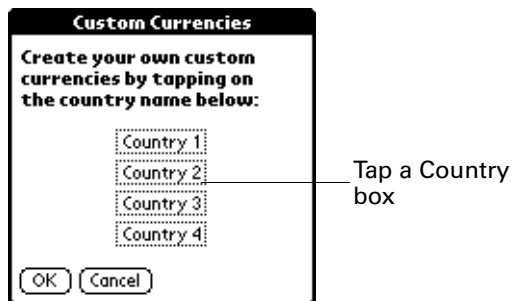
6. Tap OK.

Defining a custom currency symbol

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

To define a custom currency symbol:

1. Tap the Menu icon .
2. Tap Options, and then tap Custom Currencies.
3. Tap one of the four Country boxes.



4. Enter the name of the country and the symbol that you want to appear in Expense.



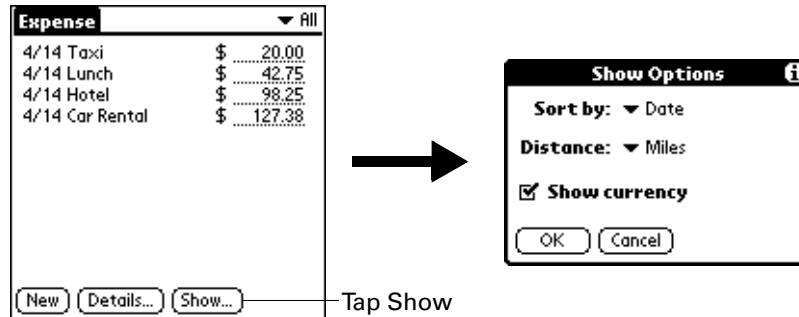
5. Tap OK to close the Currency Properties dialog box, and then tap OK again.

Setting Show Options

Show Options defines the sort order and other settings that relate to your Expense items.

To open the Show Options dialog box:

1. In the Expense list, tap Show.
2. Select any of the options.



- Sort by** Enables you to sort expense items by date or type.
- Distance** Enables you to display Mileage entries in miles or kilometers.
- Show currency** Shows or hides the currency symbol in the Expense list.

3. Tap OK.

Working with Expense data on your computer

After you enter your expenses into the Expense application on your handheld and perform a HotSync® operation, Palm™ Desktop software enables you to do any of the following on your Windows computer. See the Palm Desktop software online Help for details. This feature is not available on Mac computers.

- Add, modify, and delete your Expense data.
- Organize your Expense data by category, amount, date, type, or notes.
- View Expense data in various formats: List, Large Icons, or Small Icons.
- Record individual expenses in various currencies and display the total in one selected currency type.
- Print Expense reports.
- Transfer Expense data to other applications, such as Microsoft Excel, using the Send command or Export command, and import data in popular file formats.

Displaying the euro on your computer

When you perform a HotSync operation, the euro symbol is transferred to Palm Desktop software like any other piece of data on your handheld. The symbol appears in Palm Desktop software, however, only if you are using fonts that support the euro symbol.

These fonts are part of the operating system on your computer. They do not reside with your Desktop application, and they are not produced by Palm, Inc. For more information, refer to the documentation that accompanies your desktop computer's operating system.

Printing the euro

Even with operating system support, problems may arise when you print documents that contain the euro. When a particular font is present on both the printer and the computer, the printer's version of the font is used by default to increase printing speed. If the printer font does not include the euro, a box is printed instead of the euro symbol.

You can work around this problem by transferring the Expense data to another application and inserting a bitmap image of the euro into the document in the appropriate places, or by not using the printer's built-in fonts (if allowed).

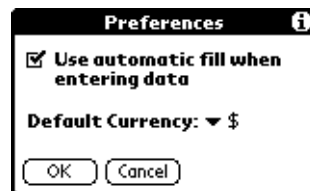
Using Expense menus

Expense menu commands that are not explained elsewhere in this book are described here.

See "Using menus" in [Chapter 4](#) for information about selecting menu commands.

Options menu


Preferences Opens the Preferences dialog box, where you can select automatic fill and default currency options.



Use automatic fill. Enables you to select an expense type by writing the first letter of an expense type in the input area. For example, if you write the letter *T*, it enters the "Taxi" expense type. Writing *T* and then *E* enters "Telephone," which is the first expense type beginning with the letters *TE*.


About Expense Shows version information for Expense.

Using Memos

 Memos provides you with a place to take notes that are not associated with records in Calendar, Contacts, or Tasks. The number of memos you can store depends only on the memory available on your handheld.

NOTE Certain tasks are common among several handheld applications. For more information, see [Chapter 4, "Working with Applications."](#)

To open Memos:

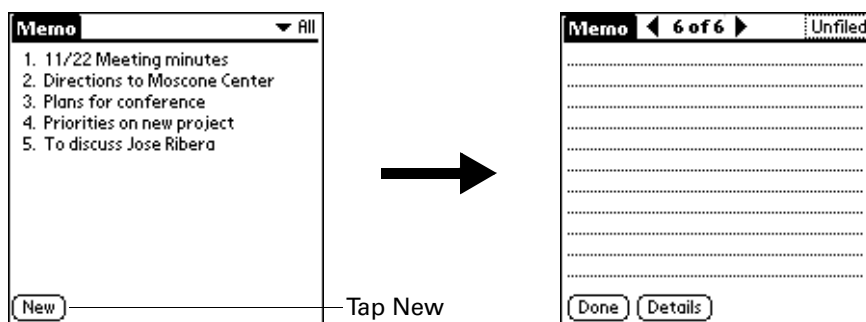
1. Tap the Home icon .
2. Select the Memos icon .

Creating memos

This section describes how to create a memo. Each memo you create can be up to approximately 32KB in size.

To create a new memo:

1. Open Memos.
2. Tap New.



TIP In the Memo list screen, you can also begin writing in the input area to create a new memo. The first letter is automatically capitalized and begins your new memo.

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

Reviewing memos

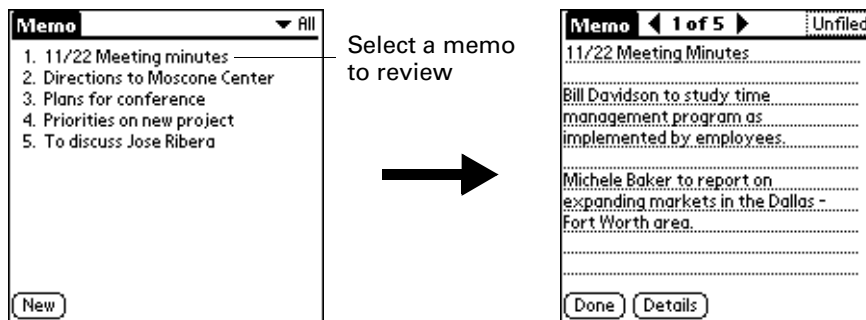
The first line of a memo appears in the Memo list. This makes it easy to locate and review your memos.

To review a memo:

1. From the Memo list, select the text of the memo.



TIP You can also select, review, and move between memos with the navigator. See [“Using the navigator”](#) in [Chapter 2](#) for details.



2. Review or edit the text in the memo, and then tap Done.

Using Memos menus

Memos menu commands that are not explained elsewhere in this book are described here. See [“Using menus”](#) in [Chapter 4](#) for information about selecting menu commands.

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

Record menus

- Send Category** Opens a dialog box where you can choose how you want to send all records in the selected category to another device. This command appears only after you install the e-mail or SMS application from the CD-ROM included with your handheld, and the options available depend on the software installed on your handheld.
- Send Memo** Opens a dialog box where you can choose how you want to send the selected memo to another device. This command appears only after you install the e-mail or SMS application from the CD-ROM included with your handheld, and the options available depend on the software installed on your handheld.

Options menus

- Preferences** Displays the Memo Preferences dialog box, where you define the sort order for memos.
- About Memos** Shows version information for Memos.

Using Note Pad

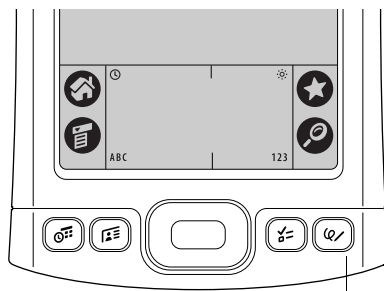


Note Pad provides a place for you to take notes in your own handwriting. You can use Note Pad to do everything you might do with a piece of paper and a pencil.

NOTE Certain tasks are common among several handheld applications. For more information, see [Chapter 4, "Working with Applications."](#)

To open Note Pad:

- Press the Note Pad application button on the front panel of your handheld. Note Pad opens to display the list of all your records.



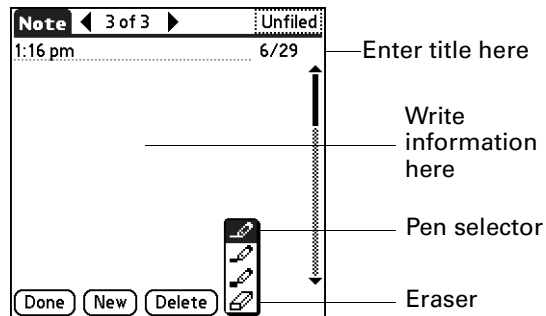
Note Pad button

Creating a note

This section describes how to create a note.

To create a new note:

1. Tap New.




2. Write the information directly on the handheld screen.

Tap the pen selector to select a different pen width, or select the eraser to remove unwanted strokes.

3. (Optional) Select the time at the top of the screen, and then enter a title using Graffiti® 2 writing.
4. Tap Done.


To clear the screen:

1. Tap the Menu icon .
2. Select Edit, and then select Clear Note.

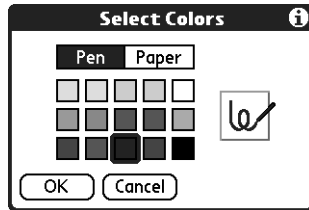
Changing Note Pad color settings

You can change the color of both the paper and the ink from the pen for all your notes. You cannot change the color settings for individual notes.

To set the colors:

1. In the Note Pad list, tap the Menu icon .
2. Select Options, and then select Preferences.

3. Tap Color.




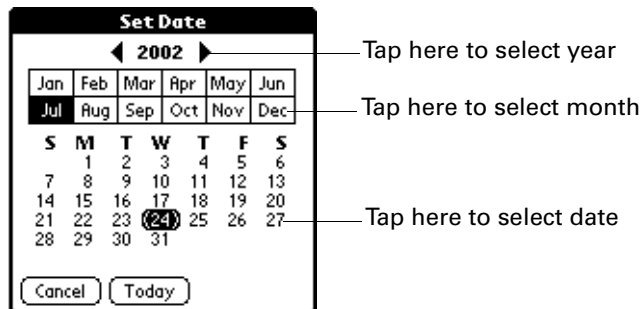
4. Tap Pen, and then tap the color of ink you want to use.
5. Tap Paper, and then tap the color of paper you want to use.
6. Tap OK.

Setting an alarm for a note

You can set an alarm for a specific time and date to remind you to follow up on a note.

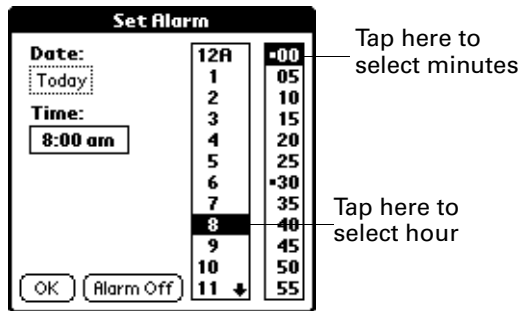
To set an alarm for a note:

1. Tap the note to which you want to assign an alarm.
2. Tap the Menu icon .
3. Select Options, and then select Alarm.
4. Tap the Date box.

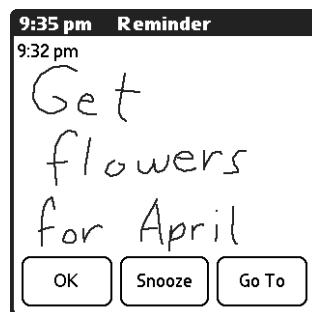


5. Tap the year, month, and date you want the alarm to sound.
After you tap the date, the Set Alarm dialog box reappears.
6. Tap the Time box.

7. Tap the hour and minute columns to select the time you want the alarm to occur.



8. Tap OK.
9. When the alarm goes off and the reminder message appears onscreen, do one of the following:
 - Tap OK to permanently dismiss the reminder and return to the current screen.
 - Tap Snooze to dismiss the reminder and return to the current screen. An attention indicator blinks in the upper-left corner of the screen to remind you of the pending alarm, and the reminder message appears again in five minutes. When the reminder message reappears, the current time appears in the Reminder bar and the note title appears on the screen. If you did not title the note, the time the note was created appears on the screen.
 - Tap Go To to open Note Pad. Note Pad will open and display the note associated with the alarm.



Using Note Pad menus

Note Pad menu commands that are not explained elsewhere in this book are described here. See “Using menus” in [Chapter 4](#) for information about selecting menu commands.

The Options menu differs depending on whether you’re viewing the Note Pad list or an individual note.

Record menu

- | | |
|----------------------|--|
| Send Category | Opens a dialog box where you can choose how you want to send all records in the selected category to another device. This command appears only after you install the e-mail or SMS application from the CD-ROM included with your handheld, and the options available depend on the software installed on your handheld. |
| Send Note | Opens a dialog box where you can choose how you want to send the selected note to another device. This command appears only after you install the e-mail or SMS application from the CD-ROM included with your handheld, and the options available depend on the software installed on your handheld. |
| Compatibility | Displays the Compatibility dialog box, where you can choose to beam notes to a previous version of Note Pad. You need to select this option only if you are beaming information from a handheld that uses Note Pad version 2.0 to a handheld that uses Note Pad version 1.x. |

Options menu



- | | |
|-----------------------|--|
| Preferences | Displays the Note Pad Preferences dialog box, where you define the pen and paper color, the sort order for notes, and the alarm sound. |
| Details | Displays the Note Details dialog box, where you assign a category and privacy option for a note. |
| About Note Pad | Shows version information for Note Pad. |

Using Palm™ Photos



Palm™ Photos enables you to view, manage, and share photos on your handheld or on an expansion card. Use Palm Photos to locate, organize, and play a slide show of your photos, as well as exchange photos with other applications and devices.

To open Palm Photos:

1. Tap the Home icon .
2. Tap the Photos icon .

Viewing photos

You can use Palm Photos to transfer photos from your computer or receive photos beamed from another device, and then view the photos on your handheld. You can also view photos from an expansion card inserted into your handheld.


You can view the following types of photos:

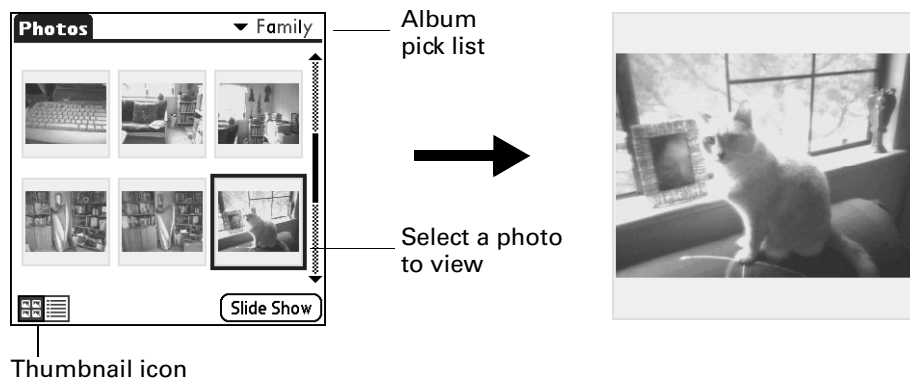
- JPG files
- BMP files
- TIFF files
- GIF files

Viewing photos in Thumbnail view

Thumbnail view displays miniature versions of your photos so that you can see several photos on the screen at the same time. Use this view to browse through photos or to locate a photo when you don't know the name of the photo.

To view photos in Thumbnail view:

1. Tap the Thumbnail icon .



2. Tap the Album pick list in the upper-right corner, and then select the album you want to view.
3. Tap the thumbnail of the photo you want to view.



TIP You can also select a photo with the navigator. Press Select on the navigator to insert the highlight, press Up, Down, Right, or Left to highlight a specific photo, and then press Select to view the photo.

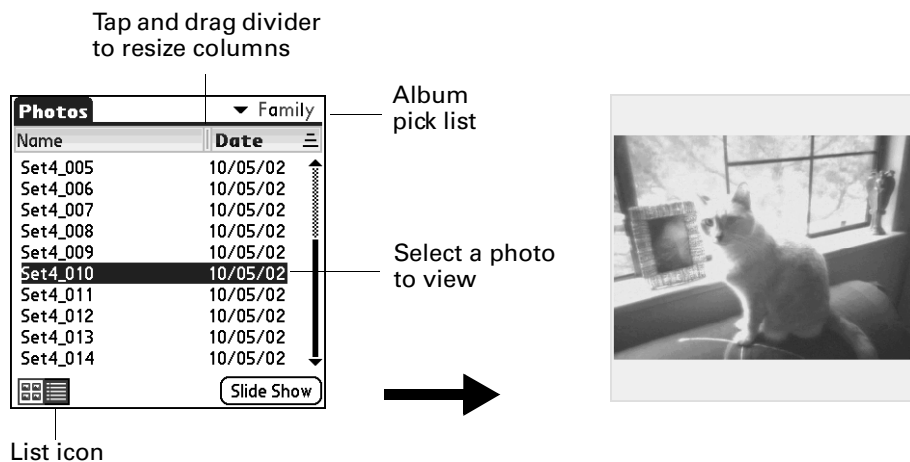
4. Tap anywhere on the screen to return to Thumbnail view.

Viewing photos in List view

List view displays a list of your photos so that you can see the names and dates associated with your photos. Use this view to locate a photo when you know the name or the date the photo was created.

To view photos in List view:

1. Tap the List icon .



2. Tap the Album pick list in the upper-right corner, and then select the album you want to view.

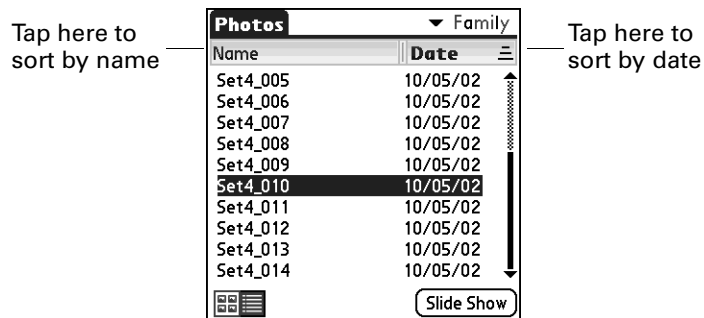
3. Tap the name of the photo you want to view.
4. Tap anywhere on the screen to return to List view.

Sorting photos in List view

In List view, you can sort photos in ascending or descending order by name or date.

To sort photos in List view:

1. Tap a column heading to sort the photos based on that item.



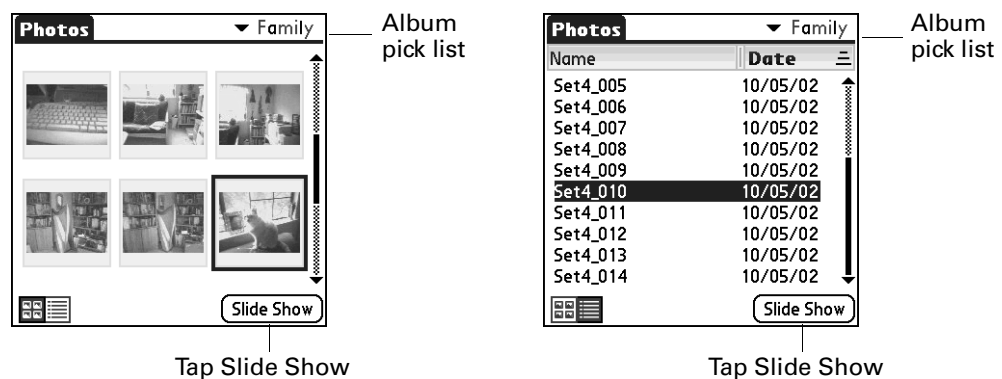
2. Tap the column heading to sort the photos in reverse order.

Viewing a slide show


A slide show is a sequential presentation of each of the photos in the current album.

To view a slide show:

1. Tap the Album pick list in the upper-right corner, and then select the album you want to view.
2. Tap Slide Show.



To adjust the delay between photos during a slide show:

1. Tap the Menu icon .
2. Select Options, and then select Preferences.




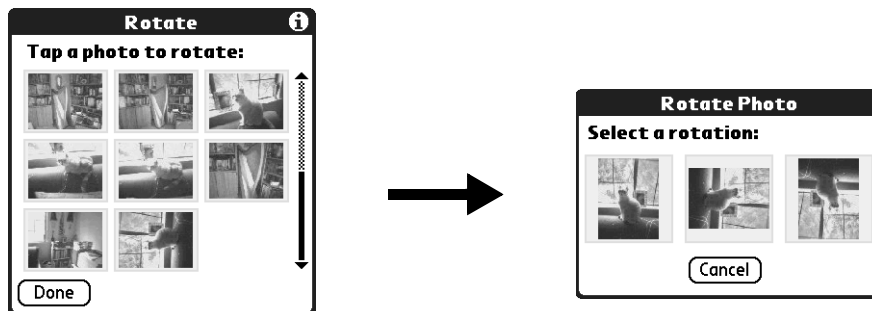
3. Tap the pick list, and then select the delay interval: 1 second, 2 seconds, 3 seconds, 5 seconds, or 1 minute.
4. Tap OK.

Rotating photos

If a photo appears in the wrong orientation, you can rotate the photo.

To rotate a photo:

1. Tap the Menu icon .
2. Select Photo, and then select Rotate.




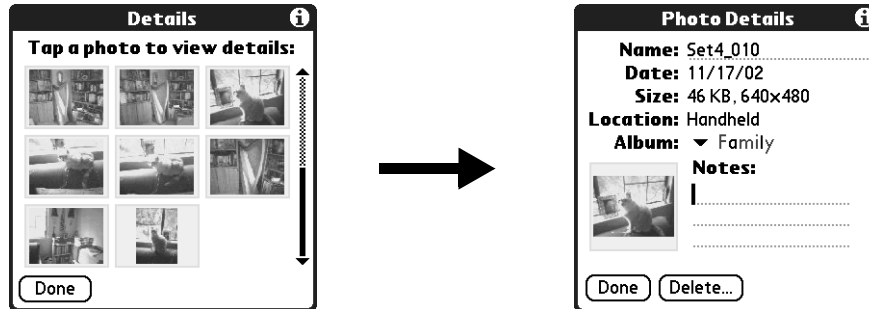
3. Tap the photo you want to rotate.
4. Select the new orientation, and then tap Done.

Viewing photo information


The Photo Details dialog box enables you to view information about a photo and to change the photo name, assign it to an album, add a note about the photo, and delete a photo.

To review photo information:

1. Tap the Menu icon .
2. Select Photo, and then select Details.



3. Tap the photo for which you want to view information.
4. Review or edit the information, and then tap Done twice.

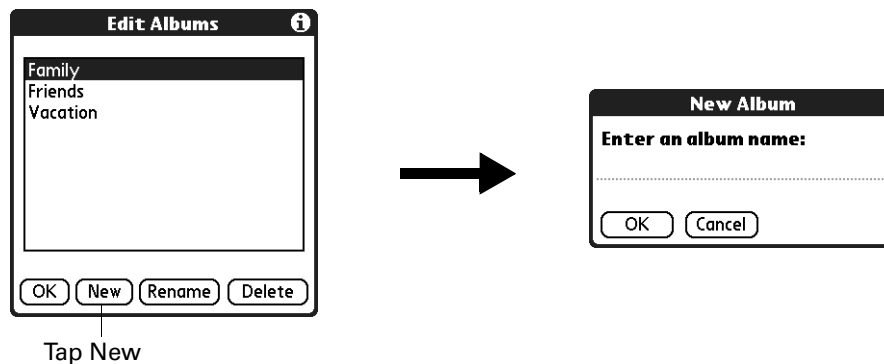
 **TIP** You can press Right or Left on the navigator to change photo information.

Creating an album

The process for creating a new photo album is identical to the process for creating a new category in your other handheld applications.

To create an album:

1. Tap the Album pick list in the upper-right corner.
2. Select Edit Albums.



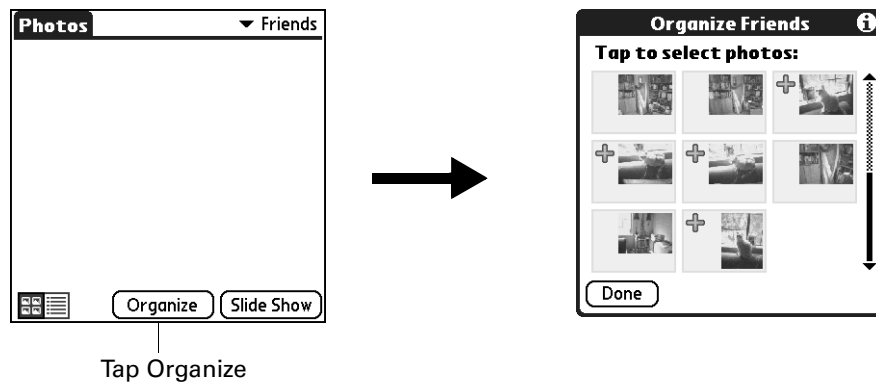
3. Tap New.
4. Enter a title for the album.
5. Tap OK, and then tap Done.

Filing photos in albums

You can organize the photos on your handheld by filing them into different albums. You cannot file photos stored on an expansion card in albums.

To file photos in albums:

1. Tap the Album pick list in the upper-right corner, and then select the album to which you want to add photos.



2. Tap Organize.

Plus signs appear next to the photos that are part of the selected album.
3. Tap any photos you want to add to the current album.

A plus sign appears next to each photo you select.


TIP You can also tap and drag to select adjacent photos.
4. Tap any photos you want to remove from the current album.

The plus signs next to the selected photos disappear.
5. Tap Done.

Copying photos

The Copy command enables you to make a copy of a photo on your handheld or on an expansion card. When you copy a photo from an expansion card to your handheld, a number is appended to the photo name. If a photo was originally larger than 320 x 320 pixels, then the photo is scaled to a maximum of 320 x 320 pixels and the aspect ratio is maintained.

To copy photos:

1. Tap the Menu icon .
2. Select Photo, and then select Copy.

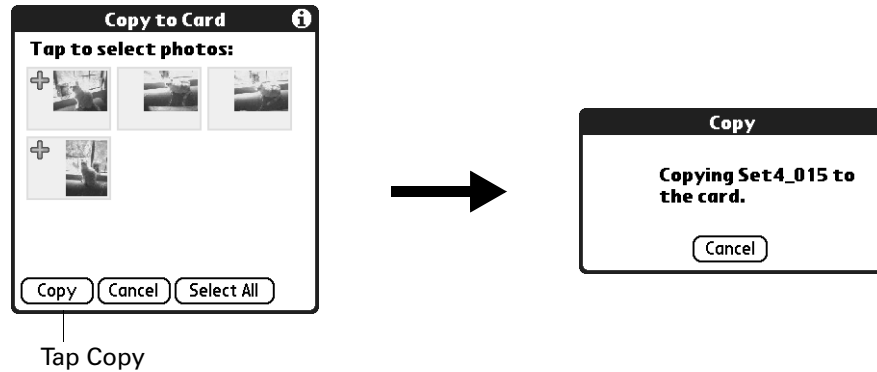
3. Tap the photo(s) you want to copy.

A plus sign appears next to the photo(s) you select.



TIP You can also select a photo with the navigator. Press Select on the navigator to insert the highlight, press Up, Down, Right, or Left to highlight a specific photo, and then press Select to view the photo.

4. Tap Copy.



Renaming or deleting an album

You can rename or delete any of the albums that you create. You cannot rename or delete the Unfiled album.

To rename an album:

1. Tap the Album pick list in the upper-right corner.
2. Select Edit Albums.
3. Select the album you want to rename.
4. Tap Rename, and then enter the new name.
5. Tap OK, and then tap Done.


To delete an album:

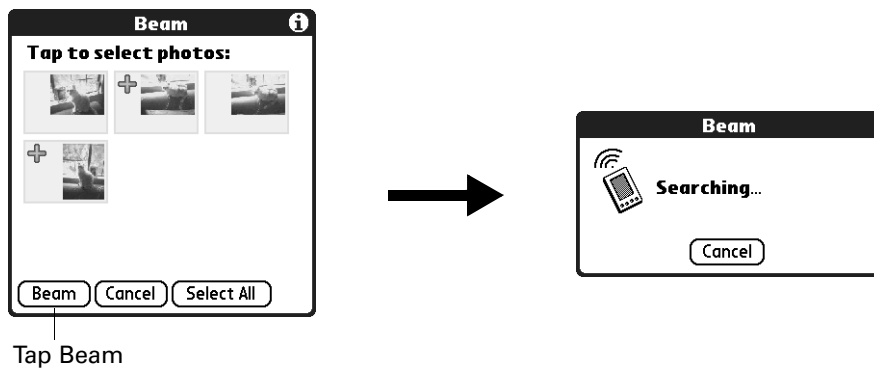
1. Tap the Album pick list in the upper-right corner.
2. Select Edit Albums.
3. Select the album you want to delete, and then tap Delete.
4. When the confirmation dialog box appears, tap Delete.
5. Tap Done.

Beaming photos

The Beam command enables you to beam photos to other devices that are enabled with infrared (IR) technology. The receiving device must have an application that can display photos. For instructions on beaming a single photo, see [“Beaming data”](#) in [Chapter 3](#). Follow the steps below to beam multiple photos.

To beam photos:

1. Tap the Menu icon .
2. Select Photo, and then select Beam.




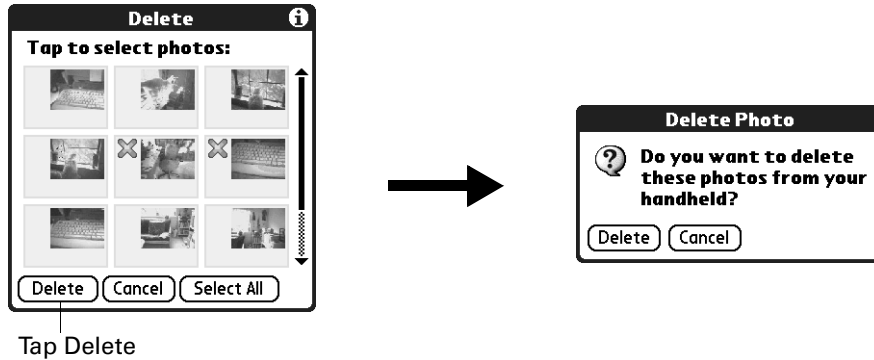
3. Tap the photos you want to beam.
A plus sign appears next to the photos you select.
4. Tap Beam.
5. Point the IR port on your handheld at the IR port on the receiving device.
See [“Sending data”](#) in [Chapter 3](#) for additional information on beaming data.

Deleting photos

If you no longer want a photo on your handheld or expansion card, you can delete the photo.

To delete photos:

1. Tap the Menu icon .
2. Select Photo, and then select Delete.



3. Tap the photo(s) you want to delete.
An X appears next to the photo(s) you select.
4. Tap Delete.
5. When the confirmation dialog box appears, tap Delete.

Working with photos on your computer

After you perform a HotSync® operation to synchronize photos from your handheld onto your Windows computer, Palm™ Desktop software enables you to do any of the following on your computer. See the Palm Desktop software online Help for details.

- View photos in various formats: List, Thumbnails, Details, and Editor with a Handheld preview.
- Drag photos onto the Palm Quick Install icon or the Palm Photos desktop window to install them on your handheld or on an expansion card during the next HotSync operation.
- Modify and delete your photos.
- Organize your photos and add notes.
- Transfer photos to other applications using the Send command or Export command, and import data in popular file formats.

For information on working with photos on your Mac computer, open the Palm folder, open the Documentation folder, and double-click the Photo and Audio Readme file.


Using Palm Photos menus

Palm Photos menu commands that are not explained elsewhere in this book are described here. See [“Using menus”](#) in [Chapter 4](#) for information about selecting menu commands.

Options menu

About Photos Shows version information for Palm Photos.

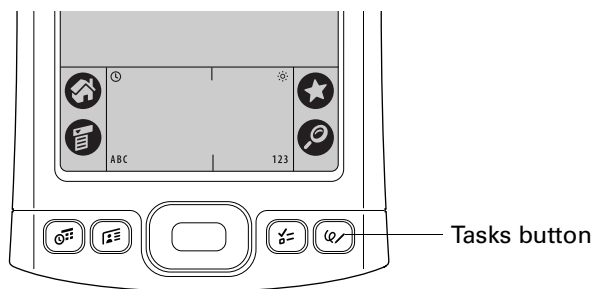
Using Tasks

 Tasks is a convenient place to create reminders and prioritize the things you need to do. You can assign a priority level and due date to each task and sort your tasks by due date, priority level, or category.

NOTE Certain tasks are common among several handheld applications. For more information, see [Chapter 4, "Working with Applications."](#)

To open Tasks:

- Press the Tasks application button on the front panel of your handheld. Tasks opens to display the list of all your records.



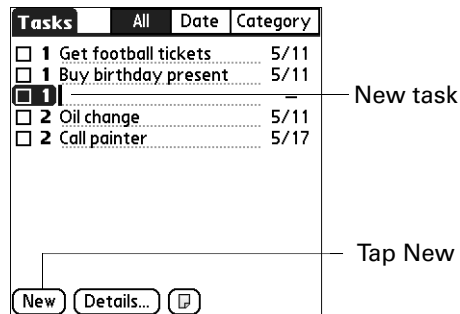
TIP Press the Tasks application button repeatedly to cycle through the Tasks list filters.

Creating tasks

A task is a reminder of an item that you must complete.

To create a task:

1. Tap New.



2. Enter the text of the task. The text can be longer than one line.
3. Tap anywhere onscreen to deselect the task.

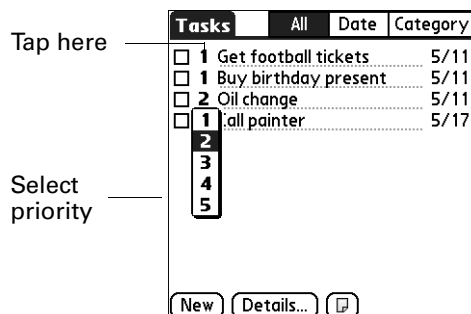
TIP If no task is currently selected, write in the Graffiti® 2 input area to automatically create a new item.

Setting priority

You can use the priority setting for items to arrange the tasks according to importance or urgency. The default setting for Tasks is to arrange items by due date and then priority, with priority 1 items at the top. If you have a number of items in your list, changing an item's priority setting may move its position in the list.

To set the priority of a task:

1. Tap the Priority number on the left side of the task.



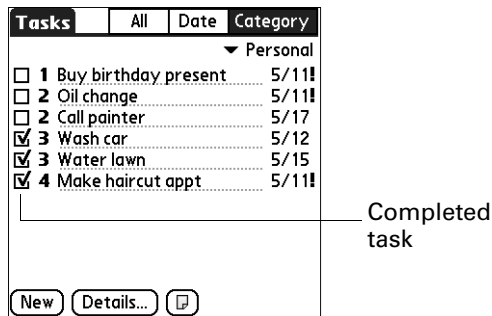
2. Select the Priority number that you want to set (1 is most important).

Checking off a task

You can check off a task to indicate that you've completed it. You can set options to record the date that you complete the task, and you can show or hide completed items. See [“Setting Tasks Preferences”](#) later in this chapter.

To check off a task:

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



Changing task details

The Tasks Details dialog box enables you to change settings for individual items.

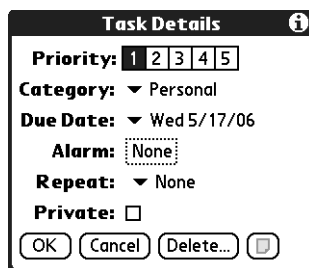
To display the Tasks Details dialog box:

1. Tap the text of the item whose details you want to change.



TIP You can also select an item with the navigator. See [“Using the navigator”](#) in [Chapter 2](#) for details.

2. Tap Details.



3. Change any of the settings.

NOTE To add a task to a category, see [“Categorizing applications”](#) in [Chapter 4](#).

Setting a due date

You can set a due date that displays with the task.

To set a due date for a task:

1. In the Details dialog box, tap the Due Date pick list.
2. Tap the date that you want to assign the item:
 - Choose date opens the date selector, where you can choose any date that you want for the item.
 - No Date removes the due date from the item.
3. Tap OK.

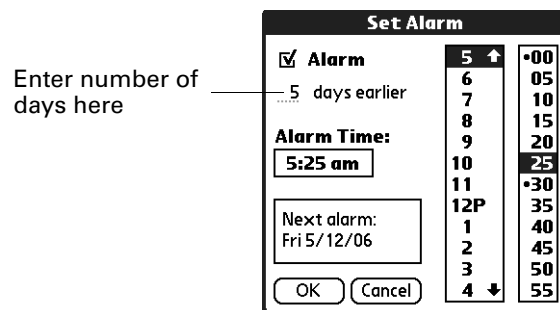
TIP If you turn on the Show Due Dates option in the Tasks Preferences dialog box, you can tap directly on the due date in the Tasks list to open the pick list shown in step 2.

Setting an alarm

You can set an alarm before a task is due to remind you to start the task.

To set an alarm for a task:

1. Select the task to which you want to assign an alarm.
2. Tap Details.
3. Tap the Alarm box. The Alarm box only appears if you have set a due date. The Set Alarm dialog box appears.
4. Tap the Alarm check box.
5. Select the 5, and then enter any number from 0 to 99 (inclusive) as the number of days.



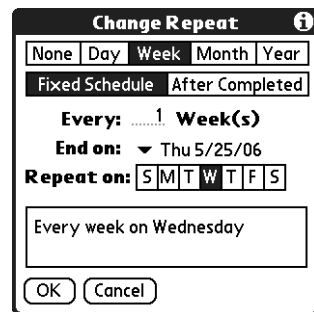
6. Enter or select the time.
7. Tap OK
 - An alarm icon appears next to the task in the Tasks list.

Scheduling repeating tasks

The repeat function enables you to schedule tasks that recur at fixed intervals or recur at regular intervals after a prior instance of the task has been completed.


To schedule a repeating fixed-interval task:

1. Select the task.
2. Tap Details.
3. Tap the Repeat pick list.
4. Perform one of the following:
 - Select a fixed interval from the pick list and tap OK.
 - Select Daily until. Use the date picker to select an end date and tap OK.
 - Select Other to open the Change Repeat dialog box and go to step 5.



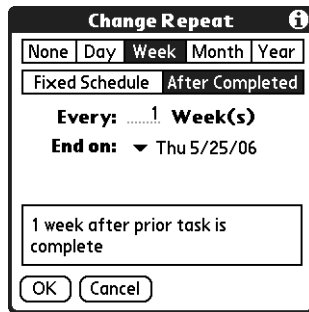
5. Tap Day, Week, Month, or Year to set how often the task repeats.
6. Tap Fixed Schedule.
7. On the Every line, enter a number that corresponds to how often you want the task to repeat.

For example, if you select Month and enter 2, the task repeats every other month.
8. To specify an end date for the repeating task, tap the End on pick list, and then tap Choose Date. Use the date picker to select an end date.
9. If you selected Week or Month, perform one of the following:
 - If you selected Week, tap on the day of the week to repeat the task on.
 - If you selected Month, select the day of the week or day of the month to repeat the task on.
10. Tap OK.

After you schedule a repeating or continuous task, the Repeat icon  appears next to the task in the Tasks list.

To schedule a task that repeats at fixed intervals after a prior instance of the task is completed:

1. Select the task.
2. Tap Details.
3. Tap the Repeat pick list.
4. Select Other to open the Change Repeat dialog box.



5. Tap Day, Week, Month, or Year to set how often the task repeats.
6. Tap After Completed.
7. On the Every line, enter a number that corresponds to how often you want the task to repeat.

For example, if you select Day and enter 2, the task repeats every other day after the prior instance of the task is completed.

8. To specify an end date, tap the End on pick list, and then tap Choose Date. Use the date picker to select an end date.
9. Tap OK.

After you schedule a repeating task, the Repeat icon  appears next to the task in the Tasks list.

Display options

You can choose what tasks you want to view and how the tasks are sorted by choosing a display filter and setting Tasks Preferences.

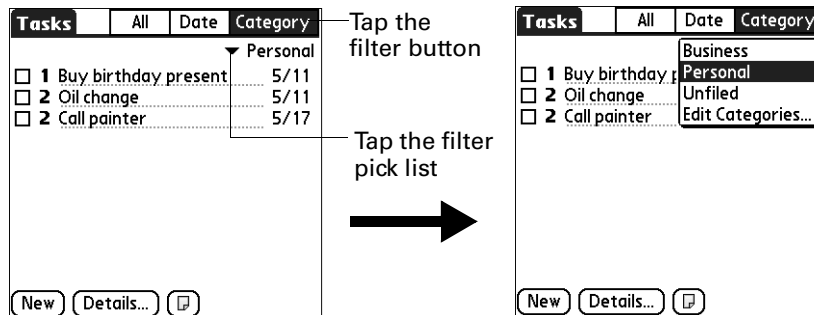
Using the display filters

You can choose to view alternate views of your task list by using the filtering option buttons. The three main options include All, Date, and Category.

IMPORTANT The sort order and types of tasks displayed, such as showing completed or due tasks, is set in the Preferences menu. For more information, see [“Setting Tasks Preferences”](#) in the next section.

To use the display filters:

1. Tap filter button.
2. Tap the filter pick list and select the filter type.




- All** Displays a list of all tasks.
- Date** When Date is selected, the Date filter pick list appears in the upper -right corner below the title bar. Select from the following date filters.
- **Due Today:** Lists all tasks due today.
 - **Last 7 Days:** Displays a list of all tasks that were due in the 7 days including today.
 - **Next 7 Days:** Displays all tasks that are due in the next days.
 - **Past Due:** Displays all past-due-date incomplete tasks.
- Category** When Category is selected, the Category pick list displays in the upper-right corner below the title bar. Select a category from the list to display all tasks within the selected category.

Setting Tasks Preferences

The Tasks Preferences dialog box enables you to control the which tasks are displayed and how they are sorted. These settings also affect task items displayed in Calendar Agenda view. See [“Working in Agenda View”](#) in [Chapter 5](#).

You can also set alarm sounds for tasks in the Preferences dialog box.

To change Preferences settings:

1. Tap the Menu icon .
2. Select Preferences from the Options menu.

3. Select any of the following settings:

- | | |
|-------------------------------|---|
| Sort by | Tap the pick list to select the order the tasks display in the Tasks list. |
| Show Completed Tasks | <p>Displays your completed tasks in the Tasks list. If you turn off this setting, your tasks disappear from the list when you complete (check) them.</p> <p>Items that no longer appear on the list because you turn off this setting have not been deleted. They are still in the memory of your handheld. You can purge completed items to remove them from memory.</p> |
| Record Completion Date | Replaces the due date with the actual date when you complete (check) the task. If you do not assign a due date to a task, the completion date still records when you complete the task. |
| Show Due Dates | Displays the due dates associated with tasks in the list and displays an exclamation mark next to tasks that remain incomplete after the due date passes. |
| Show Priorities | Shows the priority setting for each task. |
| Show Categories | Shows the category for each task. |
| Alarm Sound | Tap pick list to select an alarm sound. |

4. Tap OK.

Using Palm™ VersaMail™ Personal E-mail Software

With Palm™ VersaMail™ personal e-mail software, you can send, receive, and manage e-mail on your handheld. This chapter describes how to set up different types of e-mail accounts and explains how to use the many e-mail features in the VersaMail application.

VersaMail application features

Key features of the VersaMail 2.6 application include the following:

- Support for the Palm™ Tungsten™ E navigator, simplifying data entry and navigation
- Enhanced use of color, fonts, styles, and user-selected display options
- Basic Hypertext Markup Language (HTML) formatting display for e-mail messages received in HTML format
- Increased number of file types supported for being sent and received as attachments
- Scheduled retrieval of new e-mail, with notification
- Improved message-addressing capabilities
- Enhanced security

Getting started with the VersaMail application

To start using the application, tap the VersaMail icon  on the Home screen of your handheld.

If you are using a Windows computer, you can install the Palm VersaMail HotSync® Conduit from the CD-ROM included with your handheld. See [“Synchronizing e-mail between the handheld and the desktop”](#) later in this chapter for information on using the conduit.


Synchronizing an existing username

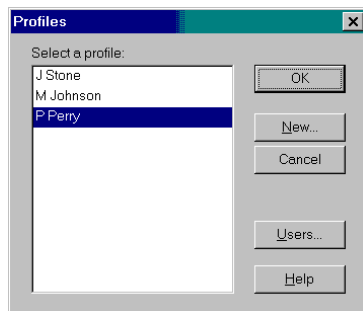
If you plan to synchronize your Tungsten E handheld with an existing username by performing a HotSync operation, you must do so before you enter your e-mail account information in the VersaMail application. If you enter the e-mail account information first and then synchronize your handheld to an existing username, the e-mail account information you entered is overwritten.


Upgrading a MultiMail/VersaMail database

If you have previously used a Palm personal e-mail application such as MultiMail SE or MultiMail Deluxe, or an earlier version of the VersaMail application, you can upgrade your e-mail database for use with the VersaMail 2.6 application.

To upgrade an existing e-mail database for use with the VersaMail application:

1. Perform a HotSync operation with a user profile that contains the existing e-mail database. To do so, tap the HotSync icon  on the Home screen, and then select a profile that contains an e-mail database from the displayed list of users.



2. Tap the VersaMail icon .
3. Tap Yes to accept the upgrade.

Setting up and managing e-mail accounts

With the VersaMail application, you can set up accounts on your handheld to access e-mail accounts from providers such as Earthlink or Yahoo; to access your corporate e-mail with the appropriate mail server configuration (see [“Using a corporate e-mail account”](#) later in this chapter for more information); or to synchronize e-mail messages with a desktop e-mail application.

You can add up to eight e-mail accounts on your handheld.

Account and connection types

Two types of e-mail accounts are supported:

- **Network:** You can send and receive e-mail directly to and from your handheld by connecting with an e-mail service provider.
- **Synchronize Only (Windows computers only):** You can download, view, and manage e-mail between the handheld and a desktop e-mail application, such as Microsoft Outlook, by performing a HotSync operation using the HotSync cable. You can't send and receive messages wirelessly or with a modem for an account of this type.

Using a network account, you can set up or access an e-mail account by using any of the following connection methods:

- Infrared (IR) port on the handheld to IR port on a mobile phone
- Wireless network card accessory (sold separately) seated in the expansion card slot on your handheld
- External modem accessory (sold separately) that connects through the expansion card slot on your handheld
- HotSync cable connected to your desktop (Windows users only)

Network e-mail account prerequisites

Before you can set up a network e-mail account, you must do the following:

- Establish the e-mail account with an e-mail service provider. Common providers include Internet service providers (ISPs) such as Earthlink and Prodigy. A provider can also be a Global System for Mobile Communications (GSM) or high-speed wireless (GPRS) carrier such as VoiceStream, Cingular, or Vodafone. You may also use a corporate e-mail account.
- Configure the service connection settings for this account on your handheld using your handheld's Network Preferences and Connection Preferences screens. See "[Connection Preferences](#)" in [Chapter 16](#) for more information.

You must also have the appropriate prerequisite for the type of connection you want to make, as follows.

Connection type	Prerequisite
High-speed wireless network (GPRS)	Wireless network card accessory (sold separately). Active high-speed wireless network account ordered from your wireless carrier.
GSM dial-up via external modem accessory	Wireless modem accessory that attaches through the expansion card slot on your handheld. Active wireless service with a GSM carrier. If you are using a high-speed wireless network, the same carrier generally provides both GSM and high-speed wireless service. Note that some GSM carriers require you to order a special data service (separate from voice service) to make a network connection.
GSM dial-up via infrared connection to infrared phone	Infrared-enabled mobile phone. Active wireless service with a GSM carrier. If you are using a high-speed wireless network, the same carrier generally provides both GSM and high-speed wireless service. Note that some GSM carriers require you to order a special data service (separate from voice service) to make a network connection.
HotSync cable connected to desktop	HotSync cable (Windows users only).

Using an ISP

If you are setting up a new e-mail account and have a well-known ISP such as Earthlink or Yahoo, many of the required settings during the account setup are automatically configured.

For other ISPs, you need the following information:

- The protocol used for incoming mail, such as Post Office Protocol (POP) or Internet Message Access Protocol (IMAP)
- The name of the incoming mail server
- The name of the outgoing mail (Simple Mail Transfer Protocol, or SMTP) server
- Whether your e-mail account requires any security, such as Secure Sockets Layer (SSL), APOP, or Extended Simple Mail Protocol (ESMTP)

- Your e-mail address and password
- The login script (if any) that you need for connecting to your ISP or mail server

NOTE Information about your e-mail account is available from the e-mail provider. Depending on the type of e-mail service you have, you may be able to access this information by going to the e-mail provider's web site or by contacting the provider's customer support.

Using a corporate e-mail account

If you want to access e-mail on your handheld using your corporate e-mail account, you create this account on your handheld in exactly the same way as any other account (see [“Creating an e-mail account”](#) later in this chapter), with one exception: for a corporate e-mail account, you may need to set up a virtual private network (VPN). See [“VPNs”](#) later in this chapter for information.

The following considerations apply when setting up a corporate e-mail account:

Username and password	These might be your Windows 2000 username and password, your Lotus Notes ID username and password, or something else. Check with your company's server administrator to obtain the correct username and password. The VersaMail 2.6 application provides strong 128-bit AES encryption for your password.
Protocol	Most corporate mail servers use IMAP for retrieving mail. In rare cases, your company server may use POP. Check with your company's server administrator to verify the protocol.
Incoming and outgoing mail server settings	Check with your company's server administrator to obtain these settings.

See [“Creating an e-mail account”](#) later in this chapter for steps for inputting your username, password, protocol, and incoming and outgoing server settings when you set up your corporate e-mail account.

With a corporate e-mail account, you can access the following types of mail servers, among others:

- Microsoft Exchange
- Lotus Domino
- Sun iPlanet

VPNs

If you want to access e-mail on your handheld using your corporate e-mail account, you may need to set up a virtual private network (VPN) on your handheld. A VPN enables you to log in to your corporate mail server through the company's firewall (security layer). Without a VPN, you cannot “break through” the firewall to gain access to the mail server.

You need to set up a VPN to access corporate e-mail in either of the following two situations:

- Your company's wireless local area network (LAN) is located outside the firewall.
- Your company's wireless LAN is located inside the firewall, but you are trying to access the network from outside the firewall (for example, from a public location or at home).

Check with your company's server administrator to see if a VPN is required to access the corporate network.

NOTE The auto get mail with notification feature in the VersaMail application may not work with a particular VPN connection. Also, you cannot use scheduled sending retry of e-mail with accounts that use a VPN connection. See ["Auto get mail with notification"](#) and ["Send retry"](#) later in this chapter for information.

Creating an e-mail account

You create a new account in Account Setup, which guides you through the process. The steps for creating a network account and a synchronize-only account are identical except for selection of a single check box for a synchronize-only account; see step 4 in the procedure below.

To create an e-mail account:

1. Tap the Menu icon , select Accounts, and then select Account Setup.
2. Tap New.



3. Enter the following:

- Account Name** Enter a descriptive name for the account, such as “My Yahoo.”
- Mail Service** Tap the Mail Service pick list, and then select the provider to which you are connecting. Select Other if your ISP is not listed.
- Protocol** Tap the Protocol pick list, and then select POP or IMAP. (Most e-mail providers use POP.)

The screenshot shows the 'Account Setup' dialog box. At the top, it says 'Enter a name for this account (e.g. My Mail) and select settings.' Below this, there are three fields: 'Account Name' with the text 'Sam Yahoo', 'Mail Service' with a dropdown arrow and 'Yahoo' selected, and 'Protocol' with a dropdown arrow and 'POP' selected. At the bottom, there is a checkbox labeled 'Synchronize Only Account' which is currently unchecked. There are 'Cancel' and 'Next' buttons at the very bottom.

If the VersaMail application knows the protocol for the mail service you selected, it displays the correct protocol.

4. For synchronize-only accounts only: On the same screen, select the Synchronize Only Account check box.

NOTE You must be using a Windows computer to use a synchronize-only account.

This screenshot is similar to the previous one, but the 'Synchronize Only Account' checkbox is now checked. A line points from the text 'Select check box for a synchronize-only account' to the checked checkbox. The 'Account Name' field now contains 'Sam Sync' and the 'Mail Service' dropdown now shows 'EarthLink'.

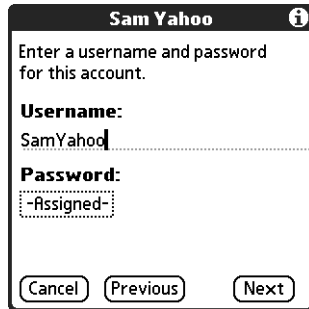
5. Tap Next.

Entering the account username and password

In the next part of the VersaMail Account Setup, you enter the username and password for this account. The VersaMail 2.6 application provides strong 128-bit AES encryption for your password.

To enter the account username and password:

1. Enter the username you use to access your e-mail. This is generally the part of your e-mail address appearing before the @ symbol; it is usually not your entire e-mail address.



2. Tap the Password box, and then enter your password.
3. Tap OK. The Password box displays the word “Assigned” to indicate that a password has been entered.
4. Tap Next.

Entering the name of the incoming and outgoing mail server

You need to verify your e-mail address for the account you are accessing, as well as enter the names of the outgoing and incoming mail servers.

To enter mail server settings:

1. If you chose a preconfigured service from the Mail Services pick list on the Account Setup screen, the e-mail address field is completed automatically, based on the username and mail service you entered. Check the address to verify that it is correct, and edit it if necessary.

If you chose Other from the Mail Services pick list on the Account Setup screen, enter the e-mail address for your account.



E-mail address will be filled in automatically if you chose a preconfigured mail service

Mail servers will be filled in automatically if the VersaMail application knows the names based on the mail service you chose

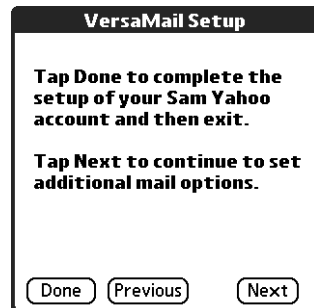
2. Enter the name of your incoming (POP) mail server, such as pop.mail.yahoo.com.

If the VersaMail application knows the incoming mail server name based on the mail service you selected, the correct server name is displayed.

3. Enter the name of your outgoing (SMTP) mail server, such as smtp.mail.yahoo.com.

If the VersaMail application knows the outgoing mail server name based on the mail service you selected, the correct server name is displayed.

4. Tap Next.
5. Do one of the following:
 - To accept these mail options and begin using the VersaMail application, tap Done. This takes you to the Inbox of the account you set up. See [“Getting, sending, and managing e-mail”](#) later in this chapter for information on getting and sending e-mail. If you set up a synchronize-only e-mail account, you need to configure this account on your desktop. See [“Configuring account settings in HotSync Manager”](#) later in this chapter for information. You will not be able to synchronize e-mail between your handheld and your desktop until you configure the account on your desktop.
 - To set up additional mail options, tap Next. Continue with the next set of procedures.



Setting mail retrieval options for a POP or IMAP account

The next VersaMail Setup screen displays different options depending on whether your mail service uses POP or IMAP.

To set mail retrieval server options for a POP or IMAP account:

1. (Optional) Select any of the following:

Get unread mail **NOTE** The POP protocol does not support retrieval of unread mail only from the server. If you have a POP e-mail account, the VersaMail application downloads all messages from the server regardless of whether you have read them (for example, on your desktop or on the web), and regardless of whether this check box is selected.

For IMAP accounts, select Get unread mail ONLY to download only unread mail to your handheld. If you don't choose this option and you tap Get & Send, all of your e-mail messages on your provider's mail server are downloaded to your Inbox, including messages you have already read. To get all mail (including mail you have already read) and not just unread mail, deselect Get unread mail ONLY.

Delete messages on server To delete messages on your provider's mail server when they are deleted in the VersaMail application, select the Delete messages on the server when they are deleted in VersaMail check box.

Leave mail on server (POP account only) To get e-mail on your handheld but also leave it on the server so you can view it later on your desktop, select the Leave mail on server check box. For example, if you create an account to receive e-mail from your Yahoo account and select this option, your old Yahoo e-mail is still visible the next time you visit Yahoo.com to access your Yahoo e-mail Inbox.

Port Number The port number setting defaults to 110 for POP and to 143 for IMAP servers. You may need to change the port number if you choose to retrieve incoming mail over a secure connection (see the next bullet item). If you are not sure about the correct port number, check with your mail server administrator.

Use Secure Connection To retrieve incoming mail over a secure (Secure Sockets Layer, or SSL) connection, select the Use Secure Connection check box.

Maximum Message Size

To limit the maximum size of an incoming e-mail message, enter the size in kilobytes (KB) for Maximum Message Size. The maximum size of an incoming message is 5KB by default, but you can enter any size up to 2048KB, including attachments. The maximum message size that you can retrieve is 60KB for the body text and approximately 5 megabytes (MB) of total data for any attachments. Because downloading large messages can consume handheld resources, the VersaMail application displays the size of and asks if you want to continue downloading any message that exceeds your maximum message size, up to a total size of 5MB.

POP accounts

IMAP accounts

2. Tap Next.

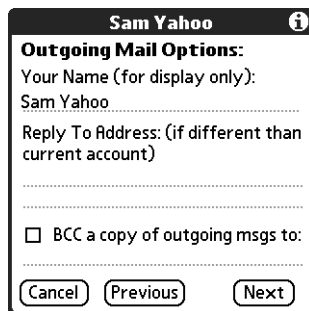
Setting outgoing mail options

Outgoing mail options are the same for POP and IMAP accounts.

To set outgoing mail options:

1. (Optional) Do any of the following:

- Display Name** Enter the name you want to appear on your outgoing messages, such as "Joe Smith."
- Reply To Address** Enter the e-mail address that you want recipients to see and reply to on your e-mail messages, only if this is different from the e-mail address from which you are sending the message. For example, if you are sending a message from me@yahoo.com but you want recipients to reply to me@earthlink.net, enter the reply-to address here. Reply To Address makes it look as though the e-mail came from the address you entered.
- BCC** Select the BCC check box to send a blind copy of any e-mail message you send to another e-mail address. The blind copy e-mail address is not seen by the other recipients of the message. For example, if you want a copy of all messages you send from your handheld to be sent to your corporate e-mail account, enter that e-mail address.



2. Tap Next.

Adding a signature

If you want, you can add a signature to each e-mail message you send. For example, you can enter your name and telephone number so that they appear on each message you send.

To add a personal signature:

1. Tap the Attach Signature to messages check box, and then enter the text of the signature.

This signature is attached to all your outgoing e-mail.



Signature lines appear only if check box is selected

2. Tap Next.

Setting advanced outgoing mail options

You can set additional outgoing mail options.

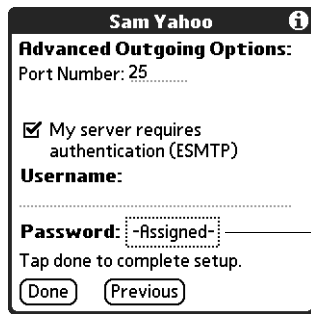
To set advanced outgoing mail options:

1. (Optional) Select either of the following:

Port Number The default is 25, the port number most SMTP servers use. If you are not sure about the correct port number, check with your mail server administrator.

Authentication Select the My server requires authentication (ESMTP) check box if the outgoing server (SMTP) requires authentication. Check with your system administrator before selecting this option. See [“Adding ESMTP to an account”](#) later in this chapter for information. If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered previously. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password. Check with your e-mail service provider for authentication username and password information.

If you need to enter new information, enter a username and/or tap the Password box and enter a password, and then tap OK.



Username and Password fields appear only if ESMTP check box is selected

2. Tap Done.

Testing your new account


After you finish setting up a new e-mail account, the Inbox of the account you just created is displayed. You can test whether the e-mail account is set up and working properly by tapping Get Mail. See [“Getting e-mail by subject or getting the entire message”](#) later in this chapter for more information.

If you set up a synchronize-only e-mail account, you need to configure this account on your desktop. See [“Configuring account settings in HotSync Manager”](#) later in this chapter for information. You will not be able to synchronize e-mail between your handheld and your desktop until you configure the account on your desktop.

Editing e-mail accounts

From time to time, you may need to edit information about one of the e-mail accounts you set up.

To select the account to edit:

1. Tap the Menu icon , select Accounts, and then select Account Setup.
2. Tap the name of the account to edit, and then tap Edit.




After you select the account to edit, the VersaMail application displays the same series of screens that you see when you set up an account. To edit an account, follow the procedures in [“Creating an e-mail account,”](#) earlier in this chapter, and change the entries you want to edit on the appropriate screens.

Deleting an e-mail account

When you delete an account in the VersaMail application, the account is removed from your handheld. The account still exists on the server. For example, deleting your Yahoo account from the VersaMail application deletes the account only from your handheld. Your e-mail account still exists at Yahoo.com.

NOTE You can delete all but one of your e-mail accounts; you must have at least one account.

To delete an account:

1. Tap the Menu icon , select Accounts, and then select Account Setup.
2. Tap the name of the account you want to delete, and then tap Delete.



3. Tap Yes in the Delete Account dialog box to delete the account and all associated e-mail messages.



4. Tap OK.

After you perform the next HotSync operation, the memory associated with an account and its messages is released.

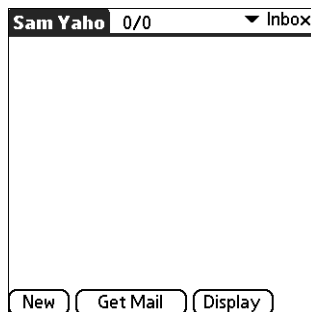
Selecting a different service for a given e-mail account

When you set up connections on your handheld (on the Connection Preferences screen), you pair each connection with a network service (on the Network Preferences screen) and then select one of these services to be the default for all network activity (sending and receiving e-mail, surfing the web, and so on) on your handheld. By default, the VersaMail application uses this service for sending and receiving messages for all e-mail accounts you set up. See “[Setting Communication Preferences](#)” in [Chapter 16](#) for information on setting up the default service for your handheld.

However, for any given e-mail account, you have the option of switching to a different service for use with that account only. For example, the default service you have selected for your handheld may be called Modem and may use a modem accessory (sold separately) to make a dial-up connection to your e-mail service provider. You may also have set up an e-mail account called My Earthlink, which connects using the Modem service by default. However, if you travel into a location at which you cannot use your modem accessory, you may want to switch your My Earthlink account to the service called Infrared, which connects to your e-mail service provider using a connection from the IR port on your handheld to the IR port on your infrared-enabled mobile phone.

To set up a service for a given e-mail account (different from the default service for your handheld):

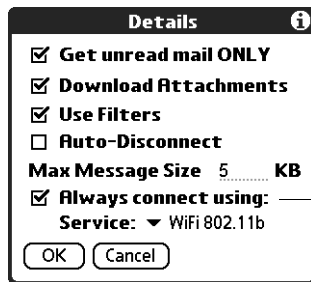
1. From the Inbox of the account you want to switch, tap Get Mail.



2. Tap Details.

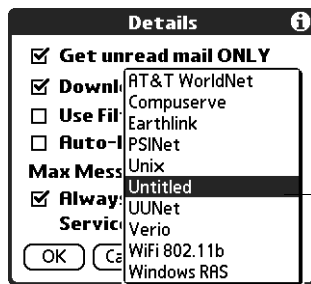


3. Tap the Always connect using check box. A pick list of available services appears. The currently used connection is displayed by default.



Tap to change the service connection for this e-mail account only from your default handheld service connection

4. Select the connection you want to switch to from the Service pick list.



Select a new service connection for this e-mail account only

5. Tap OK, and then tap OK again. If there is an existing service connection, it is disconnected and the new connection is initiated. The VersaMail application sends and checks for any new e-mail using the new connection.


When you exit the VersaMail application, the new service disconnects (unless you are using the default service for your handheld). When you reopen the application, the e-mail account you selected (My Earthlink in this example) continues to connect using the new connection (Infrared in this example) until you either select a new service or deselect the Always connect using check box. If you deselect the Always connect using check box, the e-mail account (My Earthlink) connects using the default handheld service (Modem in this example).

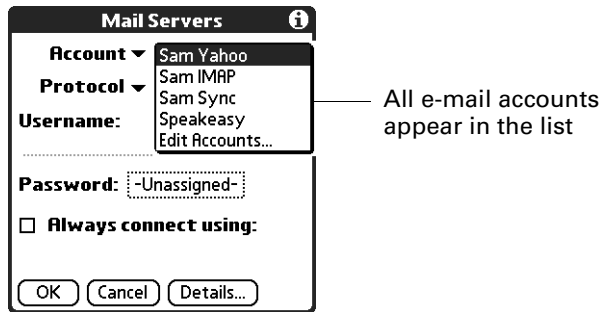
The Always connect using check box changes the connection service for the selected e-mail account only. You must follow the preceding procedure for each e-mail account whose connection you want to switch from the default connection on your handheld.

Adding ESMTP to an account

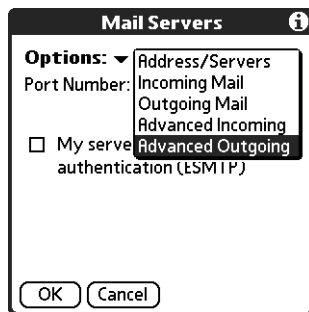
Some services require ESMTP authentication to validate your username and password on an SMTP server. If you aren't sure if your ISP or web e-mail provider supports ESMTP, check with your e-mail provider.

To edit an account and add ESMTP:

1. In your Inbox or on another folder screen, tap the Menu icon .
2. Select Options.
3. Select Mail Servers.
4. Tap the Account pick list, and then select Edit Accounts.



5. Tap the name of the account you want to change, and then tap OK.
6. On the Server Settings screen, tap Details.
7. Tap the Options pick list, and then select Advanced Outgoing.



8. Select the My server requires authentication (ESMTP) check box if the outgoing server (SMTP) requires authentication. Check with your system administrator before selecting this option. If you select this option, username and password fields appear. These fields are already filled in based on the account information you entered previously. In most cases, the information displayed is correct; however, occasionally your authentication username and/or password is different from your account username or password. Check with your e-mail service provider for authentication username and password information.

If you need to enter new information, enter a username and/or tap the Password box and enter a password, and then tap OK.

Username and Password fields appear only if ESMTP check box is selected

9. Tap OK.

Troubleshooting account access problems

Occasionally you may experience problems using an e-mail account after you set it up. If you followed the account setup procedures described in [“Setting up and managing e-mail accounts”](#) earlier in this chapter but experience problems using the account, you may need to verify that the account complies with your e-mail provider’s requirements. See [Appendix B](#) for troubleshooting information for account access problems.

Getting, sending, and managing e-mail

Getting and sending e-mail on your handheld is easy and helps you keep your business and personal life organized.

You can manage the messages in your e-mail accounts by moving messages between folders, deleting old e-mail messages individually or in groups, and marking messages as read or unread.


Getting e-mail

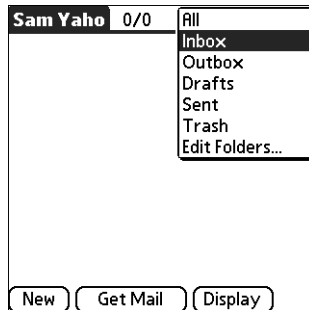
You can get e-mail subjects only—the message size, author, and subject—or you can get entire messages immediately. If you choose to get message subjects only and want to read a full message, you can get more of the message. If you choose to get the entire message, the body text of the message will be downloaded up to the maximum message size you select. See [“Reading e-mail”](#) later in this chapter for information.

Choosing the e-mail account and displaying the Inbox

To view the e-mail in an account, you must switch to that account and then get the e-mail. For example, if you want to collect and view the e-mail from your Yahoo account, you switch to the account created to retrieve e-mail from your Yahoo account.

To display an account and its Inbox:

1. In your Inbox or on another folder screen, tap the Menu icon , and then select Accounts.
2. Tap the name of the account you want from the list.
3. Tap the folders pick list, and tap Inbox if the Inbox is not displayed.

**Getting e-mail by subject or getting the entire message**

When you get e-mail messages, you can choose to get the subject only or to get the entire message. You can also use the Details dialog box to select options for getting unread e-mail only, downloading attachments, using filters, and more.

To get e-mail messages:

1. Tap Get Mail.
 - If you have e-mail stored in your Outbox, tap Get & Send.
2. In the Get Mail Options dialog box, tap Subjects Only to download subjects only, or tap Messages to download entire messages.



TIP You can deactivate the Get Mail Options dialog box by using VersaMail Preferences. See [“Setting preferences for getting and deleting e-mail”](#) later in this chapter.

3. (Optional) Tap Details, and then select options for retrieving unread e-mail (IMAP accounts only), downloading attachments, using filters to download only messages that meet certain criteria, using auto-disconnect to close your remote connections after each command, maximum download size, and default connection type for this account. Tap OK.

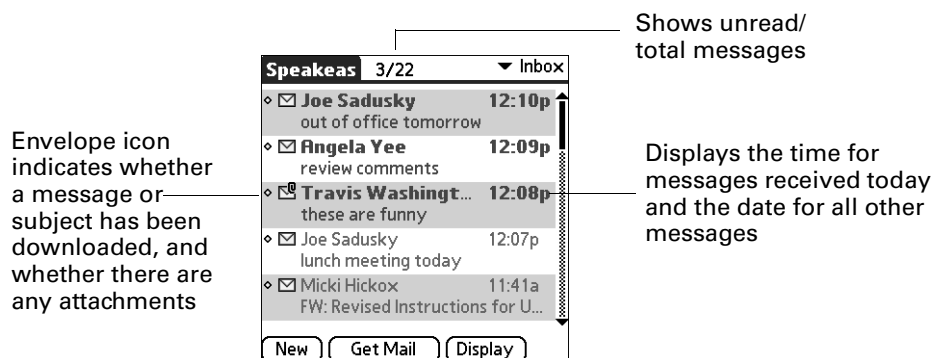
NOTE See [“Selecting a different service for a given e-mail account”](#) earlier in this chapter for information on setting a default connection type.

NOTE The maximum size of an incoming message is 5KB by default.



4. (Optional) For IMAP accounts, you have the option of synchronizing IMAP folders from the Get Mail Options dialog box. Wireless IMAP folder synchronization enables you to synchronize e-mail messages between a folder in an e-mail account on your handheld and a folder with the same name on your e-mail provider's mail server.
5. Tap OK.
6. (Optional) If you are retrieving mail using a VPN connection, you may be asked to enter the username and password you use to log in to the VPN. If so, enter the username and password. See "VPNs" earlier in this chapter for more information.
7. The Getting Messages dialog box shows updates as your e-mail is downloaded. When the Getting Messages dialog box disappears, another dialog box appears and displays the number of new e-mail messages.
8. Tap OK.

A list of your e-mail appears in the Inbox.



Auto get mail with notification

You can set up the VersaMail application to automatically search for new mail on a regular schedule for an e-mail account. The auto get mail feature automatically retrieves new messages and downloads them to your handheld.

If auto get downloads any new messages, your handheld notifies you by blinking an indicator light, beeping, or vibrating. The handheld also displays a visual list of notifications on the Reminders screen.

The auto get feature downloads the first 3KB of each message. If a message is larger than 3KB, tap the More button on the message screen to download and view the entire message.

Auto get mail recognizes any filter criteria you have set up for downloading messages to your handheld. Any messages that do not meet the filter criteria are not downloaded during an auto get. To retrieve messages that do not conform to filter criteria, perform a manual get with all filters turned off.

If auto get is occurring and you turn your handheld off or the connection to your e-mail service provider is disconnected, the auto get fails. If you are attempting an auto get over a network from a public location, you must be in range of a network access point for the auto get to work.

Scheduling auto get mail

When setting up a schedule, you select the interval for retrieving mail, the start and end times for retrieving mail, and the days on which scheduled e-mail retrieval should take place.


You can set up different schedules for each of your e-mail accounts, but you can set up only one schedule for an account. For example, if you set up a schedule for mail retrieval on weekdays for your Yahoo account, you cannot set up a separate schedule for weekends on the same account.

If more than one scheduled auto get takes place at the same time (for example, for two separate e-mail accounts), the retrievals take place in the following order:

- Any past-due auto get (for example, a retry of an earlier failed auto get)
- Current retrievals according to the order of e-mail accounts (#1, #2, and so on)

NOTE The auto get feature may not work with your specific VPN connection. It is also not supported for SSL connections, or if you have configured the security preferences on your handheld to encrypt databases on the handheld. For some nonsupported connection types, the Options menu does not display the auto get mail option; for others, if you try to set up an auto get schedule, an error message appears.

To set up a scheduled auto get mail:

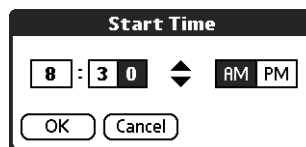
1. On the message screen, tap the Menu icon .
2. Select Options.
3. Select Auto Get Mail.

- Select the Get mail automatically check box.



- Set schedule options:

- Interval** Tap the Every pick list and select the time interval, from 15 minutes to 12 hours. See [“Resource issues with auto get mail”](#) later in this chapter for information on setting the interval.
- Start Time** Tap the Start Time box, tap to enter the start time hour and minute, and tap to enter AM or PM. Then tap OK.



NOTE The start and end time screens display the hour and minute using the default time format you select for your handheld.

- End Time** Tap the End Time box, tap to enter the end time hour and minute, and tap to enter AM or PM. Then tap OK.
- Days** Tap the days you want the schedule to be active. You can choose any number of days, but you can set up only one schedule for each e-mail account.

- Tap OK.

7. (Optional) Tap Get Mail. You should perform a manual get mail after setting up a scheduled auto get. This ensures that only new messages are retrieved during auto get.

TIP Alternately, if you have configured an e-mail account to synchronize messages between your handheld and your desktop, you can perform a HotSync operation after setting up a scheduled auto get to ensure that only new messages will be retrieved during auto get. See [“Synchronizing e-mail between the handheld and the desktop”](#) later in this chapter for configuration information.



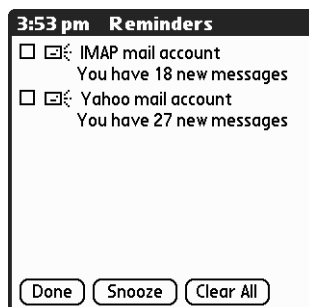
Auto get notifications

The auto get mail feature provides three types of alerts during and after message retrieval:

- Depending on the connection type, a series of status messages may appear during the auto get connection and mail retrieval process.
- You can choose to have your handheld alert you when a new message arrives in your account. The beep or alert sound your hear is called a *notification*. Your handheld also notifies you of a new message’s arrival by blinking an indicator light or vibrating if certain preferences are selected. For more information, see [“Making your handheld buzz or blink when you get new e-mail”](#) later in this chapter.

NOTE You must select the Notification option to have your handheld notify you when new messages are received. See the next section, [“Setting notification options,”](#) for more information.


- If auto get discovers and downloads new messages for an e-mail account, a notification appears on the Reminders screen, displaying the account name and the number of new messages. If auto get is scheduled for more than one account, a separate notification appears for each account. See [“Viewing and using the Reminders screen”](#) later in this chapter.



Setting notification options

You can turn the notification sound on or off to notify you when new e-mail arrives. You can choose from a variety of sounds, such as birds, bumble bees, or simply an alarm.

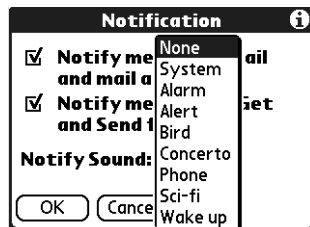
To set notification options:

1. In the Inbox or on another folder screen, tap the Menu icon .
2. Tap Options.
3. Tap Notification.
4. Tap the Notify me of new mail and mail alerts check box.



5. Tap the Notify Sound pick list, and then select a sound. The handheld plays a brief demonstration of the sound.

NOTE If you have installed a custom sound on your handheld, it appears on the Notify Sound pick list.





6. To receive notifications of successful auto get mail and automatic send retries only, deselect the Notify me of Auto Get and Send failures check box. Leave the check box selected if you want to receive notifications of both successful and failed auto get mail and automatic send retries.
7. Tap OK.

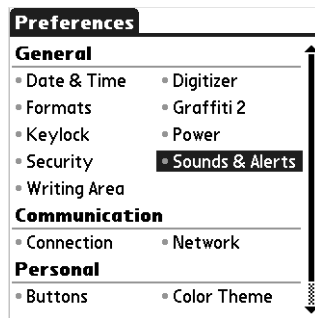
You can follow these procedure steps to change the notification sound or to turn the sound on or off at any time.

Making your handheld buzz or blink when you get new e-mail

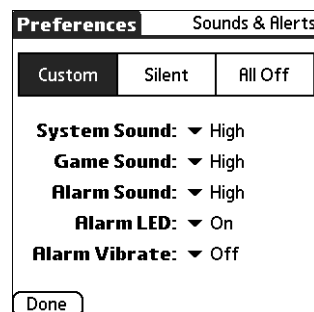
In addition to setting a notification sound, you can also choose to have your handheld's indicator light blink or to have your handheld vibrate when you receive new e-mail. You select how your handheld notifies you of new e-mail in your handheld's General preferences.

To make your handheld buzz or blink when you get new e-mail:

1. Tap the Home icon .
2. Tap the Prefs icon .
3. From the General Preferences list, tap Sounds & Alerts.



4. Do any of the following:
 - To change the volume of the Alarm Sound, tap the Alarm Sound pick list, and then select Low, Medium, High, or Off.
 - To change whether or not the handheld indicator light blinks when you receive new e-mail, tap the Alarm LED pick list, and then select On or Off.
 - To change whether or not the handheld vibrates when you receive new e-mail, tap the Alarm Vibrate pick list, and then select On or Off.




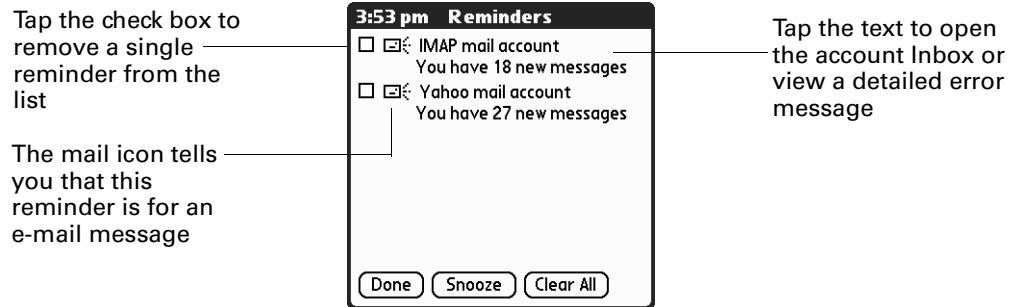
5. Tap Done.

Viewing and using the Reminders screen


Your handheld displays a Reminders screen that shows summary information about new e-mail messages and alerts from other applications, such as alerts to remind you of Calendar appointments.

To view the Reminders screen:

- Tap the blinking asterisk  in the upper-left corner of any screen.



If you set up a scheduled auto get mail and you receive new e-mail messages, they are downloaded into the Inbox. As you work with e-mail messages in the Inbox, the Reminders screen doesn't display a reminder for any new messages that arrive, because the messages are already displayed in the Inbox.

NOTE A broken envelope icon  appears next to a notification when an auto get mail fails.

To respond to the reminders, do one of the following:

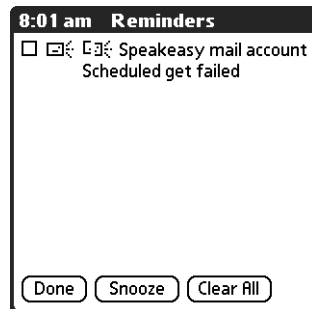
- Tap the check box to clear a reminder from the list.
- Tap the reminder (either the mail icon or the text description) to go to the Inbox of that account or to read a detailed error message.
- Tap Done to close the Reminders screen and return to whatever you were doing on your handheld before the Reminders screen appeared.
- Tap Clear All to dismiss all reminders on the Reminders screen.

When a notification appears on the Reminders screen, tap the notification to go to the Inbox of that account, or launch the VersaMail application and go to that account. Once you view a message in the Inbox, it is removed from the Reminders screen, even if you do not open the message. Auto get then starts at the next scheduled interval, with the Reminders screen counter reset to 1.

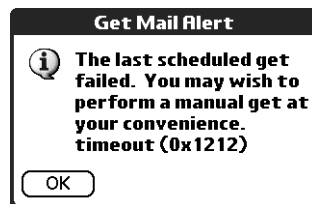
If you do not view the Inbox of the selected account and another scheduled e-mail retrieval takes place and finds new messages, the Reminders screen adds the number of new messages to the notification for that account. For example, if scheduled auto get #1 finds two new messages and, before you view the Inbox, scheduled auto get #2 takes place and finds three more new messages, the Reminders screen notification indicates five new messages for that account.

If auto get discovers new messages but then fails for any reason, a notification appears on the Reminders screen, displaying the account name and an error message.

NOTE You can choose to disable notifications for auto get mail failures. See “[Setting notification options](#)” earlier in this chapter for instructions.



You can tap the error message or open the VersaMail application for that account for more detailed information on the failed auto get.



If auto get discovers no new messages for an account, no notifications appear on the Reminders screen for that account.

The Reminders screen displays only the most recent notification for an account. For example, if one scheduled auto get failed, but the next one succeeded and downloaded two new messages, the Reminders screen would first display the error message, but would display the number of messages retrieved after the successful retrieval.

Reminders screen notifications are specific for each account. For example, if auto get fails for one account but succeeds in downloading new messages for a separate account, the Reminders screen displays an error message for the first account and a message indicating the number of messages downloaded for the second account.

Auto get mail retries

If the interval for scheduled auto get is set at “Every 1 hour” or less frequently, and an auto get fails for any reason, the VersaMail application continues attempting to retrieve e-mail at 30-minute intervals until either the next scheduled auto get occurs or the end time for scheduled e-mail retrieval is reached. If the interval is set for more frequently than one hour and an auto get fails, the VersaMail application waits until the next scheduled auto get.

Resource issues with auto get mail

If you use the auto get mail feature, you should be aware of the following potential resource constraints:

Decreased battery life If you set the auto get interval for more frequently than once per hour, you may drain your handheld's battery charge more quickly, and thus need to recharge the battery more frequently.

Increased monthly charges If your e-mail service provider is a wireless provider such as Cingular or T-Mobile that charges a fee for data transactions, using the auto get feature can substantially add to your monthly charges. This issue is especially noticeable for POP accounts, because the size of the IDs used to locate POP account messages is much larger (and thus POP messages take longer to download) than for IMAP accounts.

NOTE If you primarily retrieve messages over your company's network, monthly charges should not be an issue.

To minimize resource concerns, set your interval for auto get mail to no more frequently than once per hour.

Inbox icons in the VersaMail application

The icons to the left of a message in the Inbox indicate the message's status.



Only the subject header information is downloaded.



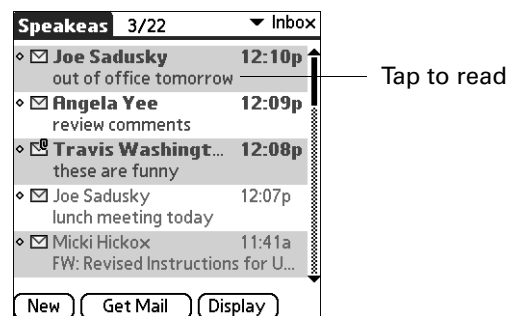
Part or all of the message text is downloaded.



Part or all of the message text and attachment information is downloaded.

Reading e-mail

To read e-mail, tap the e-mail message in the Inbox or the folder where the message is located.




Alternately, you can use the navigator for one-hand message viewing.

To read a message using the navigator:



1. Press Select on the navigator to highlight the first message displayed on the screen, and then press Up or Down to scroll one message at a time to the message you want to read.
2. Press Select to open the message.
3. After reading the message, press Select to close the message.

If you chose to get messages by subjects only, tap the More button  to view the body of the e-mail message, plus any attachments, up to the maximum message size you select. If the downloaded message exceeds your maximum message size, only a partial message is displayed. Tap the More button to view the entire message. See “Getting e-mail by subject or getting the entire message” earlier in this chapter.

If you chose to get entire messages, the body of the e-mail message is displayed. However, if the downloaded message exceeds your maximum message size, only a partial message is displayed. Tap the More button to view the entire message.



Tap More to view the entire message

Plain text and HTML e-mail

By default, the VersaMail application is set to receive mail in HTML format. This means that any e-mail messages sent as HTML will be displayed on your handheld with basic HTML formatting intact, including the following:

- Boldface
- Italics
- Underlining
- Colored words
- Bullet lists
- Numbered lists
- Line breaks

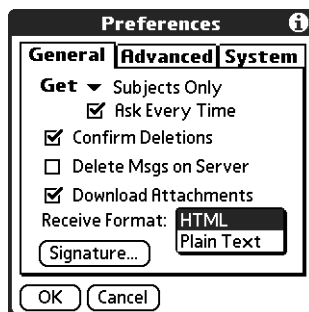
Most formatting not displayed is stripped of its HTML tags and shown as plain text. For certain types of graphic images (for example, JPEG or GIF files), the graphic may be displayed as a URL in the body of the e-mail message. In some cases, you can tap the URL to open the graphic image. See “Working with URLs” later in this chapter for more information.

When you set the VersaMail application to receive e-mail messages as HTML, any messages sent as plain text will be displayed as plain text only. You can also set the application to receive all messages as plain text only, regardless of the format in which they were sent. If you choose this option, only the text of any messages sent in HTML format will be displayed.

NOTE The VersaMail application sends all messages as plain text only, with all HTML tags stripped, even if you are forwarding or replying to a message that was originally received as HTML.

To select whether to receive e-mail messages in HTML or in plain text format:

1. Tap the Menu icon , select Options, and then select Preferences.



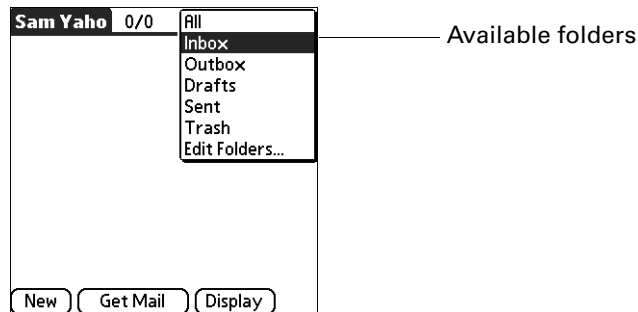
2. Tap the Receive Format pick list, and then select HTML or Plain Text. The default is HTML.
3. Tap OK.

Viewing other folders

By default, the VersaMail application displays the messages in a given account's Inbox folder. You can easily view the messages in a different folder.

To view other folders:

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



2. Tap the folder you want to view.

Managing display options in the folder's list view

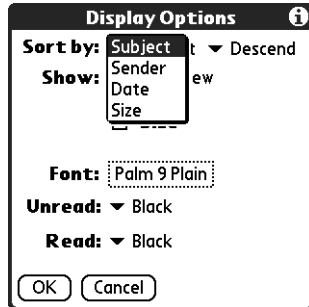
You can customize the way in which messages appear in the list view of your mail folders. The options you choose apply to all folders.

The display options that you can customize, and the default settings, are as follows:

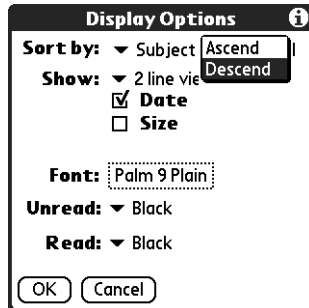
Option	Default
Sort by	Date
Sort order	Descend
Summary view	Two-line view
Summary view columns	Sender, Date, Subject
Font	Palm 9 Plain
Unread message color	Black
Read message color	Black

To change the sort order:

1. Tap Display.
2. Tap the Sort by pick list, and then select the column name.



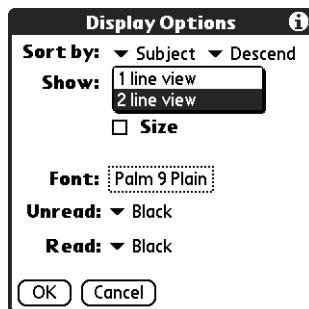
3. Tap Descend or Ascend to change the sort order.



4. Tap OK.

To select a one-line or two-line view:

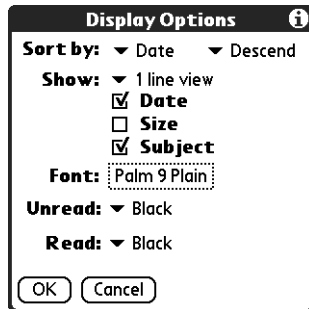
1. Tap Display.
2. Tap the Show pick list, and then select the view you want.



3. Tap OK.

To display or hide a column in a folder's list view:

1. Tap Display.
2. Tap the check box for each column that you want to show. The column options will change depending on whether you choose a one-line or a two-line view.

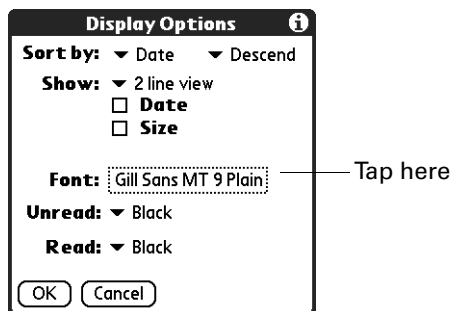


NOTE If you select Date, the Date column displays the message *time* for any messages received today—that is, any message received after 12:01 A.M. Otherwise, the Date column shows the date the message was received.

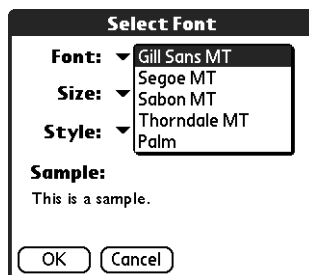
3. Tap OK.

To change the font:

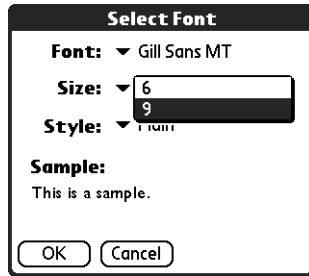
1. Tap Display.
2. Tap in the Font field.



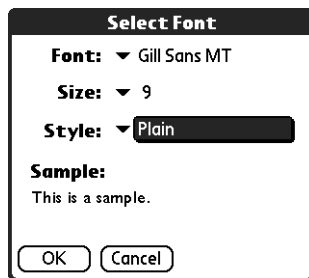
3. Tap the Font pick list, and then select the font you want.



4. Tap the Size pick list, and then select the font size you want.



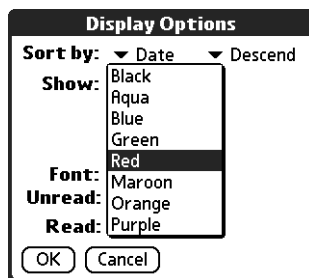
5. Tap the Style pick list, and then select the font style you want.



6. Tap OK.

To select colors for read and unread mail:

1. Tap Display.
2. Tap the Unread pick list, and then select the color you want to use to display unread messages.
3. Tap the Read pick list, and then select the color you want to use to display read messages.



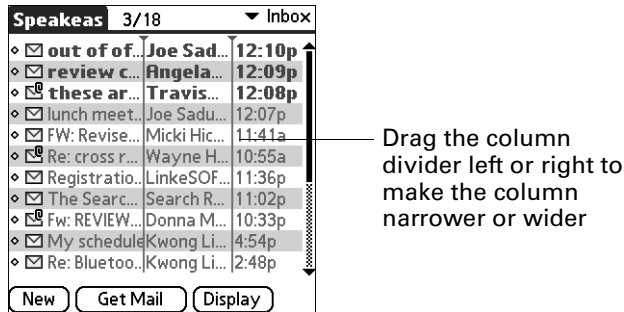
4. Tap OK.

In the list view itself, you can also change the size of the columns.

To change the size of a column in the folder's list view:


NOTE Changing column size is available for one-line message view only.

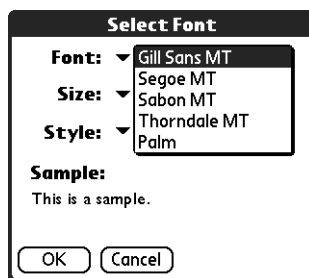
1. Tap and hold the stylus on the column divider.
2. Drag the column divider to change the width of the column.



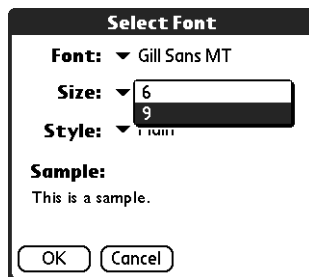
You can also change the font within an individual message. This change affects the the font of all messages you compose.

To change the font of a composed message:

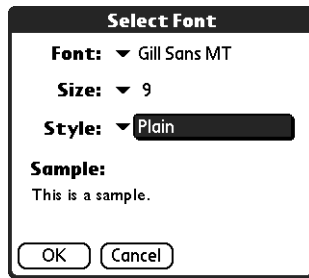
1. On the message screen, tap the Menu icon .
2. Select Options.
3. Tap Font.
4. Tap the Font pick list, and then select the font you want.



5. Tap the Size pick list, and then select the font size you want.



6. Tap the Style pick list, and then select the font style you want.



7. Tap OK.

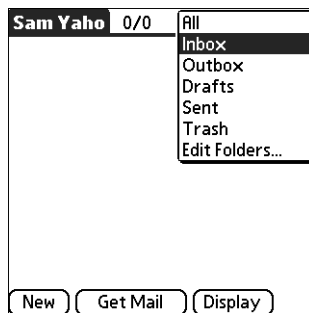
Moving e-mail between folders

You can move one or more e-mail messages between folders.

To move one e-mail message:

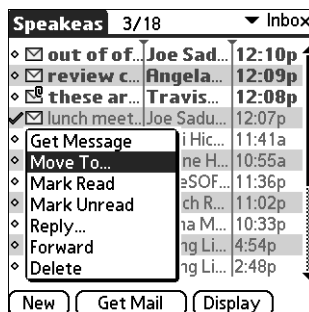


1. Tap the folders pick list in the upper-right corner of the screen, and then select the folder name; or press Up or Down to move to the folder you want, and then press Select to select the folder.



2. Tap the message you want to move, press Right on the navigator to open the Message menu, press Down to go to the Move To option, and then press Select to select this option.

Alternately, tap the icon to the left of the message, and then select Move To from the pop-up menu.



The folders pick list appears.

3. Press Up or Down on the navigator to move to the folder you want, and then press Select to select the folder.

Alternately, tap the folder you want.

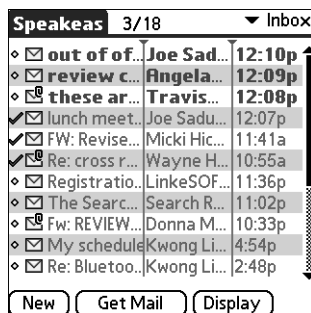


To move multiple e-mail messages:

1. Tap the folder that contains the e-mail messages you want to move.
2. Select the messages by tapping to the left of each message icon.

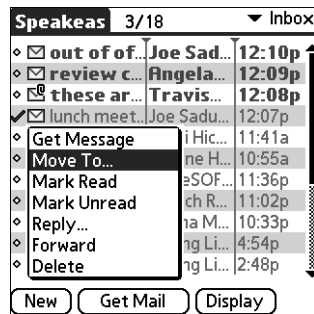
TIP To select a group of adjacent messages, drag the stylus to the left of the message icons.

A checkmark appears next to each selected message.

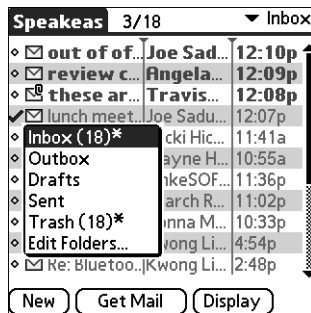


3. Do either of the following:
 - Tap the Menu icon , and then select Move To on the Message menu.

- Tap a message icon next to a selected message, and then tap Move To on the pick list.



4. Tap the folders pick list, and then select a destination folder.



5. Tap OK.

Creating and editing mail folders

You can also create new folders so that you can store e-mail messages by subject, person, or project. The VersaMail application has certain existing folders, such as Inbox, Outbox, Drafts, and Trash.

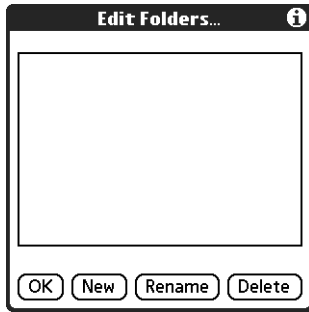
The procedure for creating and editing folders varies slightly between POP and IMAP e-mail accounts, as described in the following procedure.

To create and edit e-mail folders:

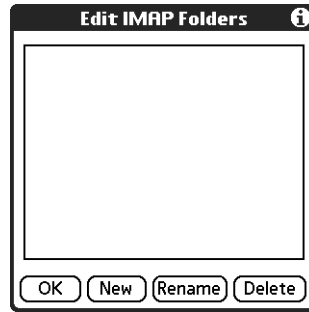
1. Tap the folders pick list in the upper-right corner of the screen, and then tap Edit Folders.

2. On the Edit Folders or Edit IMAP Folders screen, select any of the following:

POP accounts



IMAP accounts

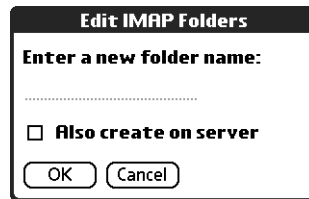


- To create a new folder, tap **New**, and then enter the new folder name. For IMAP accounts only, select the check box if you also want to create the folder on the server. When finished, tap **OK**.

POP accounts



IMAP accounts



- To rename a folder, tap the folder name from the list on the screen, tap **Rename**, and then enter the new folder name. For IMAP accounts only, select the check box if you also want to rename the folder on the server. When finished, tap **OK**.

POP accounts

IMAP accounts

- To delete a folder, tap the folder name from the list on the screen, and then tap **Delete**. For IMAP accounts only, select the check box if you also want to delete the folder on the server, and then tap **OK**. For POP accounts, the folder will be deleted immediately, and you will not see a confirmation screen.

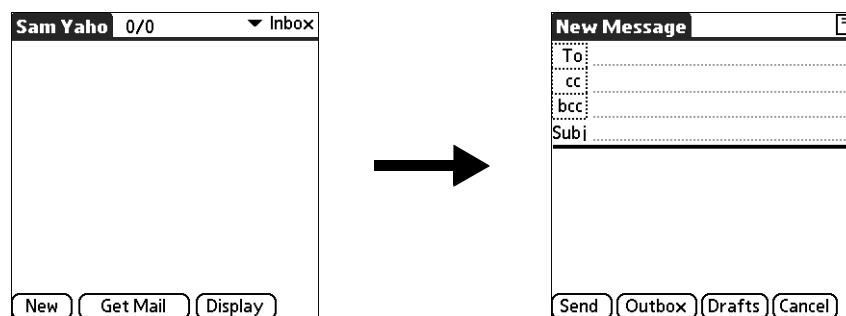
Delete confirmation
appears for IMAP
accounts only

Creating and sending new e-mail

When you create a new e-mail message, you can enter the person's e-mail address or use the **Lookup** screen to find a particular address.

To create a new e-mail message:

1. Tap **New**.



2. Enter the recipient's name using one of the methods described in the next procedures.

NOTE When you address a message to several recipients, you do not see all the recipients on the **To** list because the list is truncated on the **To** line. If you tap the **To** field, a dialog box shows all recipients for the current message.

Addressing a message by typing the address

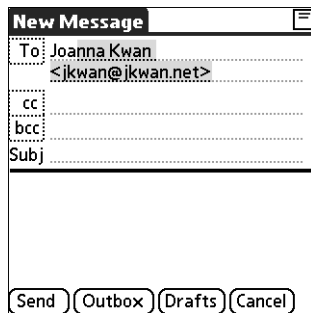
You can address a message by entering the complete address.

To enter the address:

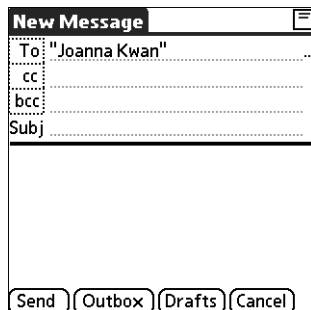
1. On the New Message screen, tap or navigate to the To field and enter the address, and then tap Done.



For multiple recipients, type a semicolon (;) and then a space between recipient names. The To field expands to two lines during address entry for addresses longer than the one-line display.



After address entry, addresses longer than one line are shown on a single line with a red ellipsis symbol to the right of the address line.



Red ellipsis indicates address is longer than one line

Alternately, on the New Message screen, tap To and enter the address on the Recipient List screen, and then tap Done. Use the shortcut buttons at the bottom of the screen for quick address entry.

For multiple recipients, type a semicolon (;) or tap the semicolon button at the bottom of the screen, and then type a space between recipient names.

NOTE If you enter a comma instead of a semicolon, it is automatically changed to a semicolon. If you enter a space with no punctuation between names, semicolons are not inserted, and the e-mail message is improperly addressed.

If you want to edit an e-mail address that is longer than the line provided on the New Message screen, tap the To field and edit the address.

2. To send copies, tap cc: or bcc:, and then enter the recipient's address.

Copies (cc:) allow recipients to see the addresses of the other recipients; addresses in the blind copies (bcc:) field are hidden from all other recipients.

TIP To automatically fill in the address as you type, see [“Using Smart Addressing to address a message”](#) later in this chapter.

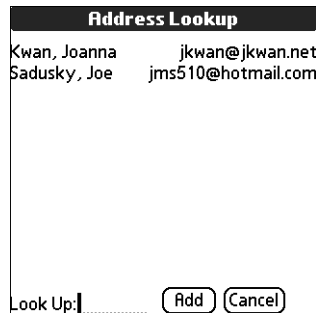
Addressing a message using Contacts

You can enter a recipient's address by using the Lookup screen to select the address. The names and addresses on the Lookup screen come from Contacts.

To use an address from Contacts:

1. On the New Message screen, tap the word To.
2. On the Recipient List screen, tap Lookup.

3. On the Address Lookup screen, tap the address you want, and then tap Add.



4. (Optional) Repeat steps 2 and 3 for each address you want to add.
5. To enter an address in the cc: or bcc: field, tap the field name and follow the steps given for the To field.

Using Smart Addressing to address a message

Smart Addressing completes a recognized e-mail address. Smart Addressing automatically fills in fields when the recipient's name and e-mail address are in your Contacts list.

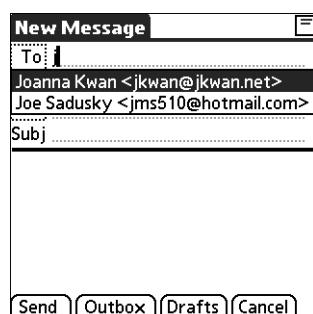
By default, Smart Addressing is selected in VersaMail Preferences.

To use Smart Addressing to address a message:

1. On the New Message screen, tap in the To field.
2. Start entering the person's name, such as Joe Smith.

Once the name is recognized from your Contacts list, the name and e-mail address are automatically completed on the recipient list. For example, if you have a Joe Smith and a Joan Smith in Contacts (and no other names starting with J), once you type "Joe," the entry "Joe Smith" is completed with the correct e-mail address.

3. If Smart Addressing recognizes more than one name for the typed entry, or if the recognized name has more than one e-mail address associated with it, all the names or e-mail addresses are displayed. Continue typing until only the name or e-mail address you want is displayed, or navigate or tap to select the name or e-mail address you want.



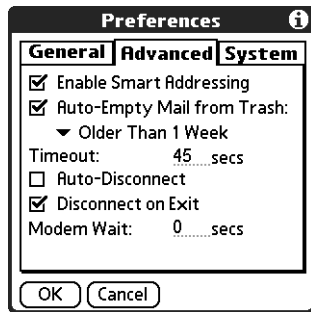
4. Tap Done.

Turning Smart Addressing on or off

You can turn Smart Addressing on or off in VersaMail Preferences. By default, Smart Addressing is turned on.

To turn Smart Addressing on or off in VersaMail Preferences:

1. Tap the Menu icon , tap Options, and then tap Preferences.
2. Tap Advanced.



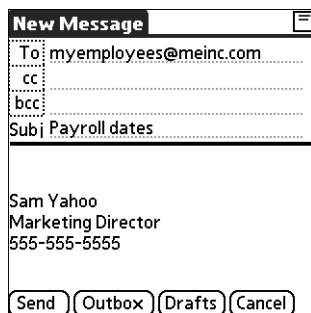
3. Tap the Enable Smart Addressing check box if it is not selected. A checkmark means it is turned on.
4. Tap OK.

Composing and sending e-mail

After you enter your recipient addresses, you can compose the rest of the e-mail message.

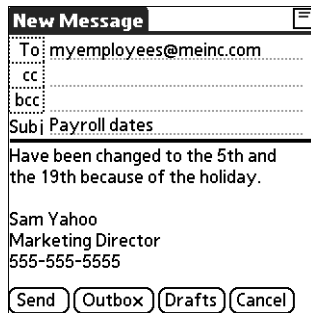
To compose the rest of the e-mail and send it:


1. Tap the Subject field and enter the subject of your e-mail.



Subjects longer than one line are shown on a single line with a red ellipsis symbol to the right of the subject line.

2. Tap the area below the Subject line, and then enter the text of your e-mail.



To access the editing features available on the Edit menu, tap the Menu icon . The first character of each sentence is automatically capitalized for you.

3. (Optional) Tap the Options menu, and then select Add Attachments. See [“Attaching files from a handheld application”](#) later in this chapter.
4. Tap one of the following to send the e-mail:

- Send** Sends the e-mail immediately.
- Outbox** Stores e-mail in the Outbox so you can compose e-mail offline and then send all e-mail during one connection with the server. To send your e-mail later, tap Get & Send. A connection is made to the mail server and all the e-mail in the Outbox is delivered.

TIP You can also tap Drafts to save this message in the Drafts folder rather than send it.

Send retry

When you tap Send on the message menu, the VersaMail application automatically attempts to send the message. If the send attempt fails for any reason (for example, your handheld is out of range, or the application cannot connect to the mail server), you can choose to have the application move the message to the Outbox and continue to try to send the message at 30-minute intervals, a maximum of three times.

If you put a message in the Outbox, you must perform a manual send to send the message on the first attempt. The VersaMail application attempts automatic send retry only after a manual send attempt fails.

If automatic send retry succeeds on any attempt, the message is moved to the Sent folder.

NOTE Automatic send retry occurs only if you tap Send to send the message manually. It does not work if you tap Get & Send.

To select automatic send retry:

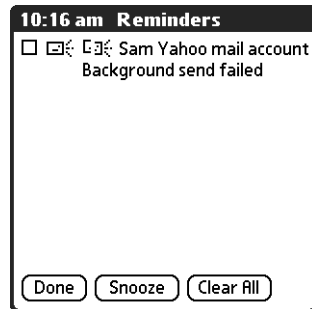
- Tap Yes in the dialog box notifying you that manual send has failed.


NOTE Automatic send retry is not supported for VPN or SSL connections, or for accounts for which your ISP requires you to log in to the mail server before sending mail. It is also not supported if you have configured the security preferences on your handheld to encrypt databases on the handheld.

Send retry notifications

If automatic send retry fails after the third attempt, a notification appears on the Reminders screen. A separate notification appears for each e-mail account for which a send retry has failed.

NOTE You can choose to disable notifications for send retry failures. See [“Setting notification options”](#) earlier in this chapter for instructions.



NOTE A broken envelope icon  appears next to a notification when an automatic send retry fails.

Tap the notification or open the account in the VersaMail application to view a detailed error message.

Viewing the error message deletes the notification from the Reminders screen. The Reminders screen shows only the most recent notification for an e-mail account, no matter how many automatic send retries have been attempted for that account.

If automatic send retry fails after the third attempt, you must send the message manually.

NOTE If you perform a soft reset or a HotSync operation during automatic send retry, the retry cancels. You must manually send any messages in the Outbox after the soft reset.

Modifying messages in the Outbox

A message in the Outbox waiting for the next automatic send retry can be edited, moved, or deleted. However, if you edit the message, you will need to perform a manual send in order to send the message. If the manual send fails, you can choose to store the message in the Outbox to await the next automatic send retry.

During automatic send retry, any message that the VersaMail application is attempting to send is in a locked state and cannot be edited, moved, or deleted. If you try to modify a message in the locked state, an error message appears.

If a send retry fails after the third attempt, the message is stored in the Outbox in the error state. You can send the message again manually, or edit, move, or delete the message. However, if you edit the message, you will need to perform a manual send in order to send the message. If the manual send fails, you can choose to store the message in the Outbox to await the next automatic send retry.

See the next section, [“Outbox icons in the VersaMail applications,”](#) for icons that indicate messages awaiting the next automatic send retry as well as messages in the locked and error state.

Outbox icons in the VersaMail applications

The icons to the left of a message in the Outbox indicate the message’s status.



Message is waiting either to be manually sent or to be sent during the next send retry. You can edit, move, or delete a message in this state.



Send retry is currently in process; you cannot edit, move, or delete a message in this state.



Third automatic send retry has failed. You must manually send a message in this state by tapping Get & Send.

Completing drafts

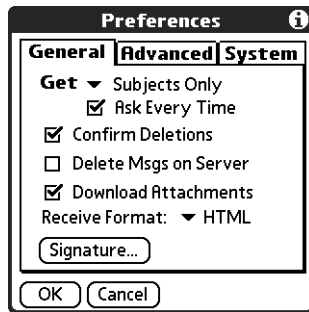
If you are composing an e-mail message and you exit the VersaMail application before tapping Outbox, Send, or Cancel, the e-mail automatically moves to the Drafts folder. To finish editing the e-mail, tap the folders pick list, and then select Drafts. Select the e-mail you want to complete or edit, and then tap Edit. You can also delete the e-mail in the Drafts folder.

Attaching a personal signature

You can include a personal signature, such as your name, e-mail address, and telephone number, with each e-mail you send.

To create a personal signature:

1. Tap the Menu icon , tap Options, and then tap Preferences.
2. Tap Signature.



3. Tap the Attach Signature check box to select it.



4. Enter your signature information, and then tap OK.

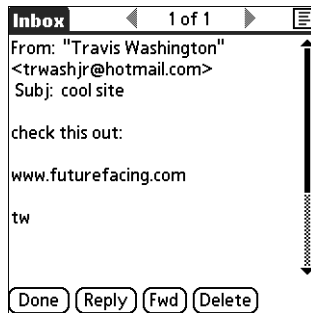
Forwarding e-mail

You can quickly forward e-mail messages from any folder other than the Outbox folder.

To forward e-mail:

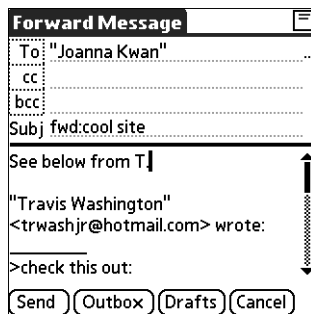
1. Tap the folders pick list, and then select the folder that contains the e-mail.
2. Tap the e-mail message to display it.

3. Tap the Forward button.



Tap Forward

4. Tap the word To.
5. On the Recipient List screen, enter or look up the recipient address. See the procedure for creating new e-mail earlier in this chapter for more information on addressing messages.



6. (Optional) Enter some text describing the forwarded message.
7. Tap Send to send the message, or tap Outbox to store it in the Outbox.

NOTE Forwarded messages are always sent as text only, even if you received the original message in HTML format.

Replying to e-mail

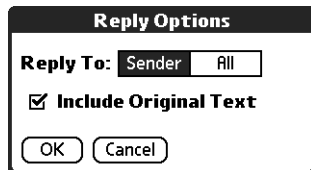
You can reply to an e-mail message as you are reading it, or start the reply when viewing messages in the folders list view.

To reply to an e-mail message that you are reading:

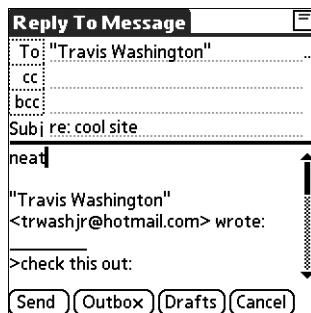
1. Tap the message you want to reply to.
2. Tap Reply.



3. In the Reply Options dialog box, select options for replying to the sender only or to all e-mail recipients, and for including original message text.



4. Tap OK.
5. Enter a reply.



6. Tap Send to send the message now, or tap Outbox to send it later.

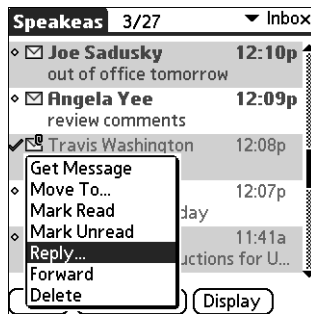
NOTE Replies are always sent as text only, even if you received the original message in HTML format.

To reply to an e-mail message from the folders list:

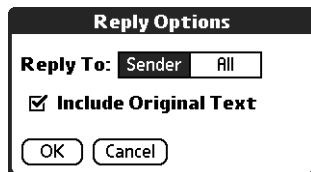


1. On the message screen, tap the folder name in the upper-left corner to open the message menu, and then press Right on the navigator to move to and open the Options menu.
2. Press Down on the navigator to move to the Reply option, and then press Select to select this option.

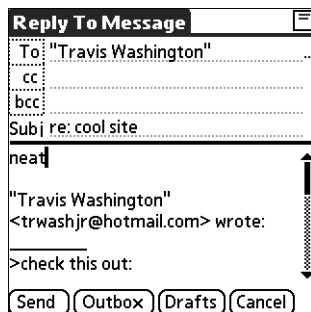
TIP Alternately, you can tap the folders pick list, select the folder that contains the e-mail, tap the envelope icon next to the message, and then tap Reply on the pick list.



3. In the Reply Options dialog box, select options for replying to the sender only or to all e-mail recipients, and for including original message text.



4. Tap OK. The e-mail is addressed.
5. Enter a reply.



6. Tap Send to send the message now, or tap Outbox to send it later.

NOTE Replies are always sent as text only, even if you received the original message in HTML format.

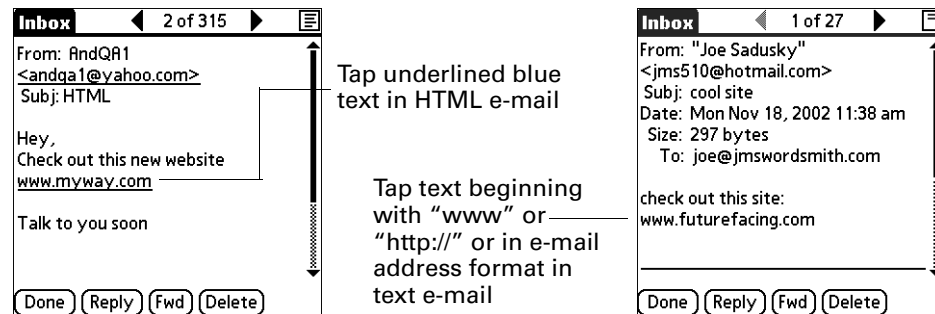
Working with URLs

You can tap a URL in a received message to view the web page or file associated with the URL. Tapping the URL opens a browser window (using the default browser on your handheld) to view the page or file. This feature works only with certain types of browsers; if you do not have the right type of browser installed on your handheld and set as the default, you cannot open URLs in e-mail messages.

You can also tap an embedded e-mail address to open a new message screen with the address in the To field.

Depending on whether the received message is displayed in HTML or plain text format, URLs and e-mail addresses appear in slightly different forms, as follows:

- HTML** URLs and e-mail addresses appear as blue underlined text.
- Plain text** URLs appear as any text beginning with "http://" or "www." You cannot view the page or file associated with a URL that does not begin with "http://" or "www" in a plain text message.
- E-mail addresses appear in the form "username@mailservice.com" (or other three-letter extension such as .net, .org, and so on).



Working with attachments

You can easily download, view, and send attachments with e-mail messages.

Downloading attachments to your handheld

E-mail may contain attached files, such as Microsoft Word or text files, that you want to view, work with, or install on your handheld. When you receive an e-mail message with an attached file, the VersaMail application automatically scans your handheld to see if an application resides on the handheld that can open the attachment. If the VersaMail application detects such an application, the attachment automatically opens in the appropriate application.

The types of attached files you can download and work with include the following:

vCard (.vcf)	This is contact information.
vCal/iCal (.vcs or .ics)	This is usually a calendar appointment or a task.
Text (.txt)	This is usually a memo or another plain text file.
HTML (.html or .htm)	This is usually a web page or a formatted text file. Your handheld displays HTML attachments with full formatting intact.
Microsoft Word (.doc)	Automatically opens in the Word To Go application on your handheld. You can view and edit the document in the same way that you could using the Word application on your desktop.
Microsoft Excel (.xls)	Automatically opens in the Sheets To Go application on your handheld. You can view and edit the spreadsheet in the same way that you could using the Excel application on your desktop.
Graphics files (.jpg, .bmp, .tif, .gif)	You can download these files and view them using the Palm™ Photos application on your handheld.
Other application files	For other types of application files, your handheld may contain a viewer that allows other applications to pass it a file for viewing. You do not need to do anything different in the steps for downloading and viewing attachments; if your handheld contains such a viewer, the attachment is automatically opened. If your handheld does not contain such a viewer, you cannot view the attachment. Among the file types that may be supported are MP3 and AAC files.
PRC (.prc)	This is a Palm OS® application that you can install and run on your handheld.
PDB (.pdb)	This is a file that works with specific Palm OS applications.
ZIP (.zip)	These are compressed files that contain other types of files, for example, text files or Word docs. You can download and uncompress (“unzip”) a Zip file and then view the contents on your handheld.

Among the types of attachments you can receive are the following handheld application files:

- Contacts entries
- Calendar appointments
- Tasks list items
- Text memos

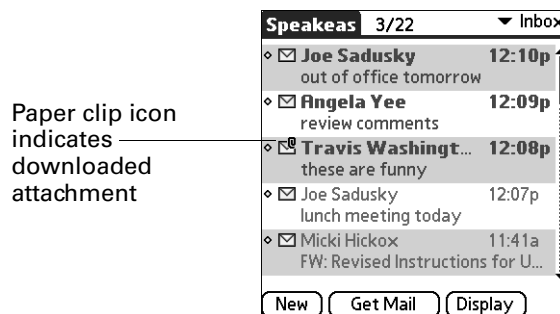
You can also save downloaded files to an expansion card. See [“Saving attachments to an expansion card”](#) later in this chapter for information.

NOTE The maximum message size that you can retrieve is 60KB for the body text and approximately 5MB of total data for any attachments. If the attachment is too large, it cannot be downloaded to the handheld. Because downloading large messages can consume handheld resources, the VersaMail application displays the size of and asks if you want to continue downloading any message that exceeds your maximum message size, up to a total size of 5MB.

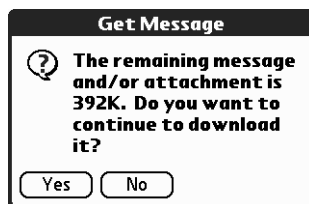
To download an attachment:

1. In the Inbox, tap the message with the attachment.

A paper clip icon appears on the message’s icon if the message has an attachment that has been downloaded.

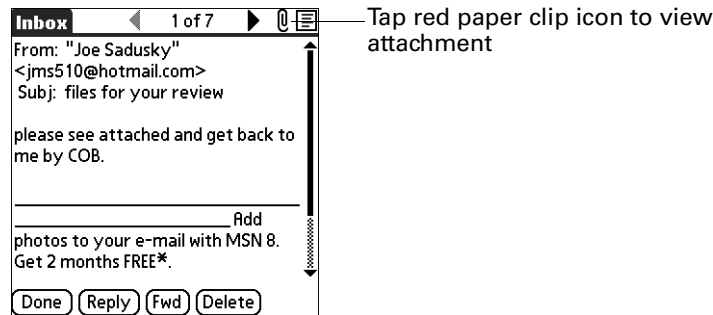


If you choose to get messages by subject only, you must tap More for each downloaded message in order to view the body of the e-mail message plus any attachments, up to the maximum message size. If the downloaded message (either body text alone or body text plus any attachments) exceeds your maximum message size, you see a message showing that the message and/or attachments were too large and asking if you would like to continue downloading them.



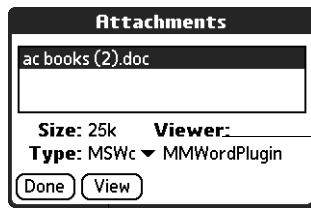
For example, if the maximum message size is 5KB and you download a body of 2KB, then any attachment under 3KB is also downloaded, and any attachment over 3KB is not. See “[Downloading large attachments](#)” later in this chapter.

2. Tap the red paper clip icon in the upper-right corner. If the attachment is not downloaded, a paper clip icon will not appear even though the message was sent with an attachment. You must download the attachment for the paper clip icon to appear.



3. Your options for working with a downloaded attachment vary according to the file type.

Type	Action
Viewable file: text, Word doc, task, HTML, graphic, and so on	Tap the name of the attachment you want to view, and then tap View. If there are multiple viewers registered on your handheld for the attachment file type, either use the default viewer shown, or select a viewer from the list. For example, if you have two photo viewing applications on your handheld and you select a photo attachment on the list, the Viewer pick list appears containing the names of the photo viewing applications. Tap the pick list, and then select the application you want to use to view the photo attachment. If there is only one viewer registered for the attachment file type, the viewer is shown without a list.
Palm OS application or database file (.prc or .pdb)	Tap the name of the attachment you want, and then tap Install. The file is installed automatically.
Compressed Zip file	Tap the name of the attachment you want, and then tap Unzip. The file uncompresses, and the files it contains are listed. Tap the name of the file you want to view or install, and then tap View or Install.



Viewer pick list is displayed only if handheld has multiple viewers registered for attachment file type

Button displays View, Install, or Unzip, depending on the attachment file type

4. When you have finished viewing or installing the attachment, tap Done. This returns you to the Attachments dialog box, where you can select another attachment if you want to.

If there is no Done button on the attachment screen, tap the VersaMail icon  on the Home screen to return to the Inbox of the account you were in.

5. When you have finished viewing or installing all attachments, tap Done on the Attachments dialog box. This returns you to the Message screen.

Downloading large attachments


Downloading and viewing a message with a single attachment that exceeds your maximum message size, or a message with multiple attachments whose total size exceeds your maximum message size, requires some extra steps.

To determine if a message has an attachment or multiple attachments that exceed the maximum message size:

- In the Inbox, tap the message title.

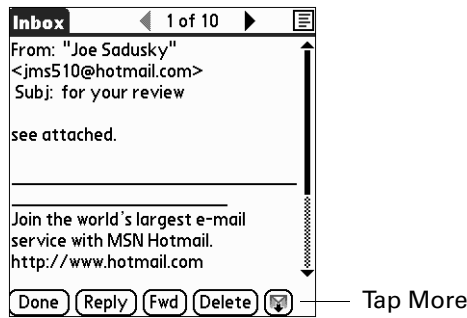


More button indicates that message plus any attachments exceeds maximum message size

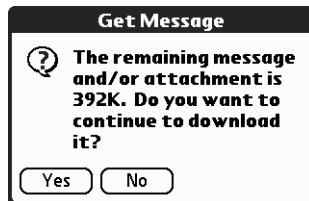
If the message plus attachments exceeds the maximum message size, the More button  appears on the Message screen. In the case of multiple attachments, if some of the attachments were downloaded completely, you see both the red paper clip icon (indicating fully downloaded attachments) and the More button (indicating incompletely downloaded attachments).

To download a single attachment that exceeds the maximum message size:

1. Tap the More button.



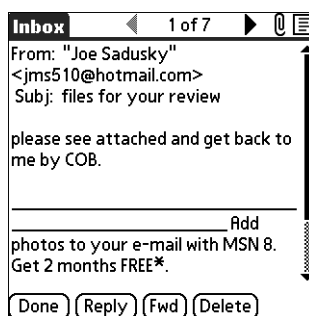
2. Tap Yes to continue downloading the entire message with attachment.



When downloading is complete, the red paper clip icon appears and the More button is no longer displayed. Follow the procedure for viewing an attachment presented earlier in this chapter.

To download multiple attachments whose total size exceeds the maximum message size:

1. Tap the red paper clip icon.



2. Select one of the following:
 - To view any fully downloaded attachments without continuing to download additional attachments, tap No. Follow the procedure for viewing an attachment presented earlier in this chapter.
 - To continue downloading all messages, tap Yes.



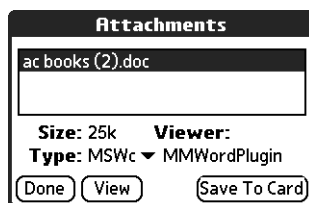
When downloading is complete, the Attachments dialog box appears, showing all downloaded messages. Follow the procedure for viewing an attachment presented earlier in this chapter.

Saving attachments to an expansion card

If you have purchased an expansion card that provides extra memory, you can save downloaded attachments to the expansion card.

To save an attachment to an expansion card:

1. Insert the expansion card into the slot on your handheld.
2. Follow the procedure for downloading attachments described earlier in this chapter.
3. On the Attachments screen, select the attachment you want to save, and then tap Save To Card.



4. Tap OK.



5. Repeat steps 3 and 4 for each attachment you want to save.

Attaching files from a handheld application


You can attach files on your handheld to e-mail messages you send. For example, you can attach files from the various handheld applications, such as a Calendar appointment (.vcs or .ics), tasks in the Tasks application (.vcs or .ics), or text memos (.txt).

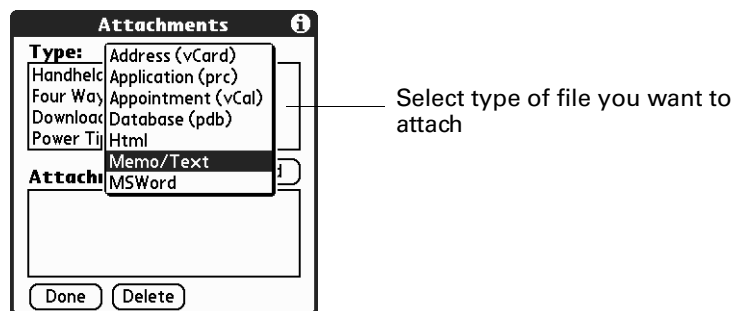
NOTE The maximum size message you can send is 60KB for the body text and approximately 5MB of total data for any attachments. The maximum number of attachments for any e-mail message is ten, regardless of the attachments' total size.

The types of files you can attach from a handheld application include the following:

- vCard (.vcf)
- vCal/iCal (.vcs/.ics)
- Memo/Text (.txt)
- PRC (.prc)
- PDB (.pdb)
- Microsoft Word document (.doc)
- Microsoft Excel spreadsheet (.xls)

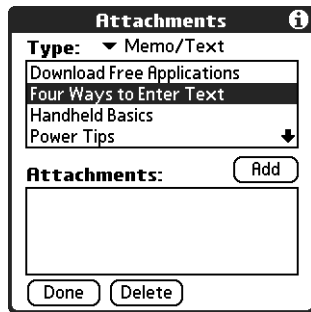
To attach a file from a handheld application:

1. Tap the Menu icon , tap Options, and then tap Attachment.
2. Tap the Type pick list, and then select the file type. The VersaMail application displays all file types that reside on your handheld that you are able to attach to an e-mail message.

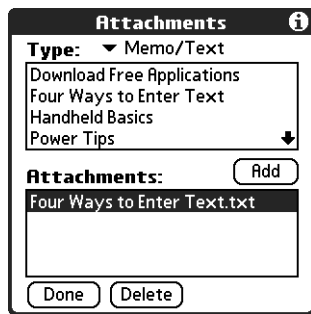


All files of the selected type appear in the Type box. For example, if you select Appointment (vCal/iCal), tap Calendar to see a list of appointments from a particular date that you can attach, or tap Tasks to see tasks.

3. Tap the file that you want to attach, and then tap Add.



The selected file appears in the Attachments box.



4. Repeat steps 2 and 3 for each attachment you want to add, and then tap Done.

TIP To delete an attachment from an e-mail message, tap the attached file in the Attachments box and then tap Delete.


5. Tap Send or Outbox.

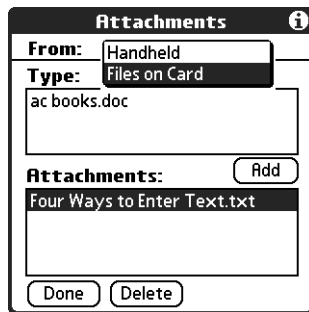
Attaching files from an expansion card

If you have purchased an expansion card and have saved files to the card, you can attach files from the card to an e-mail message you are sending. The types of files you can attach from an expansion card include the following:

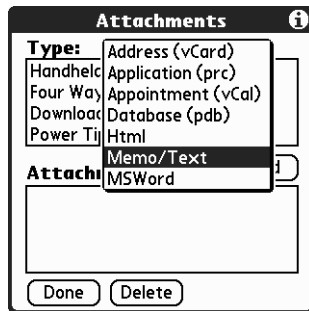
- Word docs
- HTML files
- JPEG and GIF graphics files
- MP3 and WAV audio files
- Any other file type

To attach a file from an expansion card:

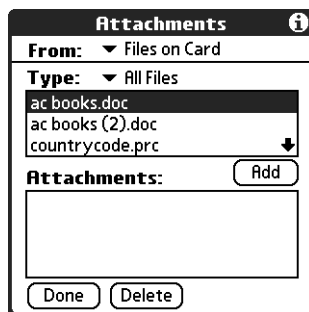
1. Insert the expansion card into the slot on your handheld.
2. On the New Message screen, tap the Menu icon , tap Options, and then tap Attachment.
3. Tap the From pick list and select Files on Card.



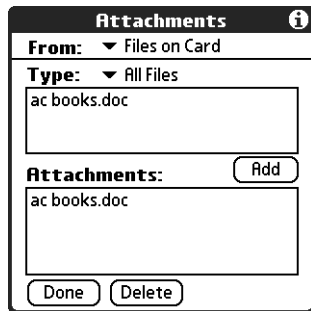
4. Tap the Type pick list, and then select the file type. The VersaMail application displays all file types that reside on the card. You can select a particular file type, or select All Files to view all files on the card.



5. Tap the file that you want to attach, and then tap Add.



The selected file appears in the Attachments box.



- Repeat steps 6 and 7 for each attachment you want to add, and then tap Done.

TIP To delete an attachment from an e-mail message, tap the attached file in the Attachments box, and then tap Delete.

- Tap Send or Outbox.

Forwarding an attachment

You can include an attachment on any message you forward, up to the maximum message size.

To forward a message with an attachment:

- Tap the folders pick list, and then select the folder that contains the e-mail.
- Tap the e-mail message to display it.
- Tap the Forward button.
- Tap the word To. On the Recipient List screen, enter or look up the recipient address. See the procedure for creating e-mail earlier in this chapter for more information on addressing messages.
- Follow the procedure for attaching files presented earlier in this chapter.

Deleting messages

You can delete one or more e-mail messages from any folder. For example, you can delete old messages in the Inbox or messages that you were working on in the Drafts folder. When you delete a message, it is placed in the Trash folder. See [“Emptying the trash”](#) later in this chapter.


To delete messages on the server when you empty the trash on your handheld, you can select the Delete Msgs on Server setting in VersaMail Preferences. If you don't periodically empty the trash and delete messages on the server, any incoming e-mail may “bounce” back to the sender. See [“Setting preferences for getting and deleting e-mail”](#) later in this chapter.

To delete one or more messages:

1. Tap the folders pick list, and then select the folder that contains the message you want to delete.
2. Do one of the following:

Item to delete	Action
One message	Tap the bullet next to the message's icon.
Multiple messages	Tap the bullet next to the icon of each message that you want to delete.
A group of adjacent messages	Drag the stylus along the left of the message icons. To select another group, lift the stylus and select the next group of messages.

3. Press Right on the navigator to move to and open the Message menu.
4. Press Down on the navigator to move to the Delete option, and then press Select to delete the message.


TIP Alternately, you can tap the message icon next to a selected e-mail message, and then select Delete, or tap the Menu icon , and then select Delete.

5. Tap OK.
6. (Optional) Tap Also delete message(s) on server if you want to delete the messages from the server now.

The selected messages move to the Trash folder and are deleted from your handheld when you empty the trash. You can empty the trash manually, or set the preference to automatically empty the trash. By default, the trash auto-empties all deleted e-mail older than one week. See [“Emptying the trash”](#) later in this chapter for more information.

IMPORTANT If you delete a message on the server, you cannot retrieve it and view it again later.

To delete messages before a certain date:

1. Tap the Menu icon , and then tap Delete Old from the Message menu.
2. Tap the Folder pick list, and then select the folder that contains the messages you want to delete.

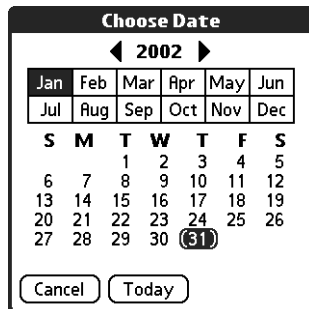


Displays the current folder for deleting messages

3. Tap the Older than pick list, and then tap One Week, One Month, or Choose Date.



If you tap Choose Date, you can select a date from the calendar.



Tap a date to select it, or tap Today

4. Tap Delete.
5. (Optional) Tap Also delete message(s) on server if you want to delete the message from the server now.



6. Tap OK.

Emptying the trash

Deleted e-mail accumulates in the Trash folder and takes up space on your handheld. To increase memory, you should empty the trash regularly. If you want to automatically empty the trash, you can set a preference to empty the trash immediately or empty any e-mail older than a certain number of days.

To empty the trash:

1. Tap the Menu icon , and then tap Empty Trash on the Message menu.

NOTE If Auto-Empty Mail from Trash is selected in VersaMail Preferences, a message asks if you want to delete the trash.

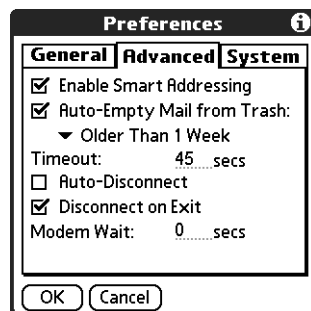
2. (Optional) Tap Details to see how many messages are in the trash and whether the messages are set to be deleted on the server.
3. If you want to delete messages from the handheld as well as from the server, tap Both. A message asks if you want to update the server now.

To delete the message from only the handheld now, tap Handheld.

NOTE Many e-mail providers, such as Yahoo, have size restrictions for mail storage. If your mailbox on the server becomes full, messages are returned to the senders.

To have the trash emptied automatically:

1. Tap the Menu icon , tap Options, and then tap Preferences.
2. Tap Advanced.



By default, Auto-Empty Mail from Trash is selected, and the time interval is set at Older Than 1 Week.

3. Tap the pick list, and then select how often you want the e-mail messages automatically emptied from the trash.
 - Immediately
 - Older Than 1 Day

- Older Than 3 Days
- Older Than 1 Week
- Older Than 1 Month

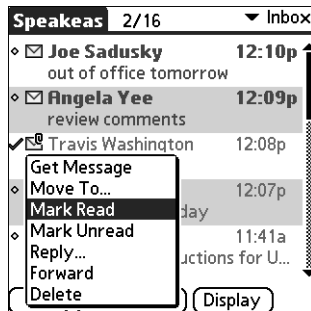
4. Tap OK.


Marking messages as read or unread

You can mark messages as read or unread. When you tap a message to read it, it is automatically marked as read.

To mark messages as read or unread:

1. Tap the folders pick list, and then select the folder you want.
2. Tap the icon next to the message you want to mark.
3. Tap Mark Read or tap Mark Unread.

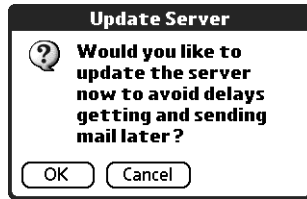


TIP To mark multiple messages, tap the bullets next to the messages you want, tap the Menu icon , and then select Mark Read or Mark Unread.

4. For IMAP accounts only: Tap Handheld to mark the messages as read or unread on your handheld. Tap Both to mark the messages on both the handheld and the server.



If you tap Both, this screen appears.



- Tap OK to connect with the server and immediately mark the messages as read or unread on the server. This action also processes any other pending actions on the server, such as messages not yet deleted.
- Tap Cancel if you want the messages marked during the next HotSync operation or the next time you connect to the server.

NOTE Because POP servers do not support the read or unread message feature, the message is in bold or regular typeface for POP accounts on the handheld, but you can't connect with the server to change the message state.

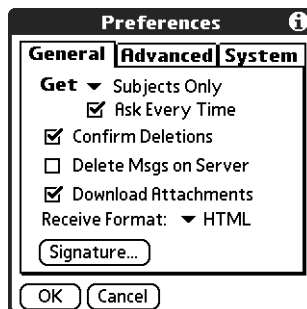
Read messages appear in plain text; unread messages appear in bold text.

Setting preferences for getting and deleting e-mail

VersaMail Preferences determine how the VersaMail application gets, sends, and deletes e-mail.

To set e-mail preferences:

1. Tap the Menu icon , tap Options, and then tap Preferences.



2. Select preferences:


Get Enables you to retrieve the subject only or the entire message.

Ask Every Time	Displays a dialog box for choosing subjects only or entire messages each time you retrieve e-mail. If this is deselected, messages are retrieved according to the option you select in the Get pick list.
Confirm Deletions	Displays a confirmation dialog box before deleting e-mail.
Delete Msgs on Server	If this is selected, it automatically deletes messages on the server that you have deleted on your handheld. If this is not selected, you will be asked each time you delete messages on your handheld whether you want to also delete them on the server. Because mailboxes on the server usually have size restrictions, we recommend periodically deleting messages on the server.
Download Attachments	Causes files attached to e-mail to be automatically downloaded to your handheld. Attachments that exceed the maximum message size cannot be downloaded. See “Working with attachments” earlier in this chapter for more information.
Receive Format	Enables you to retrieve messages in HTML format or in plain text format. If you choose HTML, any messages sent to you in HTML format will be displayed with basic HTML formatting intact. Other messages will be displayed as plain text. If you choose Plain Text, all messages will be displayed as plain text, regardless of the format in which they were sent. Default setting is HTML. See “Working with URLs” earlier in this chapter for more information on receiving e-mail in HTML format.
Signature	Enables you to attach a default signature to all your outgoing messages. See “Attaching a personal signature” earlier in this chapter for more information.

Adding or updating a Contacts record directly from a message

You can add or update an e-mail address in Contacts directly from the body of a received e-mail message.

To add a new Contacts record:

1. On the Message screen, tap the Menu icon , tap Options, and then tap Add to Contacts.

A dialog box appears with the “From” address displayed. If a Display Name exists for this Contacts record, the Last name and First name fields show the display name.

2. (Optional) If the Last name and First name fields are blank, enter the first and last name associated with the “From” e-mail address.
3. Tap OK to add the e-mail address to Contacts, and then tap OK in the confirmation dialog box.

You can also update an existing Contacts record with a new e-mail address, or create a second Contacts record for a name that has an existing record. The procedure is the same as for adding a new Contacts record. If you tap Add to Contacts from the body of an e-mail message and a record already exists for the recipient name, you are prompted either to update the e-mail address for the recipient or to create a new record for the recipient.

Synchronizing e-mail between the handheld and the desktop


IMPORTANT You must have a Windows computer to synchronize e-mail between your handheld and your computer.

To manage your e-mail on your desktop as well as on your handheld, you can synchronize an e-mail account on the handheld with an e-mail application on the desktop. You can use many popular e-mail applications, called *clients*, such as Microsoft Outlook, Eudora, Lotus Notes, Outlook Express, or any other e-mail clients that use MAPI.

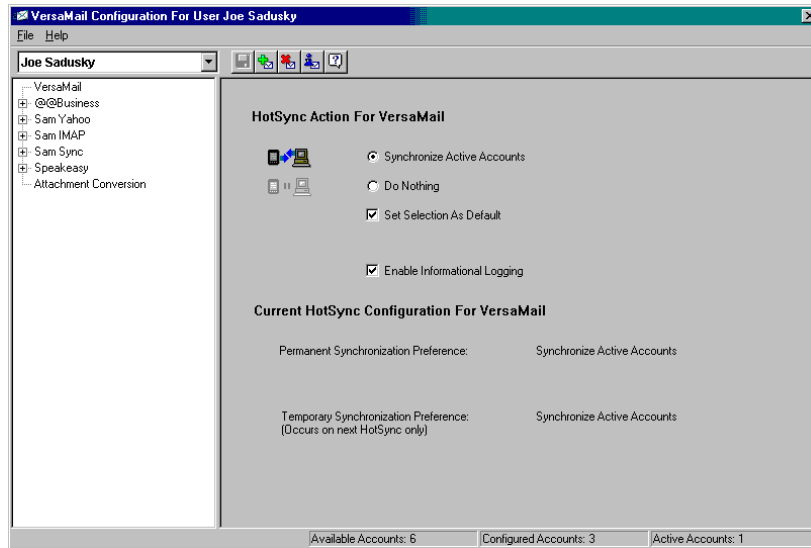
Configuring account settings in HotSync Manager

Before synchronizing an e-mail account, you configure the account’s settings in the Palm VersaMail HotSync Conduit. The settings have to be specified only once unless you need to make changes.

To start Palm VersaMail HotSync Conduit:

1. Click the HotSync Manager icon  in the Windows system tray.
2. Select Custom.
3. Select VersaMail in the Conduit list.
4. Click Change.

5. Select Synchronize Active Accounts.



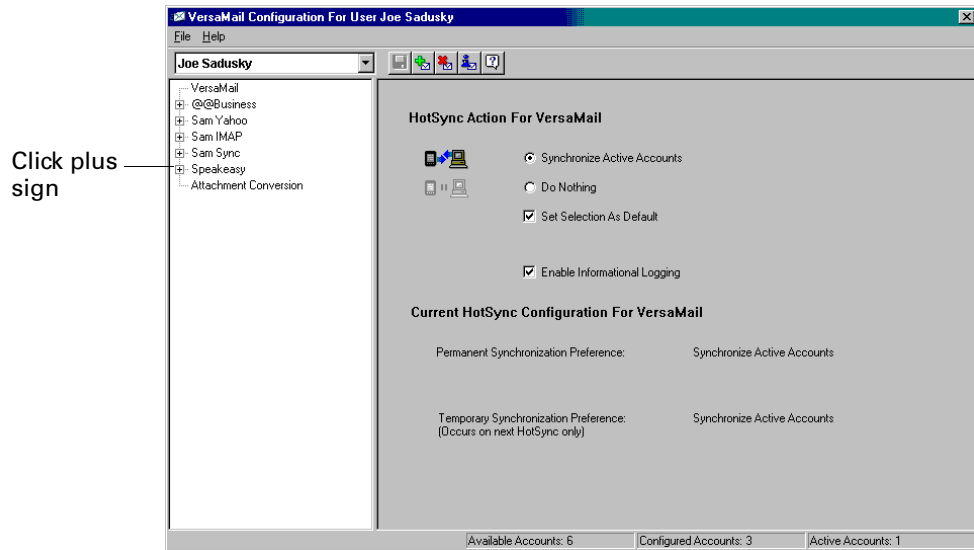
- (Optional) Select the check box Enable Informational Logging if you want the HotSync log to record information, such as errors encountered, about the conduit during a HotSync operation.
- (Optional) Select the check box Set Selection As Default to make the current settings the default settings for all accounts.

Setting synchronization options and account settings

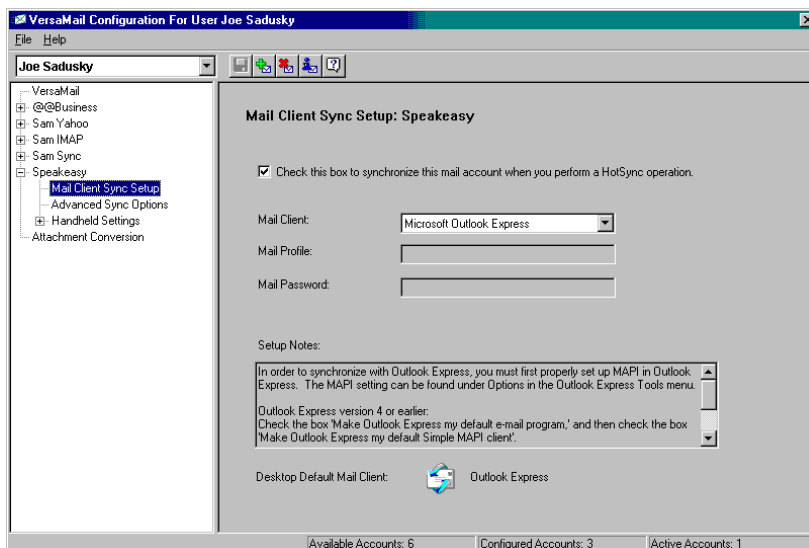
Next, you must configure each e-mail account's general synchronization settings. For example, if you created an Earthlink e-mail account on the handheld and want to synchronize that with the desktop, set the synchronization options for the Earthlink account. During a HotSync operation, the Earthlink account on the handheld and the e-mail application specified in the conduit are synchronized.

To configure an account and set the synchronization options:

1. On the VersaMail Configuration For User screen, click the plus sign to the left of the account you want to configure.



2. Under the account name, click Mail Client Sync Setup.



3. Select the option Check this box to synchronize this mail account when you perform a HotSync operation; otherwise, the account cannot be synchronized.

4. Click the Mail Client pick list and select the desktop e-mail application you will use to synchronize the selected account with your handheld. For each application, additional setup information is displayed in the Setup Notes box. See the following table for additional setup information for each client.

TIP If your e-mail application is compatible with Extended MAPI, try Microsoft Exchange 5.0 or later as a choice for the Mail Client option. If your e-mail application is compatible with Simple MAPI (SMAPI), try Microsoft Outlook Express as a choice for the Mail Client option. Although Netscape uses SMAPI, Netscape is not supported.

(Optional) If prompted, enter profile and password information for the client you selected.

IMPORTANT You must select the synchronize check box and select a mail client in order to synchronize the account between your desktop and your handheld.

Mail client	Action
Microsoft Exchange 5.0 or later	Select a MAPI profile to access the mail server. The conduit displays any existing MAPI profiles in the list. Enter your password for Exchange.
Microsoft Outlook 97 or later	Select the MAPI profile to access the mail server. The conduit checks for any existing MAPI profiles and displays them in the list. Enter your password for Outlook. To synchronize Microsoft Outlook 97/98/2000/XP with a VersaMail e-mail account, you must set Microsoft Outlook as the default e-mail handler. You must check your username and password. To configure Microsoft Outlook: <ol style="list-style-type: none">1. In the Control Panel, click Internet Options.2. For Windows XP, click Network and Internet Connections, and then click Internet Options.3. Click the Programs tab.4. Select Microsoft Outlook as the default e-mail program.5. Click OK. NOTE Make sure your username and password are set up correctly within Microsoft Outlook.

Mail client	Action
Microsoft Outlook Express 5.5 or later	<p>If you select Microsoft Outlook Express, enter the password for your e-mail account.</p> <p>To synchronize a VersaMail e-mail account with Microsoft Outlook Express 5.5 or 6.0, you must set Outlook Express as the default e-mail handler.</p> <p>NOTE Make sure your username and password are set up correctly within Outlook Express.</p> <p>To configure Outlook Express:</p> <ol style="list-style-type: none">1. In the Control Panel, click Internet Options. <p>NOTE For Windows XP, click Network and Internet Connections, and then click Internet Options.</p> <ol style="list-style-type: none">2. Click the Programs tab.3. Select Outlook Express as the default e-mail program.4. Click OK. <p>TIP You can also make Outlook Express the default e-mail handler within the e-mail application. From the Tools menu, select Options. Click the General tab, and then click Make Default.</p>
Lotus Notes	<p>Enter your Lotus Notes ID and password. Click Browse if you need to locate your Notes ID.</p> <p>If you want to synchronize to a local mail file instead of a server mail file, select the Synchronize to local (replicated) mail file check box. You must do all of the following in order to synchronize to a local mail file:</p> <ul style="list-style-type: none">■ Replicate the server mail file to the desktop.■ Make sure the replicated mail file is in the Notes data directory.■ If you have performed a custom Notes installation and have replicated the server mail file to another directory on your desktop, make sure that it is the path found in the notes.ini file.

Mail client	Action
Eudora 5.0 or later	<p>If you are using Eudora as your e-mail application, you must set up MAPI in Eudora.</p> <p>To set up MAPI in Eudora:</p> <ol style="list-style-type: none">1. From the Eudora Tools menu, select Options.2. Do one of the following:<ul style="list-style-type: none">– If Eudora is the only e-mail application that you use, select Always as the MAPI setting.– If you use more than one e-mail application, select When Eudora is running as the MAPI setting.3. Ensure that your username and password are set up correctly within Eudora. This information is needed to log in to Eudora to retrieve and synchronize your e-mail.

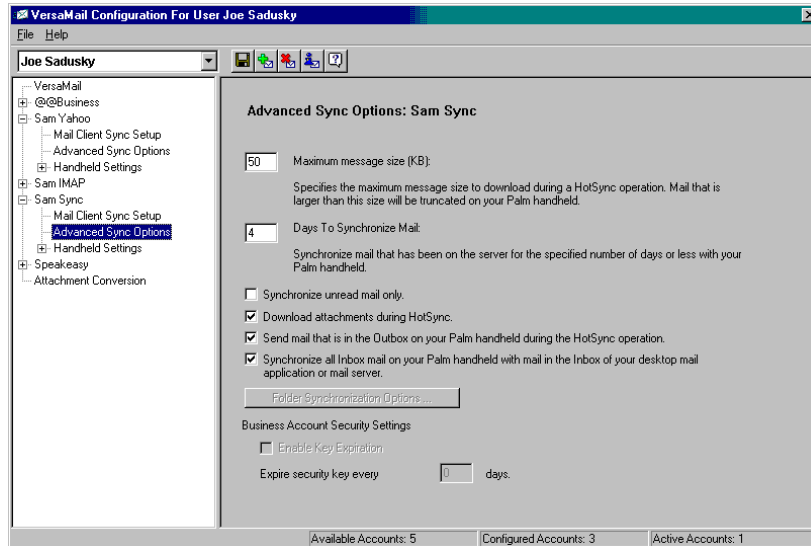
IMPORTANT Eudora must be running in order for you to perform a HotSync operation. The VersaMail application synchronizes with your Dominant Personality in Eudora 5.1 or later.

Direct POP connection to server	<p>Select this option to synchronize an account by connecting directly with a POP server. You must enter the information about the server in the VersaMail application on your handheld when you create the e-mail account to access the server. You will enter information about the incoming (POP) server, the outgoing (SMTP) server, your e-mail username, your password, and your e-mail address.</p> <p>During the HotSync operation, the conduit reads the settings you made. If the settings do not exist or all server information is wrong, an error is reported in the HotSync.log file. However, if the incoming server (POP) is correct, the Inbox is synchronized if the option to synchronize the Inbox is selected. If the outgoing server (SMTP) is correct, the Outbox is synchronized (send e-mail) if you selected the option to synchronize the Outbox. If neither is correct, then nothing happens.</p>
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Mail client	Action
Direct POP connection to server (Continued)	<p>If you want to synchronize e-mail for an account that requires APOP authentication, you must select the option to use APOP on your handheld.</p> <p>If you want to synchronize e-mail for an account that requires ESMTP authentication (for example, Yahoo accounts require ESMTP authentication), you must select the option to use ESMTP on your handheld. See “Adding ESMTP to an account” earlier in this chapter for details.</p> <p>The conduit does not support SSL for accounts set up as direct POP.</p>
Direct IMAP connection to server	<p>Select this option to synchronize an account by connecting directly with an IMAP server. You must enter the information about the server in the VersaMail application on your handheld when you create the e-mail account to access the server. You will enter information about the incoming (IMAP) server, the outgoing (SMTP) server, your e-mail username, your password, and your e-mail address.</p> <p>During the HotSync operation, the conduit reads the settings you made. If the settings do not exist or all server information is wrong, an error is reported in the HotSync.log file. However, if the incoming server (IMAP) is correct, the Inbox is synchronized if the option to synchronize the Inbox is selected. If the outgoing server (SMTP) is correct, the Outbox is synchronized (send e-mail) if you selected the option to synchronize the Outbox. If neither is correct, then nothing happens.</p> <p>If you want to synchronize e-mail for an account that requires ESMTP authentication (for example, Yahoo accounts require ESMTP authentication), you must select the option to use ESMTP on your handheld. See “Adding ESMTP to an account” earlier in this chapter for details.</p> <p>The conduit does not support SSL for accounts set up as direct POP.</p>
Other e-mail applications	<p>Select Microsoft Exchange 5.0 or later as a choice for the Mail Client option if your e-mail application is compatible with extended MAPI. If your e-mail application is compatible with SMAPI, select Microsoft Outlook Express as a choice for the Mail Client option.</p>

NOTE A profile contains configuration information, such as the location of incoming e-mail, your personal contacts list, and other information services that you can use. The profile may be MS Exchange Settings, your name, or something different. For more information on profiles, see your e-mail application's documentation.

4. Under the account name, click Advanced Sync Options.



5. Enter the synchronization options you want:

Maximum message size (KB)

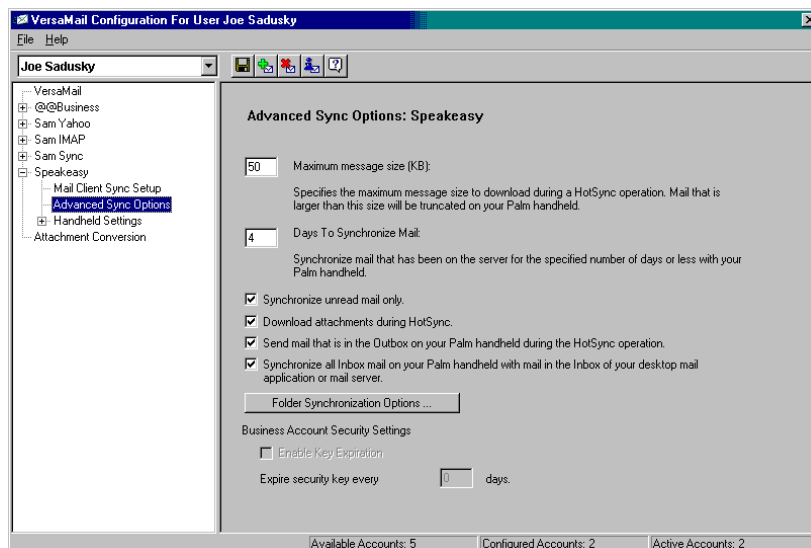
Enter the maximum message size from 1 to 2048KB. If the message exceeds the maximum size, the conduit truncates the message. For example, the maximum message size might be 50KB, and the message might have the following:

- Message header: 1KB
- Body: 20KB
- Attachment: 140KB
- Attachment: 220KB

In this case, the conduit puts the message header, body, and attachment 2—totaling 41KB—on the handheld. Attachment 1 is removed because adding it to the message causes the message to exceed the maximum.

- Days To Synchronize Mail** Set how many days, between 0 and 999, e-mail should be synchronized. A value of 0 synchronizes all e-mail in the Inbox during the next HotSync operation. For other values, the conduit synchronizes e-mail for today and the number of days preceding today. For example, if you enter a value of 2, e-mail is synchronized for today and yesterday, but if you enter 3, e-mail is synchronized for today, yesterday, and the day before.
- Synchronize unread mail only** Select whether to synchronize all e-mail between your desktop and your handheld, or unread e-mail only. By default, the check box is deselected, meaning that all e-mail will be synchronized.
- Download attachments** Select whether to download attachments during synchronization. By default, the check box is selected; if it is unselected, only the body text of any message containing an attachment will be downloaded to your handheld during synchronization.
- Send e-mail from Outbox** Select the check box to send any e-mail in the handheld's Outbox during the next HotSync operation.
- Synchronize incoming e-mail** Select the check box to synchronize the Inbox during the next HotSync operation.

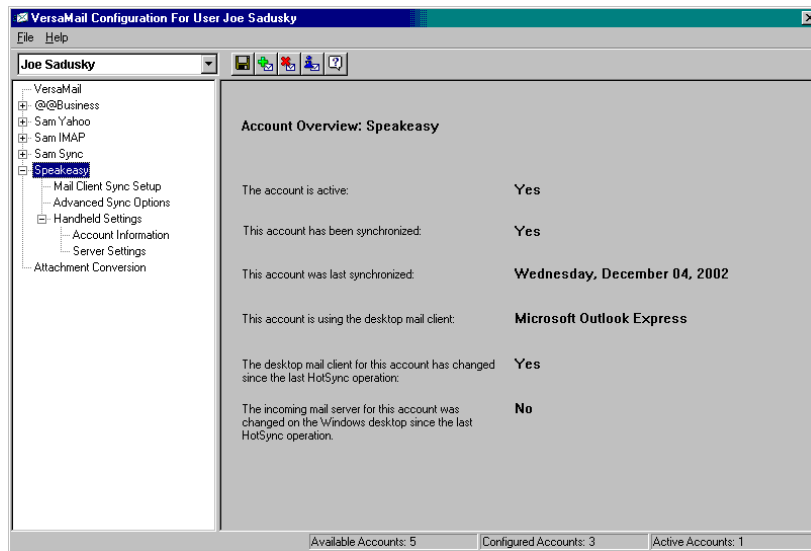
6. (Optional) If you chose Microsoft Outlook, Microsoft Exchange, Lotus Notes, or Direct IMAP as your mail client, click Folder Synchronization Options.



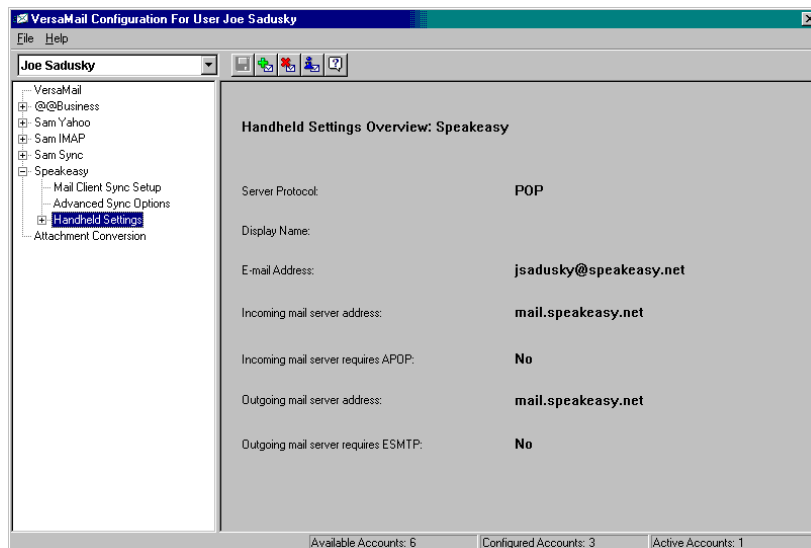
Account information screens

Two screens in the Palm VersaMail HotSync Conduit provide summary information on your accounts:

- The Account Overview screen indicates whether the account is active; whether the account has been synchronized and, if so, the last synchronization date; the mail client for this account; and whether the mail client and/or the incoming mail server has been changed since the last HotSync operation.



- The Handheld Settings Overview screen lists the server protocol, display name, e-mail address, incoming and outgoing mail server addresses, and whether APOP or ESMTP authentication is required.



To view the Account Overview screen:






- Click the selected account name.

To view the Handheld Settings Overview screen:

- Under the selected account name, click Handheld Settings.

Palm VersaMail HotSync Conduit shortcuts

You can use the icons in the toolbar to perform certain tasks quickly, such as saving account configuration settings.

Icon	Action
	Save account settings. Saves any changes you have made to an account.
	Add a new account. You are prompted to enter the account name and protocol.
	Delete an account. You are prompted to select the account to delete from a drop-down list.
	Quick account reference. Lists all accounts and shows whether they are active and the date they were last synchronized.
	Help. Displays the Help window with complete online help.

Verifying handheld account settings before synchronizing accounts

Certain settings you configure on your handheld for an e-mail account must be set correctly for the synchronization process as well. Before configuring an e-mail client on your desktop for synchronization, be sure to verify the following settings on your handheld:


- **APOP, ESMTP, and SSL:** If you want to synchronize e-mail for an account that requires either APOP or ESMTP authentication (for example, Yahoo accounts require ESMTP authentication) or a secure (SSL) connection for incoming mail, you must select the option to use APOP, ESMTP, or a secure connection on your handheld. See [“Adding ESMTP to an account”](#) earlier in this chapter for information on ESMTP.
- **Mail filters:** Any mail filters you have configured for an e-mail account on your handheld also apply during the synchronization process. For example, if you have set filters to accept only e-mail containing the subject words “Current Software Project,” only those same messages are synchronized between your desktop and your handheld. Be sure to turn mail filters off if you want to synchronize all messages between your desktop and your handheld.

Synchronizing an account

To synchronize accounts, you must set the HotSync action for the VersaMail application in the HotSync Manager. You can, however, exclude e-mail accounts from a HotSync operation.

TIP If you don't want an account synchronized, deselect the check box **Select this check box to synchronize this e-mail account when you perform a HotSync operation.**

To select which accounts are synchronized during a HotSync operation:

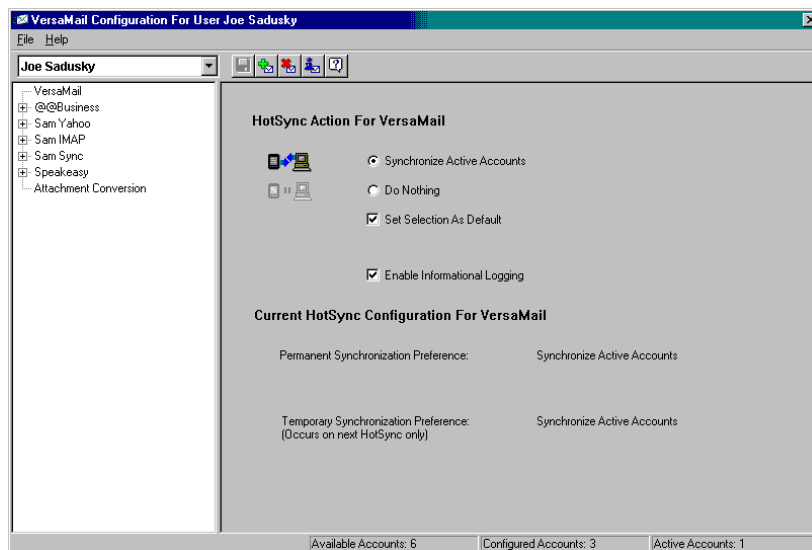
1. Click the HotSync Manager icon  in the Windows system tray.
2. Select Custom.
3. Select VersaMail in the Conduit list.
4. Click Change.
5. Select one of the following:

Synchronize Active Accounts

Select this option to include active accounts in the next HotSync operation. For an account to be synchronized, you must have selected the option **Check this box to synchronize this mail account when you perform a HotSync operation.**

Do Nothing

Select this option to exclude e-mail accounts from the next HotSync operation.



6. (Optional) Select **Set Selection As Default** to apply the options you selected to all subsequent HotSync operations. Otherwise, the settings apply to the next HotSync operation only.
7. Click OK.
8. Perform a HotSync operation.

Synchronizing multiple accounts

You can synchronize more than one account during the same HotSync operation.

NOTE If you want to synchronize both a Microsoft Outlook and a Microsoft Outlook Express account, you must have Microsoft Outlook set as the default e-mail client on the desktop.

The maximum number of accounts you can synchronize are as follows:

- 1 SMAPI account (for example, an account set up using Outlook Express or Eudora)
- 1 Extended MAPI account (for example, an account set up using Outlook)
- 1 Lotus Notes account
- 5 combined direct POP or direct IMAP accounts

If you attempt to synchronize more than the limit for a particular type of account during a HotSync operation, you will receive an alert prompting you to deactivate any accounts over the allowed number.


Using SSL with the conduit

When you set up an e-mail account, you can choose to use a secure connection (Secure Sockets Layer, or SSL) for sending and receiving e-mail messages. The Palm VersaMail HotSync Conduit supports SSL when synchronizing with an e-mail account only if that account uses one of the following desktop e-mail applications (mail clients):



- Outlook
- Outlook Express
- Eudora

The conduit does not support SSL for accounts set up as direct POP or direct IMAP or for Microsoft Exchange or Lotus Notes accounts.


Using World Clock

 World Clock enables you to view the current time and date in multiple locations and to set an alarm.

To open World Clock:

1. Tap the Home icon .
2. Tap the World Clock icon .



TIP You can also open World Clock by tapping the Clock icon  in the upper-left corner of the active input area, and then tapping Go to Clock, or, when your handheld is off, you can press Select on the navigator, and then tap Go to Clock.



Viewing the time

There are several ways for you to easily check the current time and date.

To view the time:

Do one of the following:



- When your handheld is on, tap the Clock icon  in the upper-left corner of the input area.

Your handheld displays the time for two seconds and then returns to the previous application.



- When your handheld is off, press Select on the navigator.

Your handheld turns on, displays the time, and then turns off after a few seconds.

- Tap the Home icon , and then tap the World Clock icon .

Setting the primary location

You can use World Clock to select the location, date, and time for the primary location. Keep in mind that the primary location settings are also your system date and time and that these settings are used by all the applications on your handheld. The primary Location settings also appear in the Date & Time Preferences screen. Similarly, if you change the settings in the Date & Time Preferences screen, those settings become your system date and time and also appear under the primary location in World Clock. The primary Location settings also serve as a point of reference for the secondary locations.

To set the primary location:

1. Tap the primary location pick list.

Primary location pick list



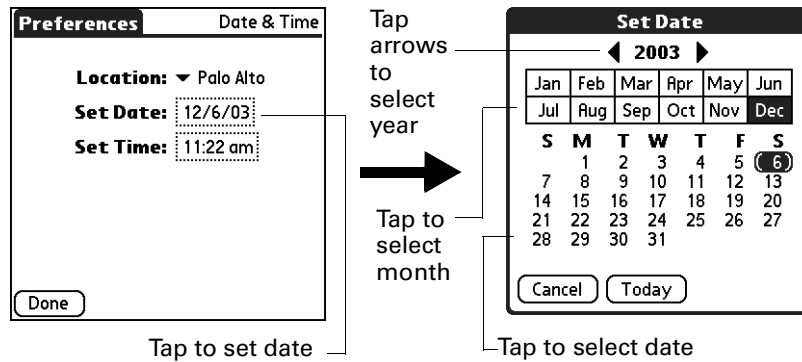
2. Select the location you want to use as the primary location.

The location you select is typically a large city in the same time zone as the one where you live. If an appropriate choice does not appear in the list, see [“Adding a location”](#) later in this chapter to create a new location.

3. Tap OK.

To set the date:

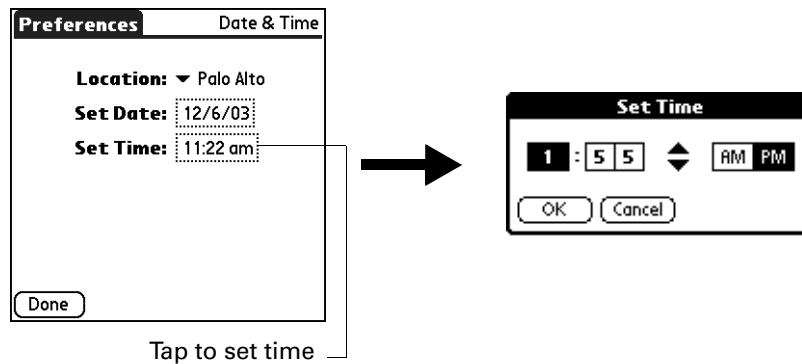
1. Tap Set Date & Time.
2. Tap the Set Date box.
3. Tap the arrows to select the current year.



4. Tap the current month.
5. Tap the current date, or tap Today.
6. Tap Done.

To set the time:

1. Tap Set Date & Time.
2. Tap the Set Time box.



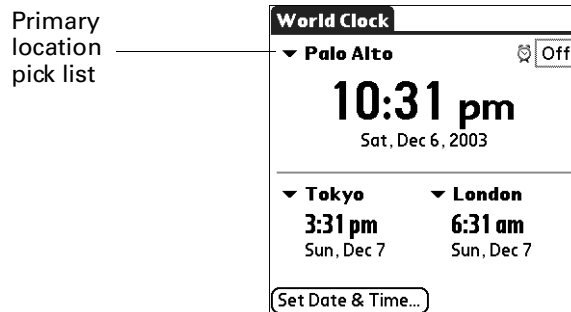
3. Tap the up or down arrows to change the hour.
4. Tap each number of the minute, and then tap the arrows to change the minutes.
5. Tap OK, and then tap Done.

Choosing a different primary location

If you travel to another location and you want alerts to appear based on local time, you need to change the primary location to update the system time.

To change the primary location:

1. Tap the primary location pick list.



2. Tap the location you want to use as the new primary location.

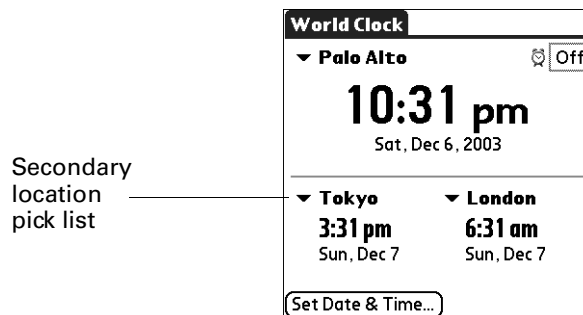
If the new location is in another time zone, World Clock automatically updates the date and time in all the applications on your handheld.

Setting the secondary locations

The secondary locations display the date and time in two locations other than the primary location. You can use the secondary locations to view the time in places to which you travel or need to contact people.

To select the secondary locations:

1. Tap the pick list next to either secondary location.



2. Tap the location you want to use as the new secondary location.

If an appropriate location does not appear in the list, see the next section, [“Adding a location.”](#)

Adding a location

If an appropriate location does not appear in a location pick list, you can add a new location to the list. When you add a location, the default Time Zone and Daylight Saving settings are usually correct. However, you can adjust these settings if necessary. When the Daylight Saving options are active, the time change automatically occurs at 1:00 AM on the selected start and end dates.

To add a location:

1. Tap a Location pick list.
2. Select Edit List.
3. Tap Add.
4. Select a location that is in the same time zone as the city you want to add.
5. Tap OK.
6. (Optional) Tap the Name field, and then modify the location name.
7. (Optional) Tap the Time Zone box, and then select a time zone.

8. Tap OK, and then tap Done.

To set Daylight Saving options:

1. From the Edit Location dialog box, tap the This location observes Daylight Saving Time check box to select it.
2. Tap the Start box.

3. Tap the month when daylight saving begins.
4. Tap the Week pick list, and then select the week when daylight saving time begins within the selected month.
5. Tap the Day pick list, and then select the day of the week when daylight saving time begins within the selected week.
6. Tap OK.
7. Tap the End box, and then repeat steps 3 through 8 to select when daylight saving ends.
8. Tap OK.

Modifying a location

If you add a location and later realize you did not use the correct settings, you can modify the location.

To modify a location:

1. Tap a Location pick list.
2. Select Edit List.
3. Select the location you want to modify.
4. Tap Edit.
5. Adjust the settings. See [“Adding a location”](#) earlier in this chapter for details.
6. Tap OK, and then tap Done.

Removing a location

If you no longer need a location that appears in the Location list, you can remove it. However, you cannot remove a location that is currently assigned to the primary location.


To remove a location:

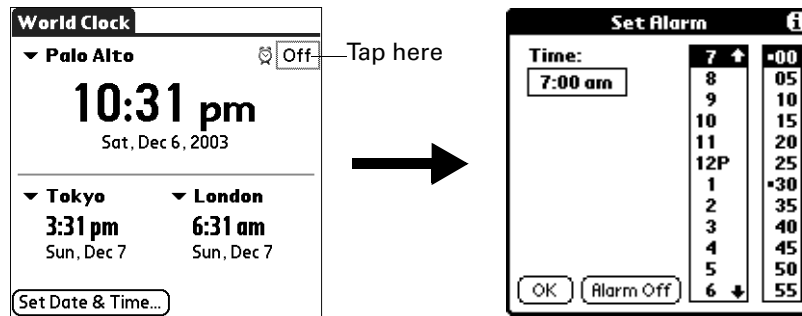
1. Tap a Location pick list.
2. Select Edit List.
3. Select the location you want to remove.
4. Tap Remove.
5. Tap OK to confirm the deletion, and then tap Done.

Setting an alarm

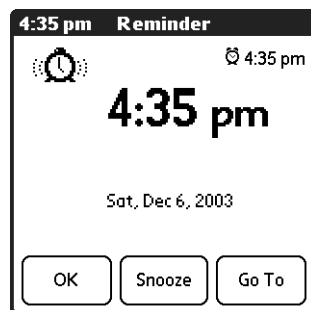
In addition to setting and displaying the date and time, World Clock also provides a convenient travel alarm feature. You can set an alarm to sound during the next 24-hour period.

To set an alarm:

1. Tap the box next to the Alarm  icon to open the Set Alarm dialog box.



2. Tap the time columns to set the hour and minute.
3. Tap OK.
4. When the alarm reminder message appears, do one of the following:
 - Tap OK to permanently dismiss the reminder and return to the current screen.
 - Tap Snooze to dismiss the reminder and return to the current screen. An attention indicator blinks in the upper-left corner of the screen to remind you of the pending alarm, and the reminder message appears again in five minutes. When the reminder message reappears, the current time appears in the Reminder bar and the alarm time appears on the screen.
 - Tap Go To to open World Clock and to dismiss the alarm.



Using World Clock menus

World Clock menu commands that are not explained elsewhere in this book are described here.

See “Using menus” in [Chapter 4](#) for information about choosing menu commands.

Options menu

Display Options Opens a dialog box where you can choose which information appears on the World Clock screen.

Show Multiple Locations: Activates the secondary location displays. When this is selected, the secondary locations appear below the primary location.

Date: Activates the date display. When this is selected, the date appears below the time for each location.

Alarm Preferences

Sound: Sets the sound of the alarm. The choices are Alarm, Bumble Bee, Reveille, Sonata, Wake Up, and Warbler.

Volume: Defines how loud the alarm sounds. The choices are Low, Medium, and High.

About World Clock

Shows version information for World Clock.

Performing HotSync® Operations

HotSync® technology enables you to synchronize data between a Palm OS® handheld and Palm™ Desktop software or another personal information manager (PIM) such as Microsoft Outlook, as well as to install add-on applications.

Conducting HotSync operations

The simplest way to synchronize data is to perform a direct HotSync operation by attaching your handheld to the cable, turning your handheld on, and tapping the Star icon.

Performing a HotSync operation: Windows computers

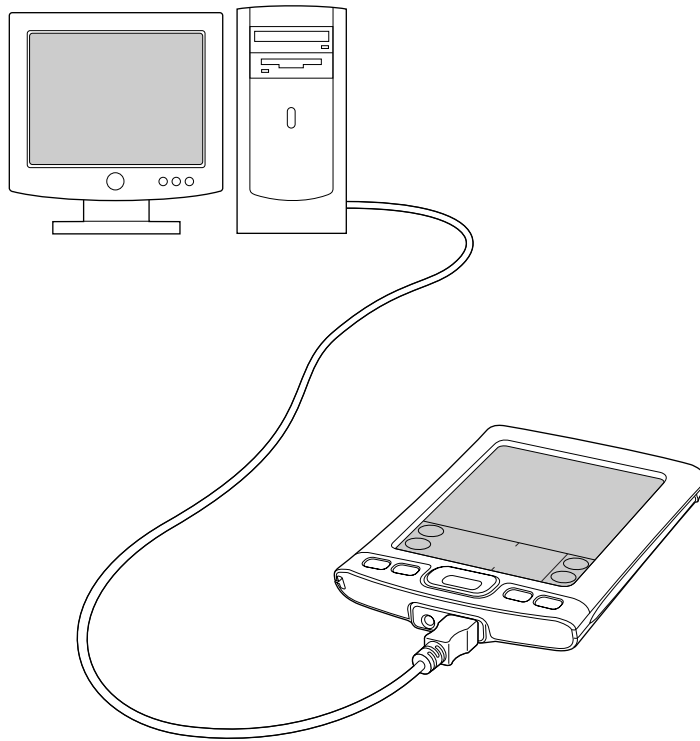
When you set up your handheld for the first time, you perform an initial HotSync operation. See [“Step 5: Perform a HotSync operation”](#) in [Chapter 1](#) for details. As part of this initial HotSync operation, you need to enter user information on Palm Desktop software. After you enter this information and synchronize with your handheld, HotSync Manager recognizes your handheld and doesn't ask for this information again.


NOTE Before you perform an initial HotSync operation, you must install Palm Desktop software. If you have not installed this software, see [“Step 3: Install software”](#) in [Chapter 1](#) for instructions.

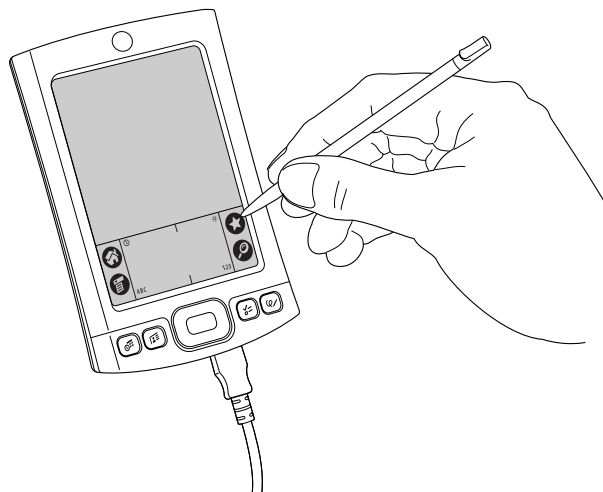
If you are a system administrator preparing several handhelds for a group of users, you may want to create a user profile. See [“Creating a user profile”](#) later in this chapter before performing the following steps.

To perform a HotSync operation on a Windows computer:

1. Plug the HotSync cable into the port on the bottom of your handheld.



2. If HotSync Manager is not running, start it: On the Windows desktop, click Start, and then select Programs. Navigate to the Palm Desktop software program group, and select HotSync Manager. Alternatively, you can start the Palm Desktop software, which automatically opens HotSync Manager.
3. Turn on your handheld.
4. Tap the Star icon  on the Home screen.





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

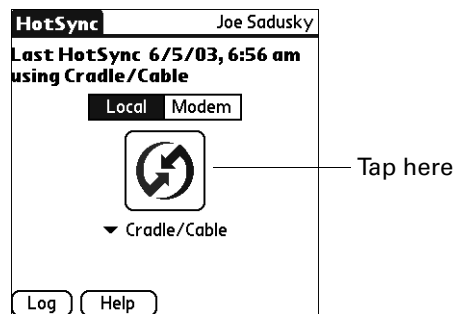
The HotSync Progress dialog box appears, and synchronization begins.

5. Wait for a message on your handheld indicating that the process is complete.

After the HotSync process is complete, you can unplug the cable from your handheld.

To perform a HotSync operation using an alternate cable method:

1. Connect the HotSync cable to your handheld and your computer.
2. Turn on your handheld.
3. Tap the Home icon  to open the Home screen.
4. Tap the HotSync icon  in the Home screen.
5. Tap the HotSync logo in the middle of the screen.

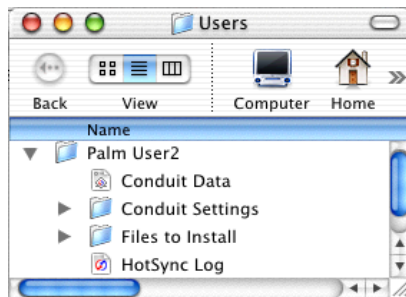


Performing a HotSync operation: Mac computers

When you installed Palm Desktop software, you entered a username. This username is the connection between your handheld and your computer.

The first time you perform a HotSync operation, the Palm Desktop software does the following:

- Adds a username to your handheld.
- Creates a folder for the username in the Users folder inside the Palm folder. For example, if you entered Jane Garcia as your username, a folder named Jane Garcia is created in the Users folder.



Shown with
Mac OS X

- Creates a file named User Data in your username folder.

Username appear in the User pop-up menu on the right side of the toolbar. You can change users by selecting a new name in the pop-up menu.

Each subsequent time you perform a HotSync operation, HotSync Manager reads the username from your handheld and synchronizes the data in the folder of the same name.

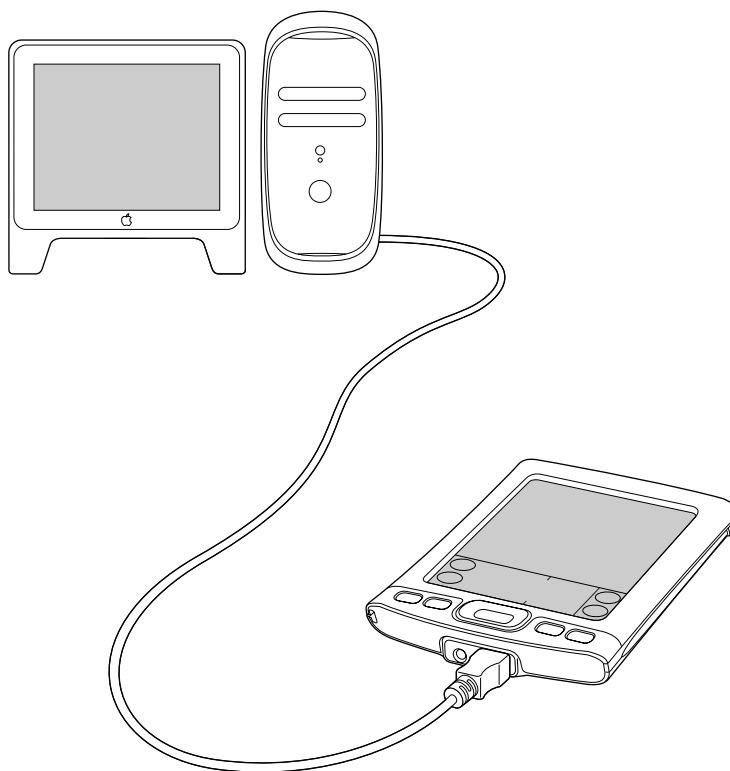
Be sure you select the correct username from the User pop-up menu before entering data on Palm Desktop or performing a HotSync operation.


If you are a system administrator preparing several handhelds for a group of users, you may want to create a user profile. See [“Creating a user profile”](#) later in this chapter before performing the following steps.

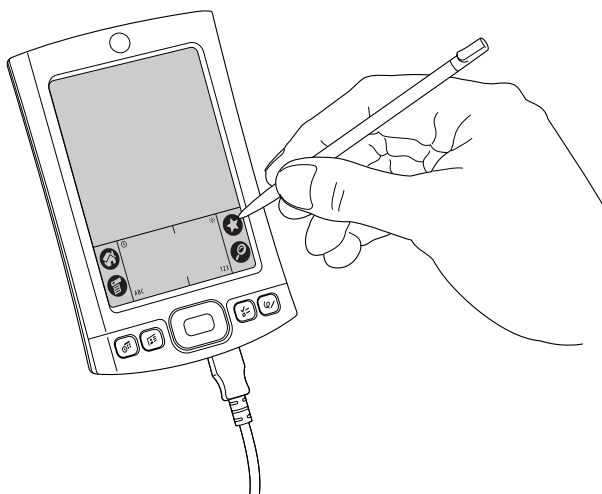
The following steps assume that you have already installed Palm Desktop software. See [“Step 3: Install software”](#) in [Chapter 1](#) if you have not installed this software.

To perform a HotSync operation on a Mac computer:

1. Plug the HotSync cable into the port on the bottom of your handheld.

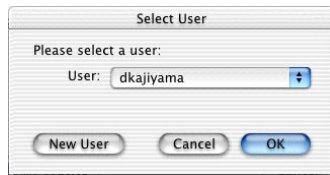


2. Make sure that HotSync Manager is enabled: Double-click HotSync Manager icon in the Palm folder. Click the HotSync Controls tab, and make sure the Enabled option is selected.
3. Turn on your handheld.
4. Tap the Star icon  on the Home screen.



The HotSync Progress dialog box appears, followed by the Select User dialog box.

5. In the Select User dialog box, select the username you entered when you installed the Palm Desktop software, and then click OK.



Shown with
Mac OS X

The HotSync Progress dialog box reappears, and synchronization begins.


6. Wait for a message on your handheld indicating that the process is complete.

After the HotSync process is complete, you can unplug the cable from your handheld.

Customizing HotSync application settings

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

IMPORTANT If you are synchronizing data between Microsoft Outlook and your handheld, you can customize the conduit settings from your handheld by selecting Microsoft Outlook from the HotSync Options menu. For complete details about MS Outlook conduit settings, see the MS Outlook conduit help in HotSync Manager. Follow these steps to access MS Outlook conduit help:

- Click the HotSync Manager icon  in the Windows system tray.
- Select Custom.
- Select one of the Outlook conduits from the list.
- Select Change.
- Tap the Help icon.

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

In addition to the conduits for Calendar, Contacts, Palm™ Photos, Note Pad, Tasks, and Memos, Palm Desktop software includes System and Install conduits. The System conduit backs up the system information stored on your handheld, including Graffiti® 2 ShortCuts. The Install conduit installs add-on applications on your handheld.

To customize HotSync application settings on a Windows computer:

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

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

2. From HotSync Manager menu, select Custom.
3. Select the appropriate username from the list.
4. Select an application in the Conduit list.
5. Click Change.
6. For each application, click the direction in which you want to write data, or click Do Nothing to skip data transfer for an application.

Changing the HotSync setting from the default affects only the *next* HotSync operation. Thereafter, the HotSync Actions revert to their default settings. To use a new setting on an ongoing basis, select the Set As Default box. Thereafter, whatever you selected as the default setting is used when you click the Default button in the Custom dialog box.

7. Click OK.
8. Click Done to activate your settings.

To customize HotSync application settings on a Mac computer:

1. Double-click the Palm Desktop icon in the Palm folder.
2. From the HotSync menu, select Conduit Settings.
3. From the User pop-up menu, select the appropriate username.
4. Select an application in the Conduit list.
5. Click Conduit Settings.

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

Changing the HotSync setting from the default affects only the *next* HotSync operation. Thereafter, the HotSync Actions revert to their default settings. To use a new setting on an ongoing basis, click Make Default. Thereafter, whatever you selected as the default setting is used for HotSync operations.

7. Click OK.
8. Close the Conduit Settings window.

Conducting infrared HotSync operations

You can use the infrared (IR) port on your handheld to perform HotSync operations. When you perform an IR HotSync operation, you don't need your cable.

NOTE You may experience problems attempting to synchronize large amounts of information using an infrared HotSync operation. The operation may time out before all the information has been synchronized.


Preparing your computer for infrared communication

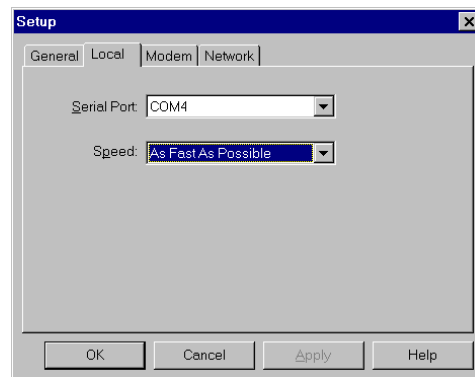
Before you can perform a HotSync operation using the IR port, the computer with which you want to synchronize must fulfill these requirements:

- Your computer must support the IrCOMM implementation of the Infrared Data Association (IrDA) standards.
- Your computer must have an enabled IR port that's built into the computer, or an enabled infrared device attached to the computer.
- Some desktop computers may require an infrared device attached to a physical COM port. Laptops are likely to have a built-in IR port, so no external device is necessary.
- Your computer must have an installed infrared driver.
- If you have an external infrared device attached to your computer, a driver is probably included with the device. Consult the documentation included with the device for information on installing the required driver.

Check your computer's documentation to learn if the computer supports infrared communication.

To configure HotSync Manager for infrared communication on a Windows computer:

- Click HotSync Manager icon  in the Windows system tray, and make sure that Infrared is selected.
 - If you have an Infrared option on HotSync Manager menu, and that option is selected, skip to [“Performing an infrared HotSync operation.”](#)
 - If you do not have an Infrared option on HotSync Manager menu, complete the following steps:
 - a. Make sure that Local Serial is selected on the menu.
 - b. From HotSync Manager menu, select Setup.
 - c. Click the Local tab.
 - d. In the Serial Port drop-down box, select the simulated port that your computer uses for infrared communication.



See the documentation for your operating system for instructions on finding the simulated port. This information is usually located in the Control Panel.

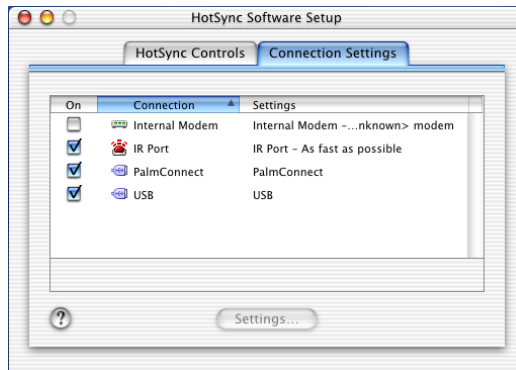
- e. Click OK.

NOTE You can continue using the HotSync cable while HotSync Manager is configured for infrared communication.

To configure HotSync Manager for infrared communication on a Mac computer:

1. Double-click HotSync Manager icon in the Palm folder.
2. In the HotSync Controls tab, select Enabled.
3. Click the Connection Settings tab.

4. Select the On check box next to IR port.





Shown with Mac OS X

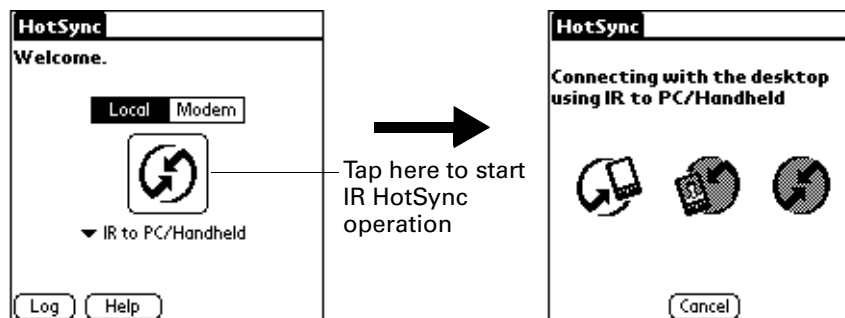
5. Close the HotSync Software Setup window.

Performing an infrared HotSync operation

After you complete the steps to prepare for performing an infrared HotSync operation, it's easy to perform the actual operation.

To perform an infrared HotSync operation on your handheld:

1. Tap the Home icon .
2. Select the HotSync icon .
3. Tap Local.
4. Tap the pick list below the HotSync icon, and then select IR to a PC/Handheld.
5. Position the IR port of your handheld within a couple of inches of the IR port of your computer.
6. Tap the HotSync icon to start the infrared HotSync operation.




Returning to cable HotSync operations

It's easy to return to using the cable for HotSync operations.

If you are using the USB cable, you can continue using it while HotSync Manager is configured for infrared communication. Use the following instructions to return to local USB cable HotSync operations only when necessary, such as when you have disconnected the cable from the USB port.

To return to local USB cable HotSync operations on a Windows computer:

1. If necessary, connect the cable to the USB port of the computer you use for HotSync operations.
2. Click the HotSync Manager icon  in the Windows system tray, and then select Local USB if it is not already selected.

On a Mac computer, the HotSync Manager software monitors all ports at the same time. However, you may want to turn off the IR port when you're not using it to improve performance of HotSync operations.

The next time you want to perform a HotSync operation, just tap the HotSync icon on the Home Screen, as you always did before.

Conducting network HotSync operations

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

IMPORTANT Network HotSync technology is available only on Windows computers. You must perform the first HotSync operation by using a local, direct connection or infrared communication. After that, you can perform a network HotSync operation.


Connecting to your company's dial-in server

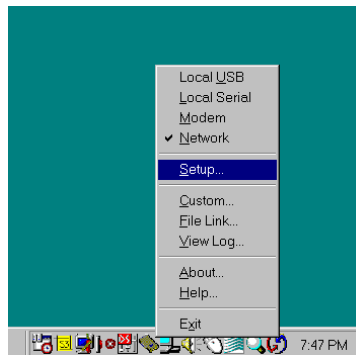
A network HotSync operation requires the following (consult your system administrator for assistance):

- Your computer has TCP/IP support installed.
- Both your company's network system and its remote access server support TCP/IP.
- You have a remote access account.

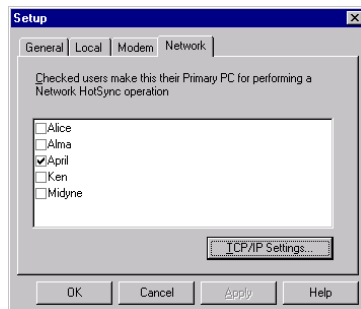
Everything you need for connecting to your company's dial-in server using your desktop computer is included with Palm Desktop software. You need to activate the feature, however, on both Palm Desktop software and your handheld.

To prepare your Windows computer for a network HotSync operation:

1. Click the HotSync Manager icon  in the Windows system tray.
2. From the HotSync Manager menu, select Network.






3. From the HotSync Manager menu, select Setup.
4. Click the Network tab and make sure your username has a checkmark next to it. If the checkmark is not there, click the check box next to your username.



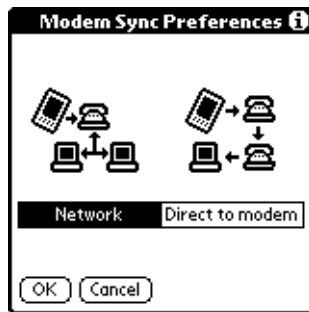
5. Click OK.
6. Plug the HotSync cable into your handheld, and then perform a HotSync operation.

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

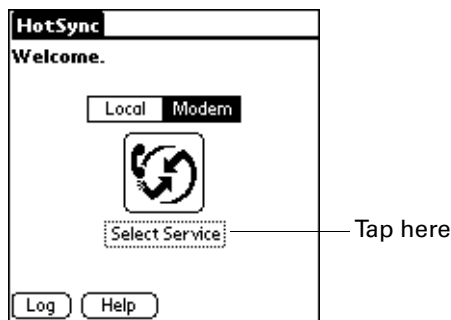
To prepare your handheld for a network HotSync operation:

1. Tap the Home icon .
2. Select the HotSync icon .
3. Tap the Menu icon .

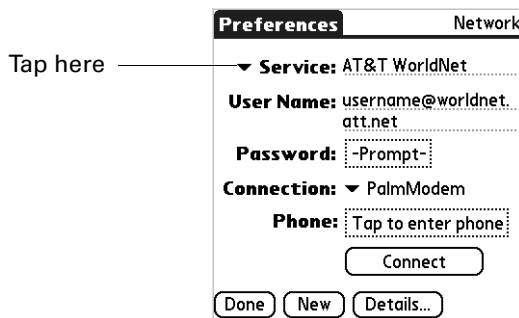
4. Select Modem Sync Prefs from the Options menu.
5. Tap Network.



6. Tap OK.
7. Tap Modem.
8. Tap Select Service.



9. Tap Service and select a service.




10. Tap Done.
11. Tap the Menu icon .
12. Select Conduit Setup from the Options menu.




Selecting the conduits for a network HotSync operation

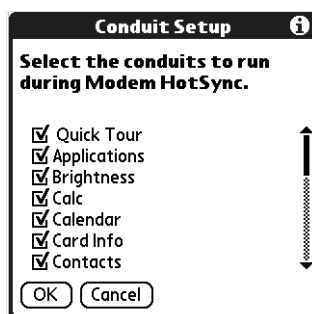
The Conduit Setup dialog box on your handheld enables you to define which files and/or applications synchronize during a network HotSync operation.

IMPORTANT If you are synchronizing data between Microsoft Outlook and your handheld, you can customize the conduit settings from your handheld by selecting Microsoft Outlook from the HotSync Options menu. For complete details about MS Outlook conduit settings, see the MS Outlook conduit help in HotSync Manager. Follow these steps to access MS Outlook conduit help:

- Click the HotSync Manager icon  in the Windows system tray.
 - Select Custom.
 - Select one of the Outlook conduits from the list.
 - Select Change.
 - Tap the Help icon.
-

To change the Conduit Setup for a network HotSync operation:

1. Tap the Home icon .
2. Select the HotSync icon .
3. Tap the Menu icon .
4. Select Conduit Setup from the Options menu.
5. Tap the check boxes to deselect the files and applications that you do *not* want to synchronize during a network HotSync operation. The default setting is to synchronize all files.



Applications that do not have a database (such as games) do not synchronize, even if you select the item in the Conduit Setup dialog box.

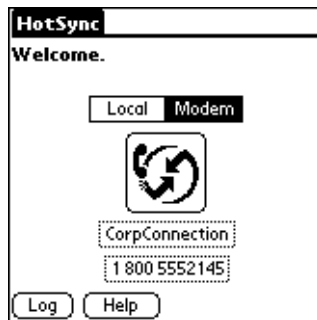
6. Tap OK.

Performing a network HotSync operation

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

To perform a network HotSync operation:

- Tap the modem HotSync icon to begin the operation.



Using File Link

The File Link feature enables you to import Contacts and Memos information onto your handheld from a separate external file such as a company phone list. HotSync Manager stores the data in a separate category on your Palm Desktop software and your handheld. You can configure the File Link feature to check for changes to the external file when you perform a HotSync operation.

NOTE The File Link feature is available only in Palm Desktop software for Windows.

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

- Comma-separated (*.csv)
- Memos archive (*.mpa)
- Contacts archive (*.aba)
- Text (*.txt)

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

Creating a user profile

A user profile enables you to install the same set of data onto multiple Palm OS handhelds before each handheld is individualized with a specific username and data file.

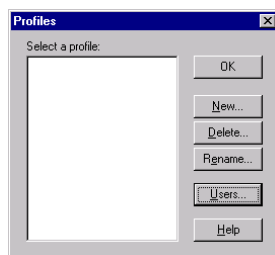
A handheld that is preconfigured with a user profile can be given to anyone because the handheld is not yet identified by a unique username. The handheld acquires a unique username when the new user performs his or her first local HotSync operation.

For example, suppose a sales organization wants to distribute two dozen handhelds that all have a common company phone list, a set of memos, and several key applications. A user profile can be created to install the common data before the handhelds are distributed to the employees who will use them. Then, when employees perform their first HotSync operation, the common data becomes part of their individual data file.

NOTE The handhelds that are synchronized with a user profile must be either new ones that have never been synchronized or handhelds that have had their usernames and data removed by a hard reset.

To create a user profile on a Windows computer:

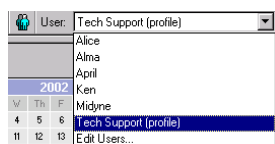
1. Open Palm Desktop software.
2. From the Tools menu, select Users.
3. Click Profiles.
4. Click New.



5. Enter a unique name for the profile, and then click OK.

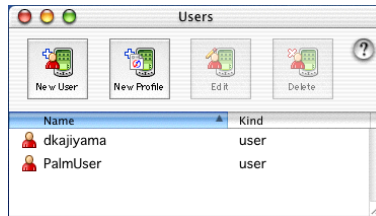


6. Repeat steps 3 through 5 for each profile that you want to create, and then click OK to return to Palm Desktop software.
7. Select the profile from the User list, and then create the data for the profile (such as a company phone list).



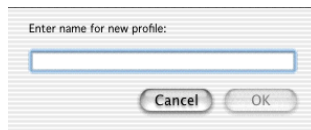
To create a user profile on a Mac computer:

1. Open Palm Desktop software.
2. From the User pop-up menu, select Edit Users.
3. Click New Profile.



Shown with
Mac OS X

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




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5. Close the Users window.
6. From the User pop-up menu, select the new profile.
7. Create the data for the profile (such as a company phone list).
8. From the HotSync menu, select Conduit Settings.
9. Select the conduit settings for the profile. For details, see [“Customizing HotSync application settings”](#) earlier in this chapter.

Performing the first HotSync operation with a user profile

After you create a user profile, you are ready to transfer the information to the new handheld during the first HotSync operation.

To use a profile for a first-time HotSync operation on a Windows computer:

1. Plug the HotSync cable into the port on the bottom of your new handheld.
2. Tap the HotSync icon  on the Home screen.

TIP You can also tap the Star icon to perform a HotSync operation if you have not changed the application associated with this icon. By default, tapping the Star icon performs a HotSync operation.

3. Click Profiles.


4. Select the profile you want to load on the handheld, and then click OK.



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

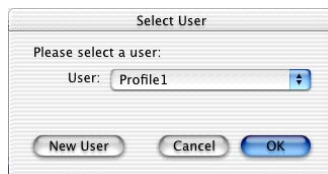
The next time you perform a HotSync operation, Palm Desktop software prompts you to assign a username to the handheld.

To use a profile for a first-time HotSync operation on a Mac computer:

1. Plug the HotSync cable into the port on the top of the new handheld.
2. Tap the HotSync icon  on the Home screen.

TIP You can also tap the Star icon to perform a HotSync operation if you have not changed the application associated with this icon. By default, tapping the Star icon performs a HotSync operation.

3. Select the profile you want to load onto the handheld, and then click OK to transfer all the profile data to the handheld.



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Mac OS X

The next time you perform a HotSync operation, Palm Desktop software prompts you to assign a username to the handheld.

Setting Preferences for Your Handheld

Preferences enable you to customize the configuration options on your handheld. The options are grouped into three categories: General, Communication, and Personal.

Access the General Preferences screens to customize any of the following settings:

Date & Time	Set the location, date, and time.
Digitizer	Calibrate the screen on your handheld.
Formats	Set the country default and the formats for times, dates, calendar, and numbers.
Graffiti 2	Select alternate strokes for selected Graffiti® 2 characters.
Keylock	Prevent your handheld from turning on accidentally.
Power	Set these features: auto-shutoff interval, On while charging, and Beam receive.
Security	Set a password, privacy options, and locking options.
Sounds & Alerts	Select system, game, and alarm options from two profiles: Custom and Silent.
Writing Area	Enable and disable Writing Area Preferences and show or hide penstrokes while writing Graffiti® 2 characters.

Access the Communication Preferences screens to customize any of the following settings:

Connection	Configure communication settings.
Network	Configure your handheld for use with a network.



Access the Personal Preferences screens to customize any of the following settings:

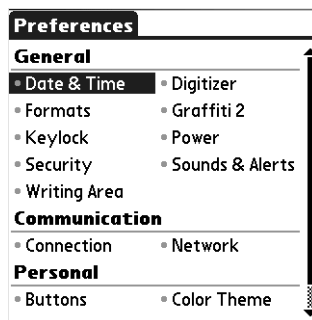
Buttons	Assign an application to the Favorites icon. Reassign various applications to the following: the application buttons on the front and side panels of your handheld, the HotSync® icon on the Home screen, and the full-screen pen stroke command.
Color Theme	Select a color theme to change the appearance of your handheld screen.
Owner	Enter your name, phone number, and other owner information to your handheld.
ShortCuts	Define a list of Graffiti 2 abbreviations.

Setting General Preferences

The General Preferences category enables you to modify Date & Time, Digitizer, Formats, Graffiti 2, Keylock, Power, Security, Sounds & Alerts, and Writing Area settings.

To open the General Preferences screens:

1. Tap the Home icon .
2. Tap the Prefs icon .



Date & Time Preferences

The Date & Time Preferences screen enables you to choose a primary location and to set the date, time, and time zone for that location. You can also indicate whether this location observes daylight saving time and the dates daylight saving time starts and ends. All of these settings also appear as the primary location in the World Clock application and are used by all the applications on your handheld.

To set the location:

1. From the General Preferences list, select Date & Time.
2. Tap the Location pick list, and then select the location you want to use as your primary location.

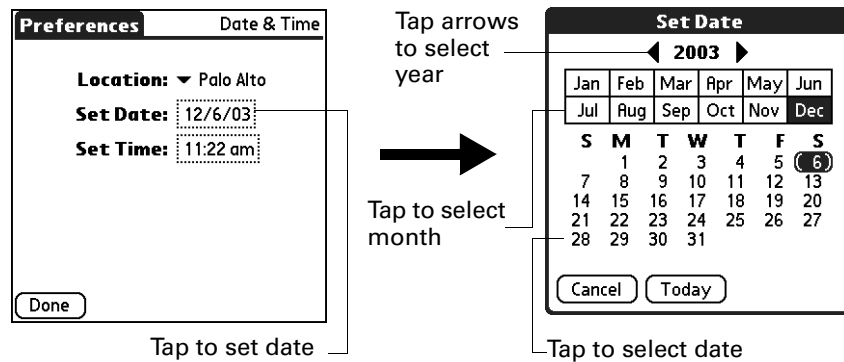
The location you select should be a large city in the same time zone as the one where you live. If an appropriate choice does not appear in the list, see [“Adding a location”](#) in [Chapter 14](#) to create a new location.

3. Tap Done.

When you travel, changing the primary Location setting automatically resets the date and time on your handheld based on the local time zone, but it does not change the time of appointments set in Calendar.

To set the date:

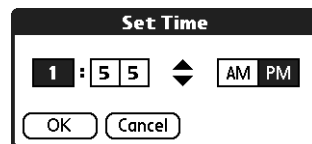
1. From the General Preferences list, select Date & Time.
2. Tap the Set Date box.
3. Tap the arrows to select the current year.



4. Tap the current month and date.
5. Tap Done.

To set the time:

1. From the General Preferences list, select Date & Time.
2. Tap the Set Time box.



3. Tap the up or down arrows to change the hour.
4. Tap each minute number, and then tap the arrows to change them.
5. Tap OK, and then tap Done.

To set the time zone and daylight saving time:

1. From the General Preferences list, select Date & Time.
2. Tap the Location pick list.
3. Select Edit List.
4. Select the location where you want to set the time zone.
5. Tap Edit to open the Edit Location dialog box.
6. Follow the steps under “Adding a location” in [Chapter 14](#) to select the time zone and daylight saving time settings.
7. Tap Done.

Digitizer Preferences

The Digitizer Preferences screen opens the digitizer calibration screen. You can recalibrate your screen after a hard reset or if your digitizer drifts. You may need to repeat this process a few times until the calibration registers.

To calibrate your handheld screen:

1. From the General Preferences list, select Digitizer.
2. Tap the targets as indicated on the screen as precisely as possible.



TIP You can also press Left, Right, Up, and Down on the navigator to highlight a Preferences screen name, and then press Select on the navigator to open that Preferences screen.

Formats Preferences

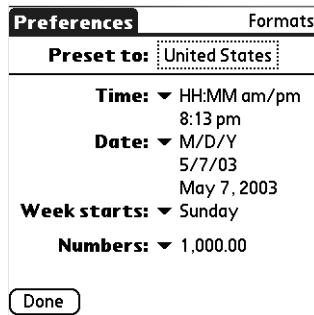
Use the Formats Preferences screen to set the country default and the display format of the dates, times, and numbers on your handheld.

Country default

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

To set the country default:

1. From the General Preferences list, select Formats.
2. Tap in the Preset to box.



3. Tap the country you want to use, and then tap OK.
4. Tap Done.

Time, date, week start, and numbers formats

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

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

1. From the General Preferences list, select Formats.
2. Tap the Time pick list, and then select a format.
3. Tap the Date pick list, and then select a format.
4. Tap the Week starts pick list, and then select whether you want the first day of the week to be Sunday or Monday.

This setting controls the Day, Week, and Month views in Calendar and all other aspects of your handheld that display a calendar.

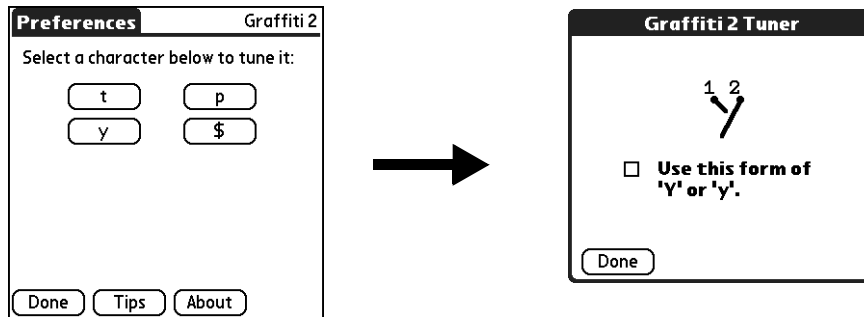
5. Tap the Numbers pick list, and then select formats for the decimal point and thousands separator.
6. Tap Done.

Graffiti 2 Preferences

The Graffiti 2 Preferences screen enables you select an alternate stroke shape for specific characters.

To select alternate strokes:

1. From the General Preferences list, select Graffiti 2.
2. Tap the letter you want to change.



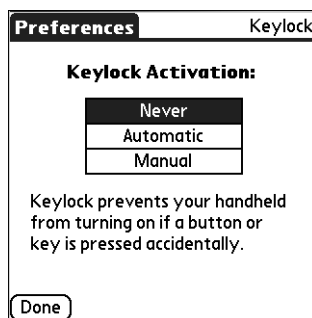
3. Tap the check box to activate the alternate stroke, and then tap Done.
4. Repeat steps 2 through 4 for other letters, and then tap Done.

Keylock Preferences

Use the Keylock Preferences screen to prevent your handheld from turning on if a button or key is accidentally pressed. This feature helps conserve the charge on your handheld.

To change Keylock settings:

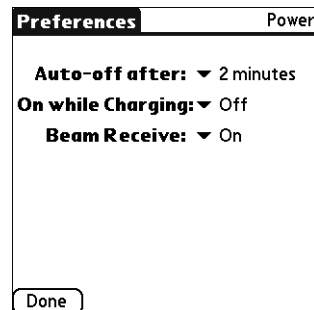
1. From the General Preferences list, select Keylock.
2. Select the setting you want to use for the Keylock feature.



Never	Keylock is never activated.
Automatic	Keylock is activated automatically when your handheld is powered off. This includes when you turn your handheld off and when it goes to sleep.
Manual	Keylock is activated when you press and hold the power button for two seconds. The system sounds to confirm that Keylock is activated.

Power Preferences

The Power Preferences screen enables you to set power consumption options.



Auto-off after

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

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

To set the Auto-off after interval:

1. From the General Preferences list, select Power.
2. Tap the Auto-off after pick list.
3. Select the setting you want to use for the automatic shutoff feature: 30 seconds, 1 minute, 2 minutes, or 3 minutes.
4. Tap Done.

On while charging

You can choose to leave your handheld on when it is charging, so that you can continue to view your data. By default, your handheld remains on when it is charging, that is, connected to a power source using the power adapter cable.

To change the charging setting:

1. From the General Preferences list, select Power.
2. Tap the On while charging pick list.
3. Select Off to turn off your handheld when it is charging.
4. Tap Done.

Beam Receive

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

To turn off the Beam Receive feature:

1. From the General Preferences list, select Power.
2. Tap the Beam Receive pick list.
3. Select Off to disable receiving beamed information.
4. Tap Done.

Security Preferences

Security Preferences help you prevent unauthorized users from viewing entries that you want to protect. Use Security Preferences to do the following:

- Lock and turn off your handheld so that it does not operate until you enter the correct password.
- Mask all records that you mark as private so that the information appears as gray bars.
- Hide all records that you mark as private so that they do not appear on any screen.

You can mask and hide private records with or without a password. Without a password, private records are hidden or masked until you set Security Preferences to show them. With a password, you must enter the password to view private entries.

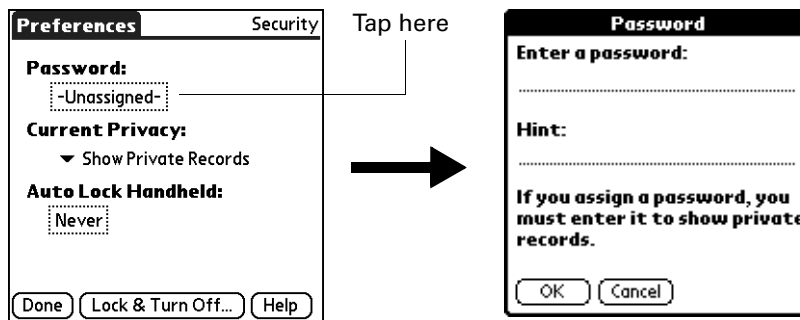
Assigning a password

You can assign a password to protect your private records and to lock your handheld.

To assign a password:

1. From the General Preferences list, select Security.
2. Tap the Password box.
3. Enter a password.

4. Enter a hint to help you remember your password if you forget it. This is optional.



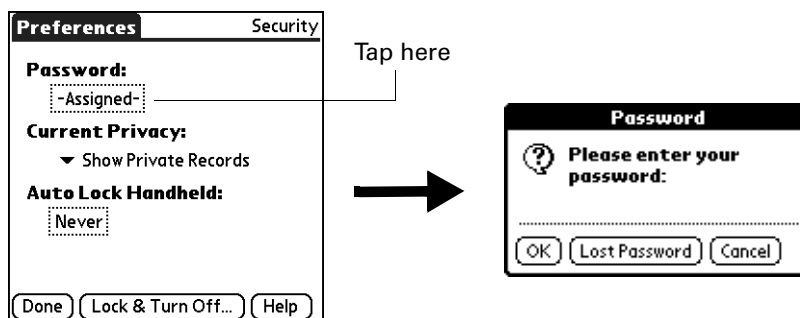
5. Tap OK.
6. Enter the *same* password a second time, and then tap OK.
7. Tap Done.

Changing or deleting a password

Once you define a password for your handheld, you can change or delete it at any time. You must enter the current password before you can change or delete it.

To change or delete your password:

1. From the General Preferences list, select Security.
2. Tap the Password box.
3. Enter the current password.



4. Tap OK.

5. Do one of the following:
 - To change the password and hint, enter the new password and hint, and tap OK.
 - To remove the password, tap Unassign.



6. Tap Done.

Locking your handheld

You can lock your handheld so that it cannot be operated until your password is entered. If your handheld is lost or stolen, this helps protect your data from unauthorized use. You can set your handheld to lock automatically, or you can lock it manually.

You can set your handheld to lock automatically when any one of the following occurs:

- When you turn off the power
- At a time you specify
- After a period of inactivity you specify

To set your handheld to lock when you turn it off:

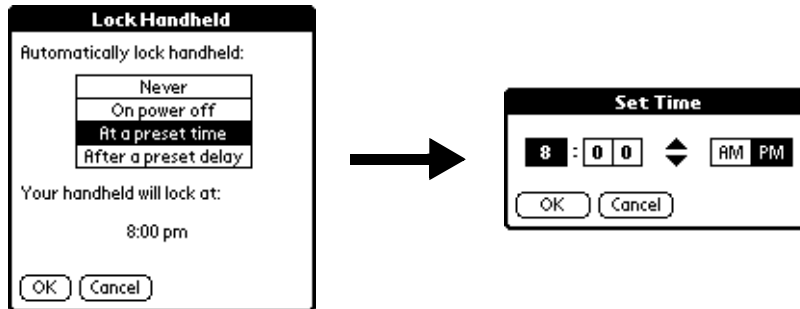
1. From the General Preferences list, select Security.
2. Tap the Auto Lock Handheld box, enter your password, and then tap OK.



3. Select On power off.
4. Tap OK, and then tap Done.

To set your handheld to lock at a preset time:

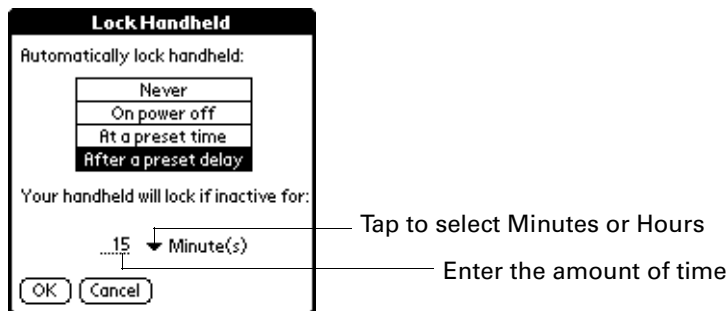
1. From the General Preferences list, select Security.
2. Tap the Auto Lock Handheld box, enter your password, and then tap OK.
3. Select At a preset time, and then use the arrows to set the time.



4. Tap OK, and then tap Done.

To set your handheld to lock after a period of inactivity:

1. From the General Preferences list, select Security.
2. Tap the Auto Lock Handheld box, enter your password, and then tap OK.
3. Select After a preset delay.

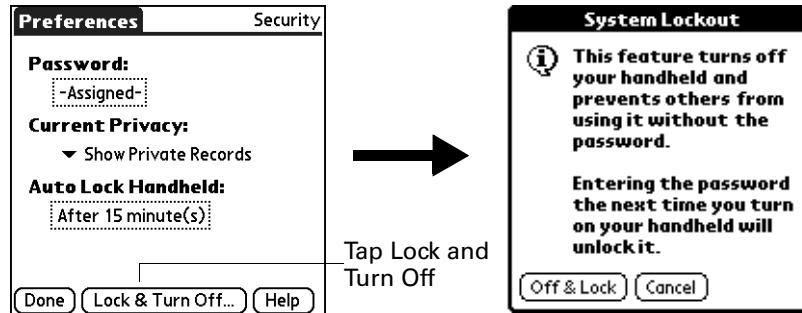


4. Enter the inactive period, and then select Minute(s) or Hour(s) from the pick list.
5. Tap OK, and then tap Done.

CAUTION If you lock your handheld, you must enter the exact password to reactivate your handheld. If you forget the password, your handheld will present the hint you entered to help you remember the password. If you still cannot remember the password, you must perform a hard reset to resume using your handheld. Performing a hard reset deletes all the records on your handheld; however, you can restore all synchronized data at the next HotSync operation. See [“Performing a hard reset”](#) in [Appendix A](#) for more information.

To lock and turn off your handheld manually:

1. From the General Preferences list, select Security.
2. Tap Lock & Turn Off.



3. Tap Off & Lock.
4. To start your handheld, turn it on, and then enter the password.
5. Tap Done.

Recovering from a forgotten password

If you forget your password, your handheld will display the password hint, if you entered one, to help you remember the password. If you are still unable to remember the password, you can delete it from your handheld. Deleting a forgotten password also deletes all entries and files marked Private.

IMPORTANT If you synchronize with your computer before deleting a forgotten password, your handheld restores your private entries the next time you perform a HotSync operation, but it does not restore the password.

To delete a forgotten password:

1. From the General Preferences list, select Security.
2. Tap the Password box.
3. Tap Lost Password.
4. Tap Yes.

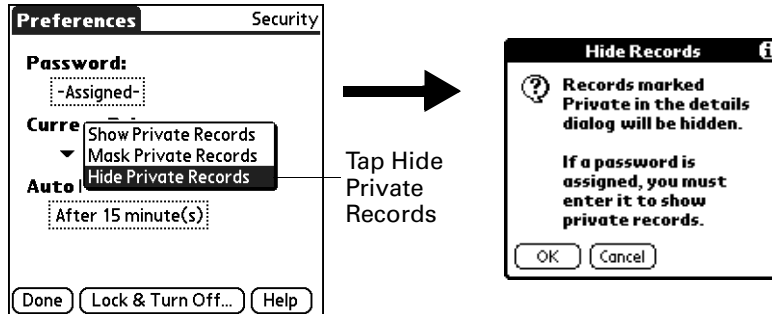
Making records private

In many applications, you can make individual records private. Private records remain visible and accessible, however, until you select the Security setting to hide or mask all private records. Masked records appear as gray placeholders in the same position in which they would appear if they were not masked, and are marked with a lock icon. Hidden records disappear completely from the screen. If you define a password for your handheld, you must enter it to display private records.



To hide all private records:

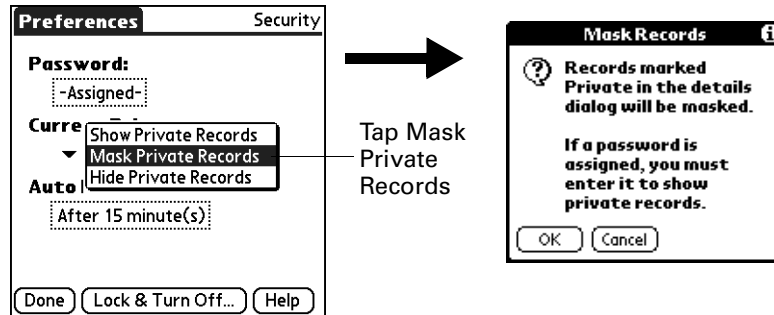
1. From the General Preferences list, select Security.
2. Tap the Current Privacy pick list, and then select Hide Private Records.



3. Tap OK to confirm that you want to hide private records.
4. Tap Done.

To mask all private records:

1. From the General Preferences list, select Security.
2. Tap the Current Privacy pick list, and then select Mask Private Records.

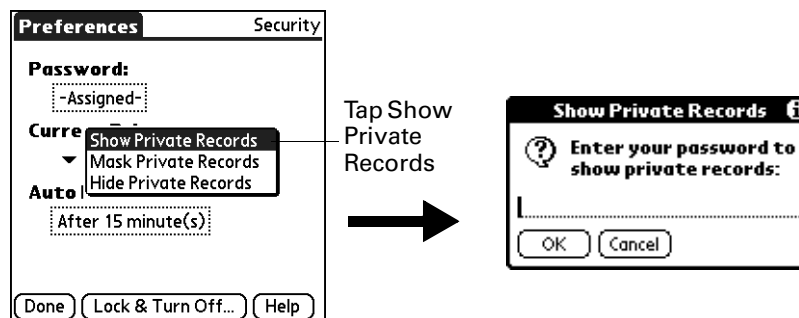


3. Tap OK to confirm that you want to mask private records.
4. Tap Done.

To display all private records:

1. From the General Preferences list, select Security.
2. Tap the Current Privacy pick list, and then select Show Private Records.

If you do not have a password, hidden and masked records become visible. If you have a password, the Show Private Records dialog box appears. Enter your password, and then tap OK.



3. Tap Done.

To unmask individual records:

1. Select a masked record.

If you do not have a password, a masked record becomes visible. If you have a password, the Show Private Records dialog box appears. Go to step 2.

2. Enter your password, and then tap OK.

To make a record private:

1. Display the entry that you want to make private.
2. Tap Details.
3. Tap the Private check box to select it.
4. Tap OK.

Sounds & Alerts Preferences

You can choose from two Sounds & Alert profiles:

Custom Configure this profile with your own personal settings.

Silent Select this profile to use alerts without sound.

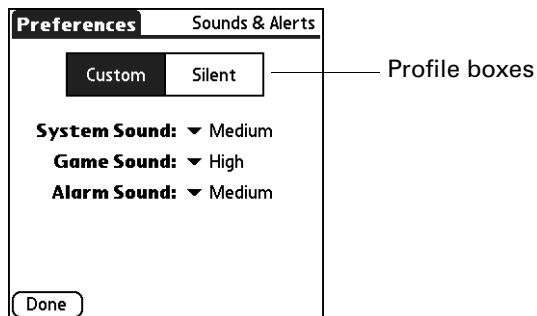
TIP When you connect a headset to your handheld, the external speaker is automatically silenced, the Sounds & Alerts settings are maintained, and all volume levels are automatically adjusted for use with a headset.

To select a profile:

1. From the General Preferences list, select Sounds & Alerts.
2. Tap the Custom or Silent profile box.



TIP You can also press Right or Left on the navigator to select a profile box.



3. Tap Done.

System Sound, Game Sound, and Alarm Sound settings

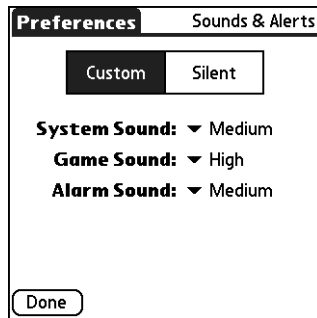
Your handheld uses a variety of sounds. The System Sound, Game Sound, and Alarm Sound settings enable you to turn the sounds on or off and to adjust the volume level.

To set the sound settings:

1. From the General Preferences list, select Sound & Alerts.
2. Tap Custom.

3. Tap the System Sound pick list, and then select the sound level.

IMPORTANT When you turn off the System Sounds, you also turn off the “chime” tones associated with the HotSync operation.



4. Tap the Game Sound pick list, and then select the sound level.

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

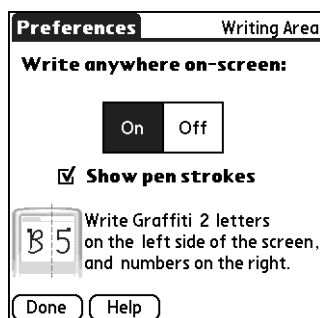
5. Tap the Alarm Sound pick list, and then select the sound level.
6. Tap Done.

Writing Area Preferences

Writing Area Preferences offer you the option of using the full screen to enter Graffiti 2 characters. When Writing Area Preferences are turned on and active, you can write letters anywhere on the left side of the screen, write numbers anywhere on the right side of the screen, and write capital letters across the imaginary division line in the middle of the screen. You access buttons and other controls that appear on the screen by tapping and holding the control until it activates.

To turn Writing Area Preferences on and off:

1. From the General Preferences list, select Writing Area.





2. Tap On or Off.
3. If you selected On in the previous step, select the Show penstrokes check box to display penstrokes while writing, or deselect this check box to hide penstrokes.
4. Tap Done.

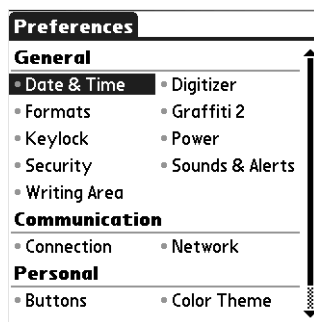
See “To use the full-screen writing area:” in Chapter 3 for details on using full-screen writing to enter data.

Setting Communication Preferences

The Communication Preferences category enables you to access screens where you can modify Connection and Network settings.

To open the Communication Preferences screens:

1. Tap the Home icon .
2. Tap the Prefs icon .



Connection Preferences

The Connection Preferences screen enables you to define the settings used to connect your handheld to other devices. The screen displays a list of available configurations that are ready to be further defined; the list varies depending on the kind of software you've added to your handheld. For existing connection types, you can either use the default connection information or edit this information.

You can also create custom configurations, such as the following:



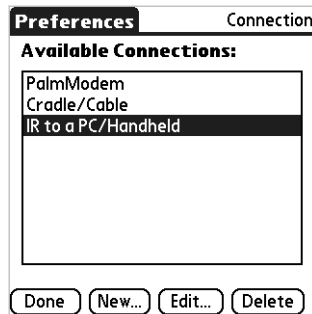
Modem to Infrared: A connection between the IR port of your handheld and a modem. The modem can be attached to or within a mobile phone or other device containing an IR port. (Some infrared phones contain modems.)

Editing connections

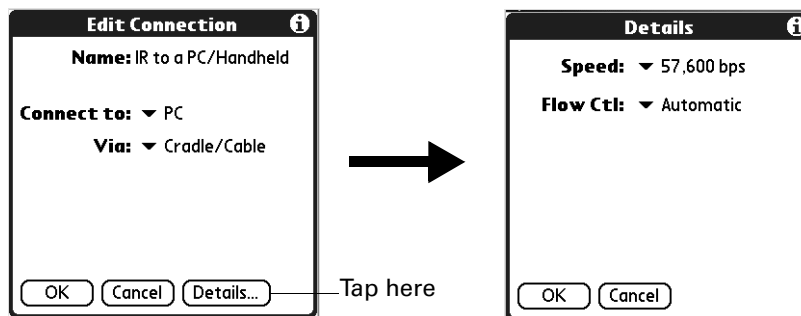
The following example shows you how to edit the IR to PC/handheld connection to adjust the communication speed; you can similarly edit other connections or settings or create a custom connection.

To edit the IR to PC/handheld connection:

1. From the Communications Preferences list, select Connection.
2. Select the IR to PC/handheld connection.



3. Tap Edit.
4. Tap Details.



5. Tap the Speed pick list, and then select the appropriate speed.
6. Tap OK.
7. Tap OK again to save the configuration.

Network Preferences

You can use the software that is included in the handheld operating system to connect with Internet service providers (ISPs) or dial-in (remote access) servers, using a mobile phone or optional modem accessory. Your mobile phone must be equipped with an IR port. You also need an ISP account or corporate remote access account and a mobile phone carrier account that supports dial-up connections, or a mobile phone carrier account with high-speed wireless data network services.

To send and receive e-mail directly from and to your handheld, you must create a configuration in Connection Preferences, and then create Network Preferences settings. See “[Connection Preferences](#)” earlier in this chapter for a complete explanation of how to define connection configurations that enable your handheld to communicate with remote devices.

After you configure both the Connection and Network Preferences, you can establish a PPP (Point-to-Point Protocol) connection with your ISP or dial-in server. You can do this either by using menu commands from the Network Preferences screen or by using a third-party application.

NOTE The Network Preferences settings enable you to connect to your ISP or dial-in server with applications that support viewing the transmitted data. Visit www.palm.com for information on third-party applications that take advantage of TCP/IP.

Creating and selecting network service profiles

Use network service profiles to store the configuration settings for your ISP or for a dial-in server. You can create, save, and reuse network service profiles. You can create additional network service profiles from scratch or by duplicating existing profiles and editing information. After you create a new or duplicate profile, you can add and edit settings.

To add a new network service profile:

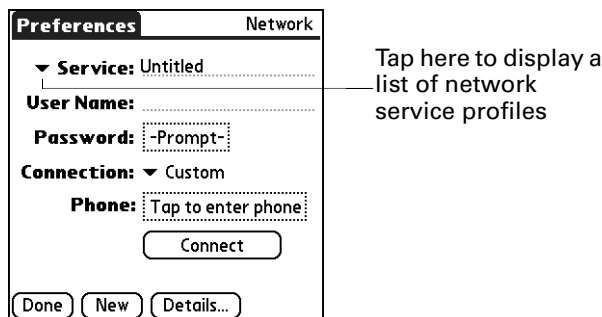
1. From the Communications Preferences list, select Network.
2. Tap New.

An Untitled network service profile appears in the Service pick list.

3. Tap Done.


To select a network service profile:

1. From the Communications Preferences list, select Network.
2. Tap the Service pick list.



3. Select the network service profile you want to use.
4. Tap Done.

To duplicate an existing network service profile:

1. From the Communications Preferences list, select Network.
2. Tap the Service pick list.
3. Select the predefined network service profile you want to duplicate.
4. Tap the Menu icon .
5. Select Service, and then select Duplicate.

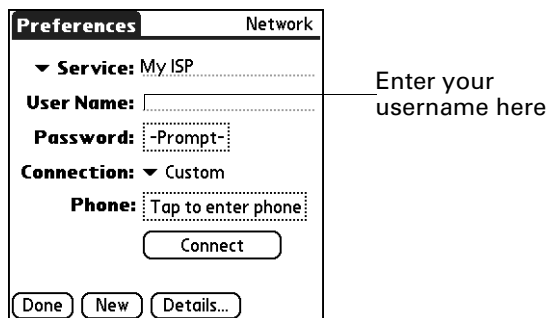
A copy of the network service profile is added to the Service pick list.

Entering a username

The User Name setting identifies the name you use when you log in to your ISP or your dial-in server. Although this field can contain multiple lines of text, only two lines appear onscreen.

To enter a username:

1. From the Communications Preferences list, select Network.
2. Tap the User Name field.
3. Enter your username.



NOTE Most dial-in servers do not accept spaces in the username.

4. Tap Done.

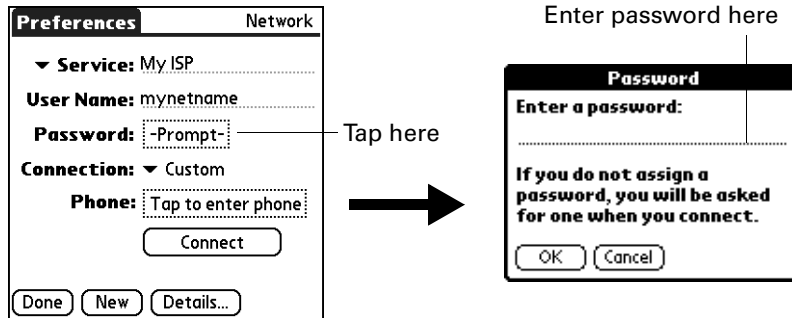
Entering a password

The Password box identifies the password you use to log in to your server or ISP. Your entry in this field determines whether your handheld prompts you to enter a password each time you log in to your network.

- If you do not enter a password, your handheld displays the word “Prompt” in this field and asks you to enter a password during the login procedure. If you are concerned about security, select the Prompt option.
- If you enter a password, your handheld displays the word “Assigned” in this field and does not prompt you to enter a password during the login procedure.

To enter a password:

1. From the Communications Preferences list, select Network.
2. Tap the Password field.
3. Enter the password you use to log in to your server.



4. Tap OK.

The word "Assigned" appears in the Password field.

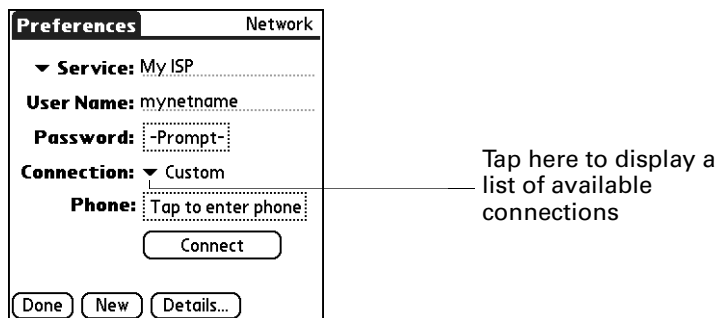
5. Tap Done.

Selecting a connection

Use the Connection setting to select the method you want to use to connect to your ISP or to a dial-in server. See "[Connection Preferences](#)" earlier in this chapter for information about creating and configuring connection settings.

To select a connection:

1. From the Communications Preferences list, select Network.
2. Tap the Connection pick list.



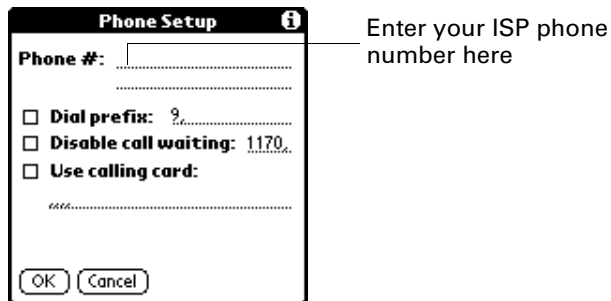
3. Select the connection you want to use.
4. Tap Done.

Adding telephone settings

The Phone field enables you to store the telephone number you use to connect with your ISP or dial-in server. You can also define a prefix, disable Call Waiting, and give special instructions for using a calling card.

To enter your server phone number:

1. From the Communications Preferences list, select Network.
2. Tap the Phone box.
3. Enter the phone number for your ISP or dial-in server.



4. If you need to enter a prefix or to disable Call Waiting, skip to those procedures. Otherwise, tap OK.
5. Tap Done.

Entering a prefix

A prefix is a number that you dial before the telephone number to access an outside line. For example, many offices require that you first dial 9 to dial a number outside the building.

To enter a prefix:

1. From the Communications Preferences list, select Network.
2. Tap the Phone box.
3. Tap the Dial Prefix check box to select it.



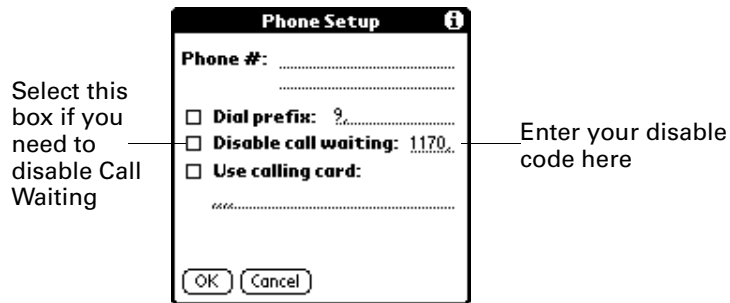
4. Enter the prefix.
5. Tap OK, and then tap Done.

Disabling Call Waiting

Call Waiting can cause your session to terminate if you receive a call while you are connected. If your telephone has Call Waiting, you need to disable this feature before logging in to your ISP or dial-in server.

To disable Call Waiting:

1. From the Communications Preferences list, select Network.
2. Tap the Phone box.
3. Tap the Disable call waiting check box to select it.



4. Enter the code to disable Call Waiting on the Disable call waiting line.

Each telephone company assigns a code to disable Call Waiting. Contact your local telephone company for the code that is appropriate for you.

5. Tap OK, and then tap Done.

Using a calling card

The Use calling card field enables you to use your calling card when dialing your ISP or intranet server. Keep in mind that there is usually a delay before you enter your calling card number. When you define your calling card number, you need to add commas at the beginning to compensate for this delay. Each comma delays transmission of your calling card number for two seconds.

To use a calling card:

1. From the Communications Preferences list, select Network.
2. Tap the Phone box.

3. Tap the Use calling card check box to select it.



4. Enter your calling card number on the Use calling card line.

NOTE The Phone Setup dialog box works correctly for AT&T and Sprint long-distance services. However, because MCI works differently, MCI customers need to enter the calling card number in the Phone # field and the phone number in the Use calling card field.

TIP It's a good idea to add at least three commas before your calling card number to compensate for the cue delay.

5. Tap OK.
6. Tap Done.

Connecting to your service

After you set your Connection and Network Preferences, establishing a connection to your ISP or your company's network (dial-in server) is easy.

NOTE If you are connecting to an ISP, you need a third-party application, such as a web browser or news reader, to take advantage of this connection. For information about third-party applications that support TCP/IP, check www.palm.com.

To establish a connection:

1. From the Communications Preferences list, select Network.
2. Tap Connect to dial the current service and display the Service Connection Progress messages.
3. (Optional) From the Service Connection Progress dialog box, tap the box that displays the service name, select another service, and then tap Done.



To see expanded Service Connection Progress messages, press Down on the navigator.

4. Tap Done.

To close a connection:

1. From the Communications Preferences list, select Network.
2. Tap Disconnect to terminate the connection between your handheld and your service.
3. Tap Done.

Adding detailed information to a network service profile

If you are using one of the predefined network service profiles, you probably need to enter only your username, password, and telephone number. If you are creating a new network service profile, you may need to provide additional information to your ISP or dial-in server. You use the Details dialog box to add more information to a selected network service profile.

To add connection details:

1. From the Communications Preferences list, select Network.
2. Tap Details.

**Idle timeout**

The Idle timeout setting defines how long your handheld waits before dropping the connection with your ISP or dial-in server when you switch out of a TCP/IP application.

To set the Idle timeout:

1. Tap the Idle timeout pick list, and then select one of the following options:

1 minute	Waits one minute for you to open another application before it drops the connection.
2 minutes	Waits two minutes.
3 minutes	Waits three minutes.
Never	Keeps your PPP or Serial Line Internet Protocol (SLIP) connection until you turn off your handheld (or until it times out).
2. Tap OK.

Defining primary and secondary DNS

The domain name system (DNS) is a mechanism in the Internet for translating the names of host computers into IP addresses. When you enter a DNS number (or IP address), you are identifying a specific server that handles the translation services.

Each IP address has four sections, separated by periods. In the Details dialog box, you enter each section separately. Each section of an IP address is made up of a number from 0 to 255; numbers are the only allowable characters in this field.

Ask your ISP or system administrator for the correct primary or secondary DNS IP address.

Many systems do not require that you enter a DNS IP address. If you are not sure, select the Query DNS check box.

To enter a primary and secondary DNS:

1. Tap the Query DNS check box to deselect it.
2. Tap the space to the left of the first period in the Primary DNS field, and then enter the first section of the IP address.

Each section must be a number from 0 to 255.

3. Repeat step 2 for the second, third, and last sections of the Primary DNS field.
4. Repeat steps 2 and 3 for the Secondary DNS field.
5. Tap OK.

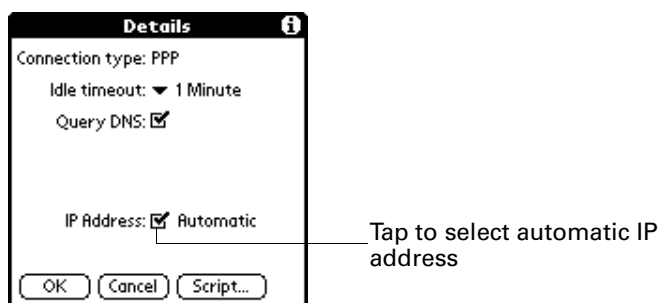
IP address

Everyone who logs in to the Internet needs to have a unique identifier (an IP address), whether permanent or temporary. Some networks dynamically assign a temporary IP address when clients log in. You can use the IP Address field to indicate whether your network provides automatic (dynamic) temporary IP addressing.

If your IP address is permanently assigned, you need to get that information from your system administrator. If you are not sure, select Automatic.

To identify dynamic IP addressing:

- Tap the IP Address check box to select it.



To enter a permanent IP address:

1. Tap the IP Address check box to deselect it and to display a permanent IP address field below the check box.
2. Tap the space to the left of the first period, and then enter the first section of the IP address.

Each section must be a number from 0 to 255.

3. Tap and enter the remaining sections of the IP address.
4. Tap OK.

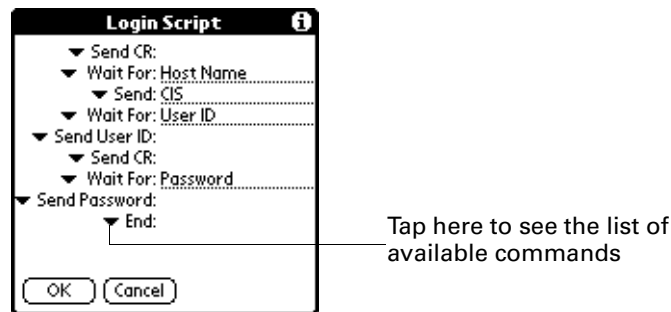
Login scripts

A login script is a series of commands that automates logging in to a network server—for example, your corporate network or your ISP. A login script is associated with a specific network service profile created in Network Preferences.

A login script is something that you are likely to receive from your system administrator if your company has a system in which you log in to the corporate servers from your handheld using a modem or network connection. The script is generally prepared by the system administrator and distributed to users who need it. It automates the events that must take place to establish a connection between your handheld and the corporate servers.

You can create login scripts in two ways:

- In a text editor on your desktop computer, in which you create a file with the extension PNC, which you then install on your handheld by using Palm™ Quick Install. (This method is not available to Mac computer users.)
- In the Login Script dialog box on your handheld, accessed from the Details dialog box in Network Preferences.



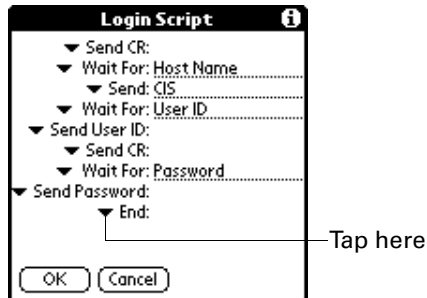
NOTE You can also use non-ASCII and literal characters in your login script.

Creating a login script on your handheld

You can create login scripts by selecting commands from the Command pick list in the Login Script dialog box. Some commands, such as Send, require you to supply additional information. Those commands have a parameter field so that you can add the necessary data.

To create a login script:

1. Tap Script.
2. Tap the End pick list.



3. Select the command you want from the Command list. If the command requires additional information, a field appears to the right of it for you to enter the information. The following commands are available:

Wait For	Tells your handheld to wait for specific characters from the TCP/IP server before executing the next command.
Wait For Prompt	Detects a challenge-response prompt coming from the server and then displays the dynamically generated challenge value. You then enter the challenge value into your token card, which in turn generates a response value for you to enter on your handheld. This command takes two arguments, separated by a vertical bar () on the input line.
Send	Transmits specific characters to the TCP/IP server to which you are connecting.
Send CR	Transmits a carriage return or line feed (LF) character to the TCP/IP server to which you are connecting.
Send User ID	Transmits the user ID information entered in the User ID field of the Network Preferences screen.
Send Password	Transmits the password entered in the Password field of the Network Preferences screen. If you did not enter a password, this command prompts you to enter one. The Password command is usually followed by a Send CR command.
Delay	Tells your handheld to wait a specific number of seconds before executing the next command in the login script.
Get IP	Reads an IP address and uses it as the IP address for your handheld. This command is used with SLIP connections.

Prompt	Opens a dialog box and prompts you to enter certain text (for example, a password or a security code).
End	Identifies the last line in the login script.

- Repeat steps 2 and 3 until the login script is complete.
- Tap OK.

Plug-in applications

You can create plug-in applications containing script commands that extend the functionality of the built-in script commands. A plug-in application is a standard PRC application that you install on your handheld just like any other application. After you install the plug-in application, you can use the new script commands in a login script.

Plug-in applications have the following characteristics:


- Written in C language
- Compiled into a device executable
- Called properly from a login script
- Able to return control to a login script after it terminates
- Created using a development environment that supports Palm OS® software, such as Metrowerks CodeWarrior for Palm™ Platform.

For additional information on creating plug-in applications, send e-mail to Palm developer Support at devsupp@palmsource.com.

Deleting a network service profile

There is only one way to delete a network service profile: Use the Delete command from the Service menu.

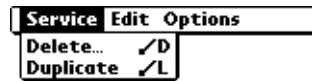
To delete a network service profile:

- From the Communications Preferences list, select Network.
- Tap the Service pick list.
- Select the network service profile you want to delete.
- Tap the Menu icon .
- Select Delete from the Service menu.
- Tap OK, and then tap Done.

Network Preferences menu commands

The Network Preferences screen includes menu commands to make it fast and easy to create and edit network service profiles. TCP/IP application menus are shown here for your reference. See “Using menus” in [Chapter 4](#) for more information about choosing menu commands.

Service menu



Options menu



TCP/IP troubleshooting

If you have problems establishing a network connection using TCP/IP, check the troubleshooting tips in this section and try the suggestions listed.

Displaying expanded Service Connection Progress messages




It's helpful to identify at what point in the login procedure the connection fails. An easy way to do this is to display the expanded Service Connection Progress messages. These messages describe the current stage of the login procedure. Press Down on the navigator at any point during login to display these messages.

Viewing the Network Log

If viewing the expanded Service Connection Progress messages does not give you enough information to find out why you cannot connect to your ISP or dial-in server, take a look at the Network Log. The Network Log lists all of the communication that occurs between your modem and your dial-in server during the login procedure. The information in the Network Log can help your ISP or your system administrator pinpoint where the login procedure communication fails and why.

To view the Network Log:

1. From the Network Preferences screen, tap the Menu icon .
2. Select Options, and then select View Log.
3. Tap the up and down arrows of the scroll bar to see the entire Network Log.
4. Tap Done.



Adding a DNS number

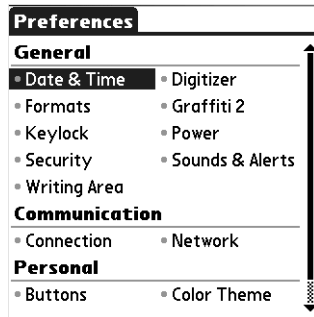
If your ISP or dial-in server requires a DNS number and you did not enter that information in the Network Preferences screen, it will appear that you successfully logged in to your network. When you try to use an application or look up information, however, the connection fails. If this occurs, try adding a DNS IP address. Ask your ISP or your system administrator for the correct primary and secondary DNS IP address.

Setting Personal Preferences

Personal Preferences enable you to customize the buttons, colors, owner information, and Graffiti 2 ShortCuts on your handheld.

To open the Personal Preferences screens:

1. Tap the Home icon .
2. Tap the Prefs icon .



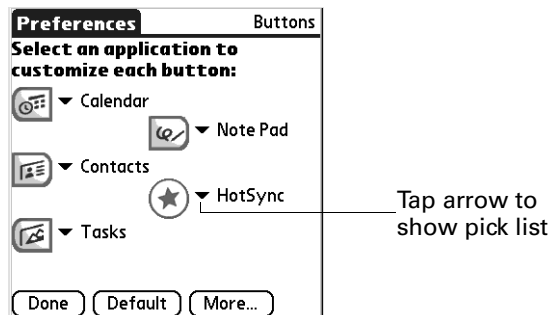
Buttons Preferences

The Buttons Preferences screen enables you to assign a frequently used application to the Star icon, and to associate various applications with the buttons on the front and side of the handheld.

The Star icon is assigned to perform a HotSync operation by default. But if you use Memos or some other application more frequently, you can assign Memos or the other application to the icon so that you don't have to scroll through the Home screen whenever you want to use that application.

To change the Buttons Preferences:

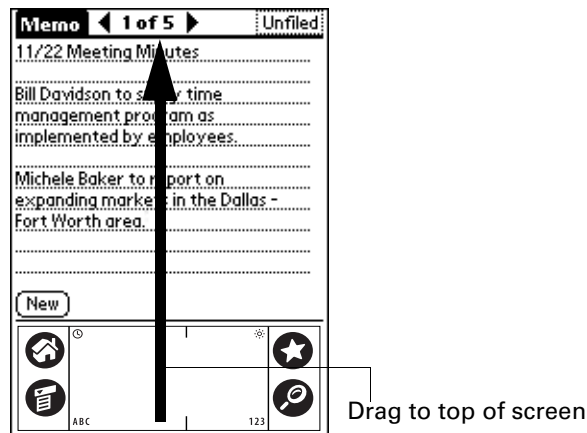
1. From the Personal Preferences list, select Buttons.
2. Tap the pick list next to the button you want to reassign.



3. Select the application that you want to assign to the button.
To restore all the buttons to their factory settings, tap Default.
4. Tap Done.

Pen Preferences

The Buttons Preferences screen enables you to change the assignment of the full-screen pen stroke. By default, the full-screen pen stroke activates Graffiti 2 Help.



To change the Pen Preferences:

1. From the Personal Preferences list, select Buttons.
2. Tap More.



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

Brightness	Opens the brightness control dialog box.
Keyboard	Opens the onscreen keyboard for entering text characters.
Graffiti 2 Help	Opens a series of screens that show the Graffiti 2 character set.
Turn Off & Lock	Turns off and locks the handheld. You must assign a password to lock the handheld. When it is locked, you need to enter the password to use your handheld.
Beam Data	Beams the current record to another device with an IR port.

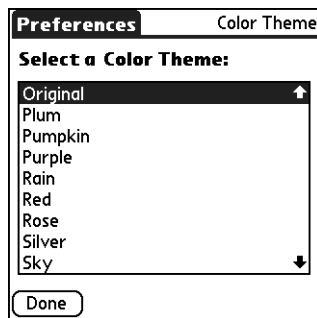
4. Tap OK, and then tap Done.

Color Theme Preferences

The Color Theme Preferences screen enables you to select a different set of pre-defined colors for your handheld screen.

To select a color theme:

1. From the Personal Preferences list, select Color Theme.



2. Select a theme.

The new colors immediately appear on the screen. You can scroll through the various color selections until you find the one you want to use.

3. Tap Done.

Owner Preferences

The Owner Preferences screen enables you to update the name, company name, phone number, or any other information that you want to associate with your handheld. This information could help someone contact you if you ever lose your handheld and there is sufficient battery power to turn it on.

By default, the Owner Preferences screen contains the information that you supplied when you installed the Palm™ Desktop software and set up your handheld.

If you use the Security Preferences screen to turn off and lock your handheld with a password, information that you entered in the Owner Preferences screen appears the next time you turn on your handheld. See [“Security Preferences”](#) earlier in this chapter for additional information.

To customize the Owner Preferences:

1. From the Personal Preferences list, select Owner.
2. Modify or enter the text that you want to associate with your handheld.

If you enter more text than can fit on one screen, a scroll bar automatically appears on the right side of the screen.



If you assign a password with the Security Preferences, the information on the Owner Preferences screen cannot be changed. In this case, an Unlock button appears at the bottom of the screen.

3. Tap Done.

To unlock the Owner Preferences screen:

1. From the Personal Preferences list, select Owner.
2. Tap Unlock.
3. Enter the password that you defined in the Security Preferences.
4. Tap OK, and then tap Done.

ShortCuts Preferences

The ShortCuts Preferences screen enables you to define abbreviations for entering text with Graffiti 2 strokes. This section describes how to create, edit, and delete a ShortCut.

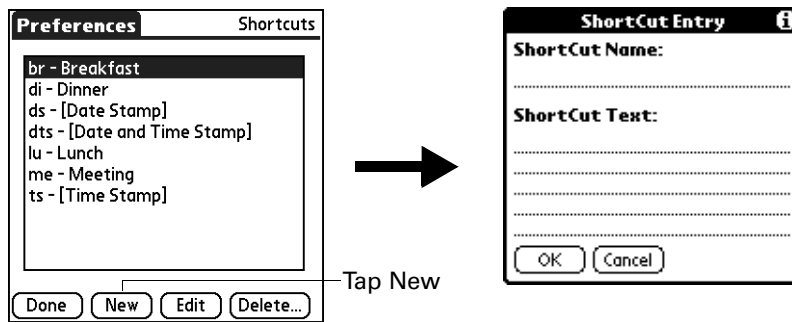
Creating a ShortCut

You can create a ShortCut for any words, letters, or numbers. All ShortCuts you create appear in the list in the ShortCut Preferences screen. All the ShortCuts are available in any of your handheld applications and are backed up on your computer when you perform a HotSync operation.

To create a ShortCut:

1. From the Personal Preferences list, select Shortcuts.
2. Tap New.

- On the ShortCut name line, enter the letters you want to use to activate the ShortCut.



- Tap the ShortCut Text area, and then enter the text that you want to appear when you write the ShortCut characters.

TIP You may want to add a space character after the last word in your ShortCut text. This way, a space automatically follows the ShortCut text.

- Tap OK.

To use a ShortCut, draw the ShortCut stroke followed by the ShortCut characters. When you draw the ShortCut stroke, the ShortCut symbol appears at the insertion point to show that you are in ShortCut mode.



- Tap Done.

Editing a ShortCut

After you create a ShortCut, you can modify it at any time.

To edit a ShortCut:

- From the Personal Preferences list, select Shortcuts.
- Select the ShortCut you want to edit.
- Tap Edit.
- Make the changes you want.
- Tap OK, and then tap Done.

Deleting a ShortCut

If you no longer need a ShortCut, you can delete it from the list of ShortCuts.

To delete a ShortCut:

1. From the Personal Preferences list, select Shortcuts.
2. Select the ShortCut you want to delete.
3. Tap Delete, tap Yes, and then tap Done.

Maintaining Your Handheld

This chapter provides information on the following:

- Caring for your handheld
- Prolonging battery life
- Resetting your handheld

Caring for your handheld

Your handheld is designed to be rugged and reliable and to provide years of trouble-free service. Observe the following general tips when using your handheld:

- Take care not to scratch the screen of your handheld. Keep the screen clean. When working with your handheld, use the supplied stylus or a plastic-tipped pen intended for use with a touch-sensitive screen. Never use an actual pen or pencil or other sharp object on the surface of the handheld screen.
- Your handheld is not waterproof and should not be exposed to rain or moisture. Under extreme conditions, water may enter the circuitry through the front panel buttons. In general, treat your handheld as you would a pocket calculator or other small electronic instrument.
- Take care not to drop your handheld or subject it to any strong impact. Do not carry your handheld in your back pocket; if you sit on it, you may damage it.
- Protect your handheld from temperature extremes. For example, do not leave your handheld on the dashboard of a car on a hot day or on a day when temperatures are below freezing, and keep it away from heaters and other heat sources.
- Do not store or use your handheld in any location that is damp, wet, or extremely dusty.
- Use a soft, damp cloth to clean your handheld. If the surface of the handheld screen becomes soiled, clean it with a soft cloth moistened with a diluted window-cleaning solution.

Prolonging battery life

Note the following considerations for the battery in your handheld:

- Under normal conditions your handheld battery should remain charged when you connect it to a power source using the power adapter cable for just a few minutes each day. You can conserve battery life by doing any of the following:
 - Reduce the brightness of the backlight feature. See “[Adjusting brightness](#)” in [Chapter 2](#) for more information.
 - Change the Auto-off setting that automatically turns the handheld off after a period of inactivity. See “[Auto-off after](#)” in [Chapter 16](#) for more information.
 - Minimize accessing the expansion card slot.
- If the battery becomes low in the course of normal use, an alert appears on the handheld screen describing the low battery condition. If this alert appears, perform a HotSync® operation to back up your data; then connect your handheld to a power source using the power adapter cable to recharge the unit. This helps prevent accidental data loss.
- If the battery drains to the point that your handheld does not operate, it stores your data safely for about a week. In this case, there is enough residual energy in the battery to store the data, but not enough to turn on your handheld. If your handheld does not turn on when you press the power button, you should recharge the unit immediately.
- If your battery drains and you have the unit in an uncharged state for an extended period of time, you can lose all your stored data.
- There are no serviceable parts inside your handheld, so do not attempt to open the unit.
- If you ever dispose of your handheld, please dispose of it without damaging the environment. Take your handheld to your nearest environmental recycling center.

Resetting your handheld

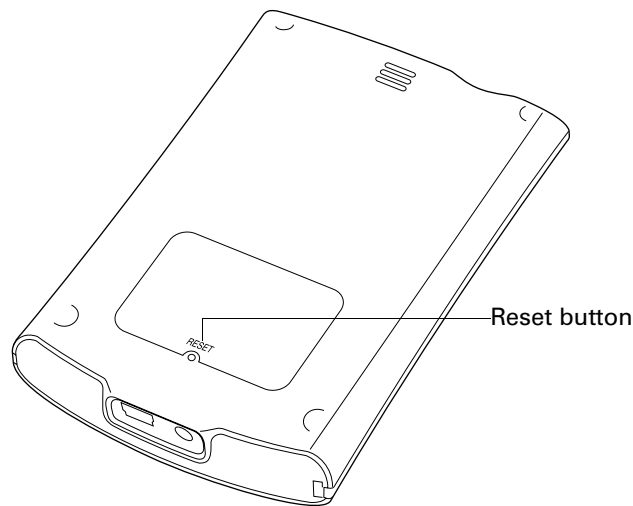
Under normal circumstances, you will not have to use the reset button. On rare occasions, however, your handheld may no longer respond to buttons or to the screen. In this case, you need to perform a reset to get your handheld running again.

Performing a soft reset

A soft reset tells your handheld to stop what it's doing and start over again. All records and entries stored on your handheld are retained with a soft reset. After a soft reset, the Preferences screen appears and the Date and Time option is highlighted so you can reset the date and time if needed.

To perform a soft reset:

- Use the tip of an unfolded paper clip (or similar object *without* a sharp tip) to gently press the reset button inside the hole on the back panel of your handheld.



Performing a hard reset

With a hard reset, all records and entries stored on your handheld are erased. Never perform a hard reset unless a soft reset does not solve your problem.

NOTE You can restore any data previously synchronized with your computer during the next HotSync operation.

To perform a hard reset:

1. Press and hold the power button on the top panel of the handheld.
2. While holding the power button, use the tip of an unfolded paper clip (or similar object *without* a sharp tip) to gently press and release the reset button.

3. Wait for the Palm Powered® logo to appear; then release the power button.
4. When a message appears on the handheld screen warning that you are about to erase all the data stored on your handheld, do one of the following:



- Press Up on the navigator to complete the hard reset and display the Digitizer screen.
- Press any other button to perform a soft reset.

NOTE With a hard reset, the current date and time are retained. Formats, Preferences, and other settings are restored to their factory default settings.

To restore your data from a Windows computer after a hard reset:

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

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

2. From the HotSync Manager menu, select Custom.
3. Select the appropriate username from the list.
4. Select an application in the Conduit list.
5. Click Change.
6. Select Desktop overwrites handheld for each conduit.

Changing the HotSync setting from the default affects only the *next* HotSync operation. Thereafter, the HotSync Actions revert to their default settings. To use a new setting on an ongoing basis, select the Set as default box. Thereafter, whatever you selected as the default setting is used when you click the Default button in the Custom dialog box.

7. Click OK.
8. Repeat steps 4 through 7 to change conduit settings for other applications.
9. Click Done to activate your settings.
10. Perform a HotSync operation.

To restore your data from a Mac computer after a hard reset:

1. Double-click the HotSync Manager in the Palm folder.
2. From the HotSync menu, select Conduit Settings.
3. From the Users pop-up menu, select the appropriate username.
4. Select an application from the list.
5. Click Conduit Settings.
6. Click Macintosh overwrites handheld for each conduit.

Changing the HotSync setting from the default affects only the *next* HotSync operation. Thereafter, the HotSync Actions revert to their default settings. To use a new setting on an ongoing basis, click Make Default. Thereafter, whatever you selected as the default setting is used for HotSync operations.

7. Click OK.
8. Repeat steps 4 through 7 to change conduit settings for other applications.
9. Close the Conduit Settings window.
10. Perform a HotSync operation.

Frequently Asked Questions

If you encounter a problem with your handheld, do not call Technical Support until you have reviewed the frequently asked questions in this appendix and you have also reviewed the following:

- The readme file located in the folder where you installed the Palm™ Desktop software on your Windows computer or on your installation CD for Mac users
- The Palm Desktop online Help
- The *Palm Desktop Software for the Macintosh User's Guide*, located in the Documentation folder on your installation CD
- The *Palm Knowledge Library*, accessible at www.palm.com in the Support section
- The most recent Palm™ Tungsten™ E handheld HelpNotes on your regional web site

If you are still having problems, contact Technical Support or go to www.palm.com/support/tungstenE.

NOTE Palm works with developers of third-party add-on applications to ensure the compatibility of these applications with your new Palm™ handheld. Some third-party applications, however, may not have been upgraded to be compatible with your new Palm handheld. If you suspect that a third-party application is adversely affecting the operation of your handheld, contact the developer of the application.

Software installation problems

Problem	Solution
The installation menu did not appear when I inserted the Software Installation CD-ROM (or the Software Essentials CD-ROM) into my Windows computer.	Try the following: <ol style="list-style-type: none">1. From the Windows desktop, click Start.2. Select Run.3. Click Browse.4. Locate your CD-ROM drive, and then select the Autorun file.5. Click Open.6. Click OK.
I cannot install Palm Desktop software on my Windows computer.	Try the following: <ol style="list-style-type: none">1. Disable any virus-scanning software on your computer.2. Close any open applications.3. Make sure your computer has at least 50 megabytes (MB) of disk space available.4. Delete all temporary files.5. Run ScanDisk (or another disk verification tool) on your computer.6. Install the latest Windows software updates to your computer.7. If you are upgrading from an older Palm handheld, or non-Palm-branded handheld, remove any previous version(s) of Palm Desktop software using the Windows Add/Remove Programs Control Panel8. Uninstall and then reinstall Palm Desktop software.

I cannot install Palm Desktop software on my Mac computer.

Try the following:

1. Disable any virus-scanning software on your computer.
2. Quit any open applications.
3. Make sure your computer has at least 50MB of disk space available.
4. Install the latest Macintosh software updates to your computer.
5. If you are upgrading from an older Palm handheld, or non-Palm-branded handheld, remove any previous version(s) of Palm Desktop software using the Windows Add/Remove Programs Control Panel
6. Uninstall and then reinstall Palm Desktop software.

My files didn't install during a HotSync® operation.

- Check that the files appear under the correct username in the Palm Quick Install window.
- If files do not install after you perform a HotSync operation, the file type was not recognized. Try launching the associated application from your handheld, and then performing another HotSync operation. If the files still remain in the list, they are not associated with an application on your handheld and cannot be installed.
- If you dropped a .zip file on the Quick Install icon, and the files do not appear in Quick Install, try unzipping the file first with Zip file utility such as WinZip. Drop the unzipped files directly on the Quick Install Window.

I can't add more files to the Palm™ Quick Install list.

Make sure the dialog box that confirms where the files will be installed is closed. You cannot add more files to the list when the confirmation dialog box is open. For details, see ["Installing applications and files on a Windows computer"](#) in [Chapter 4](#).


Operating problems

Problem

I don't see anything on my handheld's screen.

Solution

Try each of these in turn:

- Press an application button to ensure that your handheld is turned on.
- Tap the Brightness icon  in the upper-right corner of the input area. If the Brightness dialog box appears, adjust the brightness by pressing and holding Up on the 5-way navigator for a few seconds. If this doesn't work, press and hold Down on the navigator for a few seconds.
- If your handheld was exposed to cold, make sure it is at room temperature.
- Charge your handheld.
- Perform a soft reset. If your handheld still doesn't turn on, perform a hard reset. See ["Resetting your handheld"](#) in [Appendix A](#).

IMPORTANT With a hard reset, all records and entries stored on your handheld are erased. Never perform a hard reset unless a soft reset does not solve your problem. You can restore any data previously synchronized with your computer during the next HotSync operation.

I get a warning message telling me my handheld memory is full.

Try each of these in turn:


- Purge records from Calendar and Tasks. This deletes tasks and past Calendar events from the memory of your handheld. See ["Purging records"](#) in [Chapter 4](#). You must perform a HotSync operation to recover the memory.
- Delete unused memos and records. If necessary, you can save these records. See ["Deleting records"](#) in [Chapter 4](#). You must perform a HotSync operation to recover the memory.
- If you have installed additional applications on your handheld, remove them to recover memory. See ["Removing applications"](#) in [Chapter 4](#).

My handheld keeps turning itself off.

Your handheld is designed to turn itself off after a period of inactivity. This period can be set at 30 seconds or at one, two, or three minutes. Check the Auto-off after setting on the Power Preferences screen. See ["Power Preferences"](#) in [Chapter 16](#).

My handheld is not making any sounds.	Check the System, Alarm, and Game Sound settings. See “Sounds & Alerts Preferences” in Chapter 16 .
My handheld has frozen.	If a network connection was improperly terminated, your handheld may appear to be frozen for up to 30 seconds. If it is still frozen after 30 seconds, perform a soft reset. See “Resetting your handheld” in Appendix A . If your handheld continues to freeze after a soft reset, you may have an incompatible application installed. See “Problems with incompatible applications” later in this chapter for information.

Tapping and writing problems

Problem	Solution
When I tap the buttons or screen icons, my handheld activates the wrong feature.	Calibrate the screen. See “Digitizer Preferences” in Chapter 16 .
When I tap the Menu icon  , nothing happens.	Not all applications or screens have menus. Try changing to a different application.
I can't get my handheld to recognize my handwriting.	Try each of these in turn: <ul style="list-style-type: none"> ■ For your handheld to recognize handwriting input with the stylus, you need to use Graffiti® 2 writing. See “Using Graffiti® 2 writing” in Chapter 3. ■ Make the Graffiti 2 character strokes in the input area, not on the display part of the screen. If you want to write on the display part of the screen, you must turn on and activate Writing Area Preferences. See “To use the full-screen writing area:” in Chapter 3. ■ Write Graffiti 2 strokes for lowercase letters in the left side, strokes for capital letters in the middle, and strokes for numbers in the right side of the input area. ■ Make sure that Graffiti 2 is not in shift mode. See “Using these accent strokes, you can write the following accented letters:” in Chapter 3. ■ Run the Graffiti 2 tutorial application on your handheld for tips on increasing your accuracy when you write Graffiti 2 characters.

Application problems

Problem	Solution
I tapped the Today button, but it does not show the correct date.	Your handheld is not set to the current date. Make sure the Set Date box on the Date and Time Preferences screen displays the current date. See “Date & Time Preferences” in Chapter 16 for more information.
I know I entered some records, but they do not appear in the application.	Try each of these in turn: <ul style="list-style-type: none">■ Check the Categories pick list (upper-right corner). Select All to display all the records for the application.■ Check Security and confirm that Private Records is set to Show private records.■ In Tasks, tap Show and see if Show Only Due Items is selected.
I’m having problems listing memos or notes the way I want to see them.	Try each of these in turn: <ul style="list-style-type: none">■ If you cannot manually arrange the order of memos or notes in the list screen, select Preferences from the Options menu and make sure that Sort by is set to Manual.■ If you choose to view your memos or notes alphabetically on Palm Desktop software and then perform a HotSync operation, the memos on your handheld still appear in the order defined in the Preferences setting. In other words, the sort settings you use with Palm Desktop software <i>are not</i> transferred to your handheld.
I created an event in Calendar, but it doesn’t appear in the Week View.	If you have two or more events with the same start time, the events will appear next to each other in Week View. To see the overlapping events, select Day view.
My vCard or vCal e-mail attachment isn’t forwarding correctly.	Palm Desktop software provides several features that interact with e-mail client software on a Windows computer. For these features to work correctly, the e-mail client software must be properly configured. Follow these steps to check the configuration: <ol style="list-style-type: none">1. Click the Windows Start menu, and then select Settings.2. Select Control Panel.3. Select Internet Options, and then click the Programs tab.4. Make sure that the E-mail field is set to the correct e-mail client software.

My vCard or vCal e-mail attachment isn't forwarding correctly [continued].

5. Click OK.
6. Start the e-mail client software and make sure it is configured as the default MAPI client. Consult the documentation for your desktop e-mail application for more information.

The current date and time are incorrect.

The current date and time are tied to the Location setting. If you change the date and time without changing the Location setting, the current date and time may appear incorrect. See ["Date & Time Preferences"](#) in [Chapter 16](#) for information on setting the current location, date, and time.

HotSync problems

Problem

I cannot perform a HotSync operation. What should I check to make sure I'm doing it correctly?

Solution

Make sure the mini-USB cable is connected securely.

On a Windows computer, try these steps:

1. Check the Windows system tray to make sure HotSync Manager is running. If it is not, click Start on the Windows taskbar, and then select Programs. Navigate to the Palm Desktop software program group, and then select HotSync Manager.
2. Make sure you selected Local USB from the HotSync Manager menu.

On a Mac computer, try these steps:

1. Make sure HotSync Manager is enabled. If it is not, double-click the HotSync Manager icon in the Palm folder and enable HotSync Manager on the HotSync Controls tab.
2. If you are using a mini-USB cable, disconnect the cable from your computer, and then reconnect the cable and restart your computer.

I did a HotSync operation, but one of my applications did not synchronize.

- On a Windows computer, click HotSync Manager, and then select Custom. Check that the correct conduit is active.
- On a Mac computer, double-click the HotSync Manager icon. From the HotSync menu, select Conduit Settings. Select your username from the User pop-up menu, and check that the correct conduit is active.

I am using Outlook as my personal information manager (PIM), but I cannot do a HotSync operation.

Try each of these in turn:

- Click HotSync Manager, and then select Custom. Check that the correct conduit is active.
- Check that the correct conduit is installed. Reinstall HotSync Manager, and make sure that the correct conduit is selected.
- Reinstall Palm Desktop software and select the option to synchronize with Microsoft Outlook.

I cannot launch HotSync Manager.

Make a backup copy of your Palm Desktop data, and then reinstall Palm Desktop software.

I tried to do a local HotSync operation, but it did not complete successfully.

Try each of these in turn:

- Check the connection between the HotSync cable and the USB port on your computer.
- Make sure the username you selected in Palm Desktop software matches the username assigned to your handheld.
- Make sure the date on your computer matches the date on your handheld.
- Read the HotSync Log for the user account for which you are performing a HotSync operation

On a Windows computer, try each step in turn:

- Make sure that HotSync Manager is running. If it is running, close it and restart it.
- Make sure you selected Local USB from the HotSync Manager menu.

On a Mac computer, make sure HotSync Manager is enabled on the HotSync Controls tab in the HotSync Software Setup window.

I can't perform an infrared HotSync operation.

Try each of these in turn:



- On a computer running Windows 98, be sure that HotSync Manager is running, that Infrared is selected on the HotSync Manager menu. See [“Conducting infrared HotSync operations”](#) in [Chapter 15](#) for details.
- On a computer running Windows 2000/ME/XP, select IR in HotSync Manager. See [“Preparing your computer for infrared communication”](#) in [Chapter 15](#) for details.
- On a Mac computer, make sure the infrared communications extensions have been installed in the Extensions folder inside the System folder. Next, open the HotSync Software Setup window, and be sure that HotSync Manager is enabled and that the Local Setup Port is set to Infrared Port. See [“Conducting infrared HotSync operations”](#) in [Chapter 15](#) for more information.
- On your handheld, be sure the HotSync application is set to Local, with the option IR to PC/Handheld.
- Be sure that the IR port of your handheld is aligned directly opposite to, and within a few inches of, the infrared device of your computer.
- Infrared HotSync operations do not work after you receive a low battery warning. Check the battery power of your handheld. Recharge the internal battery.

My handheld appears to freeze when I place it near my computer.

Move your handheld away from the computer's IR port.

When I start a HotSync operation, nothing happens on my desktop, and my handheld times out.

Try each of these in turn:

- Make a copy of your Palm folder. Uninstall and then reinstall Palm Desktop software.
- Turn on your handheld, and then tap the Home icon . Select the HotSync icon , and then tap Local.

When I perform a HotSync operation, my information does not transfer to Palm Desktop software.

Try each of these in turn:

- If you have performed a HotSync operation successfully but you cannot find the data from your handheld on Palm Desktop software, check to see that you have the correct username selected for viewing data.
- On a Windows computer, click HotSync Manager, and then select Custom. Check that all conduits are set to synchronize files.
- On a Mac computer, double-click the HotSync Manager icon. From the HotSync menu, select Conduit Settings. Select your username from the User pop-up menu, and check that the correct conduit is active.

I receive the following error message on my Windows computer when attempting a HotSync operation: “an application has failed to respond to a hotsync notification -(8009).”

The 8009 error indicates there is corruption in the Windows registry. The error usually reads, “an application has failed to respond to a hotsync notification -(8009).” The known fix for the 8009 error is to rebuild the HotSync Manager registry entries. Go to www.palm.com/support and search the Palm Knowledge Library for “error 8009.”

My handheld displays the message “Waiting for sender” when it’s near my computer’s IR port.

Try each of these in turn:

- Your computer’s IR port may be set to search automatically for the presence of other infrared devices. Consult the documentation for your operating system for information about turning off this option.
- In some cases, simply moving your handheld away from the computer’s IR port solves the problem.

I want to synchronize my computer with more than one handheld.

Try each of these in turn:

- If the computer running Palm Desktop software synchronizes with more than one handheld, each handheld must have a unique name. Assign a username to your handheld the first time you perform a HotSync operation.
- Be aware that synchronizing more than one handheld with the same username causes unpredictable results and, potentially, loss of your personal information.

Beaming problems

Problem	Solution
I cannot beam data to another device with an IR port.	<p>Try each of these in turn:</p> <ul style="list-style-type: none"> ■ If you are beaming to another Palm handheld, confirm that your handheld and the other handheld are between ten centimeters (approximately 4") and one meter (approximately 39") apart and that the path between the two handhelds is clear of obstacles. Beaming distance to other devices with an IR port may be different. ■ Move your handheld closer to the receiving device. ■ Make sure the receiving device has enabled beam receive.
When someone beams data to my handheld, I get a message telling me it is out of memory.	<p>Try each of these in turn:</p> <ul style="list-style-type: none"> ■ Your handheld requires at least twice the amount of memory available as the data you are receiving. For example, if you are receiving a 30 kilobyte (KB) application, you must have at least 60KB free. ■ Perform a soft reset. See “Performing a soft reset” in Appendix A for more information.

E-mail problems

Problem	Solution
E-mail settings are inaccurate.	For the latest information on settings, consult your ISP or e-mail service provider. The settings for the default list of preconfigured accounts in the Palm™ VersaMail™ e-mail application are accurate at release, but mail server settings may change over time.
E-mail service is not working properly.	Short periods of time when e-mail 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 e-mail service provider to verify that the service is working properly.
E-mail is not being sent.	<p>Try these steps, in turn:</p> <ul style="list-style-type: none"> ■ Make sure your ISP or e-mail provider allows you to access e-mail on a wireless handheld. Several providers, like Hotmail, do not offer this option at all; other providers require an upgrade to access e-mail on a wireless handheld.

E-mail is not being sent
[continued].

- Configure ESMTP. Many services require authenticated access to use their SMTP servers, or ESMTP.
 - In the VersaMail application, press Function + Menu, and then select Mail Servers on the Options menu.
 - Tap Details.
 - Tap the Options pick-list, and then select Advanced Outgoing.
 - Select the My server requires authentication box.
 - Enter your username and password.
 - Tap OK, and then tap OK again.
- Select another available server for sending mail. Many ISPs, such as cable companies, require that you have an Internet connection to their network to send e-mail through their servers. In this case, you can almost always receive e-mail from these accounts, but if you want to send e-mail, you must send it through another server.
 - Press Function + Menu on the keyboard, and then select Account Setup from the Accounts menu.
 - Tap the problem account.
 - Tap Edit.
 - Tap Next.
 - Make sure your username and password are correct, and then tap Next.
 - In the Outgoing Mail Server field, enter the address of a server through which you can send mail.
 - Tap Next.
 - Tap Done.


Recharging problems

Problem

When I connect my handheld to a power source using the power adapter cable, it does not charge.

Solution

Try each of these in turn:

- Confirm that your handheld is firmly connected to the power adapter cable.
- Confirm that your power adapter cable is plugged into an AC outlet that has power.
- Press the power button, and then tap the Home icon . Confirm that there is a lightning bolt on the battery icon at the top of the screen.
- Charge your handheld for *at least* three full hours.

Password problems

Problem

I forgot the password, and my handheld is not locked.

Solution

- First, use the password hint to try to remember the password. If this doesn't help or if you do not have a password hint, you can use Security to delete the password, but your handheld deletes all entries marked as private. However, if you perform a HotSync operation *before* you delete the password, the HotSync process backs up all entries, whether or not they are marked private. Then you can follow these steps to restore your private entries:
 - a. Use the Palm Desktop software and the cable or infrared communication to synchronize your data.
 - b. Tap Forgotten Password in Security to remove the password and delete all private records.
 - c. Perform a HotSync operation to synchronize your data and restore the private records by transferring them from your computer to your handheld.

I forgot the password, and my handheld is locked.

- First, use the password hint to try to remember the password. If this doesn't help or if you do not have a password hint, you must perform a hard reset to continue using your handheld. See [“Performing a hard reset”](#) in [Appendix A](#) for more information.

Problems with incompatible applications

Palm works with developers of third-party add-on applications to ensure the compatibility of these applications with your new Palm Tungsten T3 handheld. Some third-party applications, however, may not have been upgraded to be compatible with your new Palm handheld.

Possible symptoms of incompatible applications include:

- Fatal errors needing resets
- Frozen handheld requiring a reset
- Slow performance
- Abnormal screen display
- Uneven sound quality
- Problems opening an application
- Problems performing a HotSync operation

You can determine whether an incompatible application is causing problems by deleting the application and then operating your handheld. For instructions on deleting an application from your handheld, see [“Removing applications”](#) in [Chapter 4](#).

After you have deleted the application, try to replicate the operation that created the error. If removing the application solves your problem, contact the application developer for a solution.

Finding a third-party application that is causing a problem

If you have multiple third-party applications installed on your handheld or have upgraded from an earlier model of a Palm handheld, perform the following procedure to remove all third-party applications from your handheld. Once you have removed all of the third-party applications, you can install one application at a time to determine which application is causing the problem.

IMPORTANT The following procedures erase all data from your handheld. Before removing the applications, perform a HotSync operation to backup your data.

To remove all third-party applications:

1. Open the Palm folder on your desktop computer.
2. Open the user folder for your handheld.

User folder names are abbreviated as *lastname firstinitial*.

3. Select and drag the Backup folder to the Windows desktop.

Make sure you see the Backup folder on the Windows desktop.

4. Close the Palm folder.
5. Perform a hard reset. See “Performing a hard reset” in [Appendix A](#) for details.
6. Perform a HotSync operation.
7. Operate your handheld and try to replicate problem operations.
8. Perform one of the following:
 - If your handheld still has problems, see the other sections in this chapter for solutions to the problem. Fix the problem before re-installing the third-party applications.
 - If your handheld no longer has problems, install the third-party applications one application at a time using the following procedure.

To re-install third-party applications one at time:

1. Open the Backup folder
2. Double-click on one .prc file.

The Palm™ Quick Install window opens with the .prc file listed.
3. Click Done.
4. Perform a HotSync operation to install the files. See [Chapter 15](#) for details.
5. Operate your handheld and try to replicate problem operations.
6. Perform one of the following:
 - If installing the application recreates your problem, remove the application and contact the application developer for a solution. Continue to re-install your applications one application at a time to make sure another application is not creating a problem.
 - If installing the application does not cause a problem, got to step 1 and re-install another application.



Technical support

If, after reviewing the sources listed at the beginning of this appendix, you cannot solve your problem, go to www.palm.com/support/tungstenE or send an e-mail to your regional Technical Support office.

Before requesting support, please experiment a bit to reproduce and isolate the problem. When you do contact support, please provide the following information:

- The name and version of the operating system you are using
- The actual error message or state you are experiencing
- The steps you take to reproduce the problem
- The version of handheld software you are using and available memory

To find version and memory information:

1. Tap the Home icon .
2. Tap the Menu icon .
3. Select Info from the App menu.

NOTE Palm works with developers of third-party add-on applications to ensure the compatibility of these applications with your new Palm handheld. Some third-party applications, however, may not have been upgraded to be compatible with your new Palm handheld. If you suspect that a third-party application is adversely affecting the operation of your handheld, contact the developer of the application.

4. Tap Version to see version numbers, and tap Size to see the amount of free memory in kilobytes.

Product Regulatory Information

FCC Statement

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.

NOTE This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in 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.

The use of shielded I/O cables is required when connecting this equipment to any and all optional peripheral or host devices. Failure to do so may violate FCC rules.

CAUTION Changes or modifications not covered in this manual must be approved in writing by the manufacturer's Regulatory Engineering Department. Changes or modifications made without written approval may void the user's authority to operate this equipment.

Responsible Party:

Palm Solutions Group
400 N. McCarthy Boulevard
Milpitas, California 95035
United States of America
(408) 503-7500

Tungsten™ Product Family

FC Tested to Comply
With FCC Standards

FOR HOME OR OFFICE USE

Canadian ICES-003 Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Battery Warning

Do not mutilate, puncture, or dispose of batteries in fire. The batteries can burst or explode, releasing hazardous chemicals. Discard used batteries according to the manufacturer's instructions and in accordance with your local regulations.

Varning

Eksplosionsfara vid felaktigt batteribyte. Använd samma batterityp eller en ekvivalent typ som rekommenderas av apparattillverkaren. Kassera använt batteri enligt fabrikantens instruktion.

Advarsel!

Lithiumbatteri—Eksplosionsfare ved fejlagtig håndtering. Udskiftning må kun ske med batteri af samme fabrikat og type. Levér det brugte batteri tilbage tilleverandøren.

Varoitus

Paristo voi räjähtää, jos se on virheellisesti asennettu. Vaihda paristo ainoastaan valmistajan suosittelemaan tyyppiin. Hävitä käytetty paristo valmistajan ohjeiden mukaisesti.

Advarsel

Eksplosjonsfare ved feilaktig skifte av batteri. Benytt samme batteritype eller en tilsvarende type anbefalt av apparatfabrikanten. Brukte batterier kasseres i henhold til fabrikantens instruksjoner.

Waarschuwing!

Bij dit produkt zijn batterijen geleverd. Wanneer deze leeg zijn, moet u ze niet weggooien maar inleveren als KCA.

Uwaga

Nie kroić lub przekłuwać baterii, ani nie wrzucać ich do ognia. Mogą się rozerwać lub wybuchnąć wydzielając trujące środki chemiczne. Zużytych baterii należy pozbywać się w sposób opisany przez producenta i zgodnie z miejscowymi przepisami.

אזהרה

יש סכנת התפוצצות אם מחליפים את הסוללה בצורה לא נכונה.
יש להחליף את הסוללה בסוללה זהה או דומה, בהתאם להמלצת היצרן.
יש להשליך סוללות משומשות בהתאם להוראות היצרן

Intrinsic Safety Warnings

Warning – Explosion Hazard – Substitution of components may impair suitability for class I, division 2;

Warning – Explosion Hazard – When in hazardous location, turn off power before replacing or wiring modules, and,

Warning – Explosion Hazard – Do not disconnect equipment unless power has been switched off or the area is known to be non-hazardous.

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