pdQ™ Basics Handbook

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4,901,307	5,056,109	5,099,204	5,101,501	5,103,459	5,107,225	5,109,390	5,193,094
5,228,054	5,257,283	5,265,119	5,267,261	5,267,262	5,280,472	5,283,536	5,289,527
5,307,405	5,309,474	5,337,338	5,339,046	5,341,456	5,383,219	5,392,287	5,396,516
D356,560	5,408,697	5,414,728	5,414,796	5,416,797	5,426,392	5,437,055	D361,065
5,442,322	5,442,627	5,452,473	5,461,639	5,469,115	5,469,471	5,471,497	5,475,870
5,479,475	5,483,696	5,485,486	5,487,175	5,490,165	5,497,395	5,499,280	5,504,773
5,506,865	5,509,015	5,509,035	5,511,067	5,511,073	5,513,176	5,515,177	5,517,323
5,519,761	5,528,593	5,530,928	5,533,011	5,535,239	5,539,531	5,544,196	5,544,223
5,546,459	5,548,812	5,559,881	5,559,865	5,561,618	5,564,083	5,566,000	5,566,206
5,566,357	5,568,483	5,574,773	5,574,987	D375,740	5,576,662	5,577,022	5,577,265
D375,937	5,588,043	D376,804	5,589,756	5,590,069	5,590,406	5,590,408	5,592,548
5,594,718	5,596,570	5,600,754	5,602,834	5,602,833	5,603,096	5,604,459	5,604,730
5,608,722	5,614,806	5,617,060	5,621,752	5,621,784	5,621,853	5,625,876	5,627,857
5,629,955	5,629,975	5,638,412	5,640,414	5,642,398	5,644,591	5,644,596	5,646,991
5,652,814	5,654,979	5,655,220	5,657,420	5,659,569	5,663,807	5,666,122	5,673,259
5,675,581	5,675,644	5,680,395	5,687,229	D386,186	5,689,557	5,691,974	5,692,006
5,696,468	5,697,055	5,703,902	5,704,001	5,708,448	5,710,521	5,710,758	5,710,768
5,710,784	5,715,236	5,715,526	5,722,044	5,722,053	5,722,061	5,722,063	5,724,385
5,727,123	5,729,540	5,732,134	5,732,341	5,734,716	5,737,687	5,737,708	5,742,734
D393,856	5,748,104	5,751,725	5,751,761	5,751,901	5,754,533	5,754,542	5,754,733
5,757,767	5,757,858	5,758,266	5,761,204	5,764,687	5,774,496	5,777,990	5,778,024
5,778,338	5,781,543	5,781,856	5,781,867	5,784,406	5,784,532	5,790,589	5,790,632
5,793,338	D397,110	5,799,005	5,799,254	5,802,105	5,805,648	5,805,843	5,812,036
5,812,094	5,812,097	5,812,538	5,812,607	5,812,651	5,812,938	5,818,871	5,822,318
5,825,253	5,828,348	5,828,661	5,835,065	5,835,847	5,839,052	5,841,806	5,842,124
5,844,784	5,844,885	5,844,899	5,844,985	5,848,063	5,848,099	5,850,612	5,852,421
5,854,565	5,854,786	5,857,147	5,859,612	5,859,838	5,859,840	5,861,844	5,862,471
5,862,474	5,864,760	5,864,763	5,867,527	5,867,763	5,870,427	5,870,431	5,870,674
5,872,481	5,872,774	5,872,775	5,872,823	5,877,942	5,878,036	5,870,631	5,881,053
5,881,368	5,884,157	5,884,193	5,884,196	Other patents pending.			

FCC/IC Notice

This computer peripheral 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. This receiver complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

Caution

The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the warranty and user's authority to operate the equipment.

Warning

Use only QUALCOMM-approved accessories with QUALCOMM phones. Use of any unauthorized accessories may be dangerous and will invalidate the phone warranty if said accessories cause damage or a defect to the phone. The use of any other type will invalidate the warranty and may be dangerous.

Customer Service

Your service provider's customer support department should be able to answer all of your questions. If they are unable to assist you, then please call (800) 349-4478 toll free (United States and Canada) or (619) 651-4028 (worldwide).

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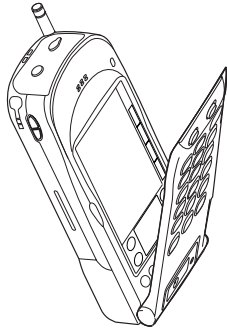
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Contents

Chapter 1

Introducing the pdQ Smartphone

Congratulations on your purchase of the pdQ™ smartphone.

The pdQ smartphone combines two leading-edge technologies, giving you the convenience of a digital phone and an electronic organizer in a single handset.

As you use your pdQ smartphone, you'll soon appreciate its many time-saving features.

In This Chapter...

Introducing the pdQ Smartphone
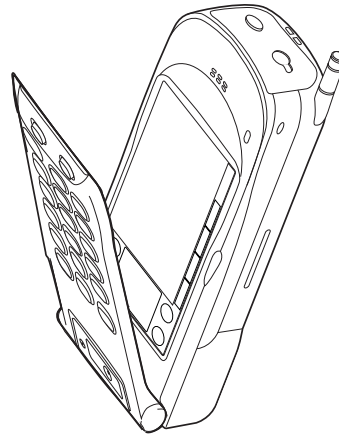
The pdQ smartphone looks and works like other phones and electronic organizers you may already have used. But it is much more, since it is both a phone and an organizer.

Because these features are completely integrated, you can use the telephone features and the organizer features together or independently.

You can use the phone features with the keypad open or closed. You can use the Palm applications on your pdQ smartphone without turning the phone on at all.

This chapter is an introduction to your pdQ smartphone and a quick overview of its features.

Turning the pdQ Smartphone On and Off

The battery in your pdQ smartphone is delivered partially charged. Before you use the phone or organizer extensively, be sure to charge the battery completely. See *"Installing and Charging the Battery" on page 13*.

To turn the phone on and off:

▶ If the keypad is closed, press and hold down ⊙PWR for a few seconds.

▶ If the keypad is open, tap ▮ on the SideStrip.
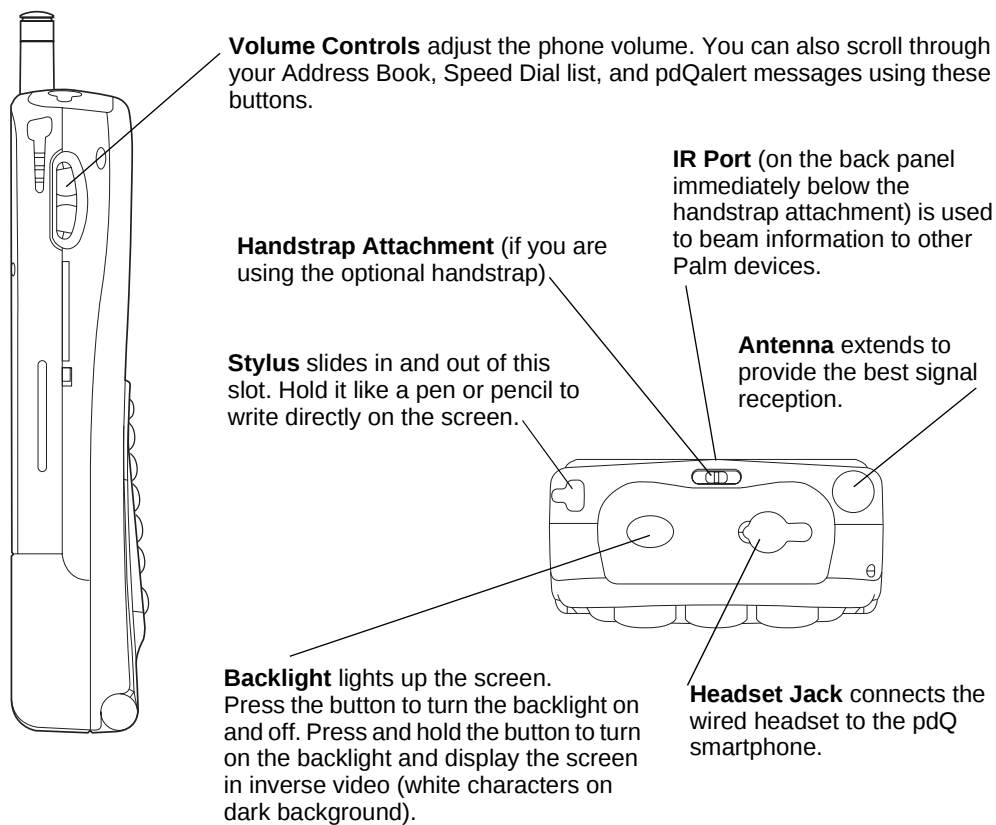
A message tells you that the phone is on or off.

Note: Tap means to use the stylus or your finger to press an icon or box when the keypad is open. Never use a pen, pin, pencil, or other pointed object on the screen. The stylus is stored on the left side panel near the volume control buttons.

To use Palm applications without turning on the phone:

▶ Flip open the keypad.

A message at the top of the screen tells you that the phone is off. The rest of the screen displays Palm applications.

Features on the Side and Top Panels

Volume Controls adjust the phone volume. You can also scroll through your Address Book, Speed Dial list, and pdQalert messages using these buttons.

IR Port (on the back panel immediately below the handstrap attachment) is used to beam information to other Palm devices.

Handstrap Attachment (if you are using the optional handstrap)

Stylus slides in and out of this slot. Hold it like a pen or pencil to write directly on the screen.

Antenna extends to provide the best signal reception.

Backlight lights up the screen. Press the button to turn the backlight on and off. Press and hold the button to turn on the backlight and display the screen in inverse video (white characters on dark background).

Headset Jack connects the wired headset to the pdQ smartphone.

Keep in Mind

When the Phone Is Turned On

- The time and date appear at the top of the screen, along with symbols showing battery and signal strength.
- You can send and receive calls. If there is an incoming, outgoing, or active phone call, information about the call appears on the screen.
- You can use the phone with the keypad flipped open or closed. You can use Palm applications while making a phone call. If you are using an application when the phone rings, you can answer the call with confidence. The pdQ smartphone stores your work for you automatically.
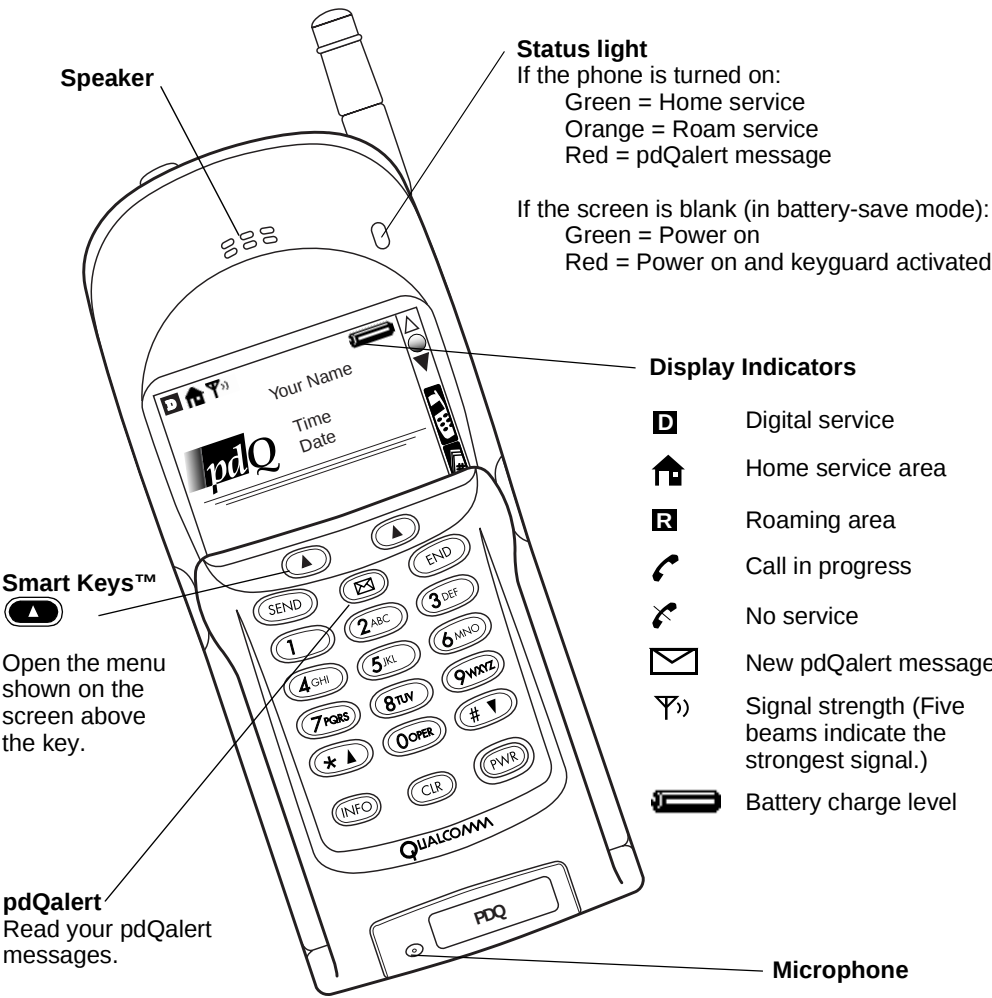
When the Phone Is Turned Off

- You can use all the organizer features.
- You cannot send or receive calls, send or receive e-mail, or search the Web.

When the Keypad Is Closed

- If the phone is on, the contrast icon is active, but the other icons on the SideStrip are not active.

Features with the Keypad Closed

Speaker

Status light
If the phone is turned on:
Green = Home service
Orange = Roam service
Red = pdQalert message

If the screen is blank (in battery-save mode):
Green = Power on
Red = Power on and keyguard activated

Display Indicators

D	Digital service
🏠	Home service area
R	Roaming area
📞	Call in progress
📵	No service
✉	New pdQalert message
Ψ⁾⁾	Signal strength (Five beams indicate the strongest signal.)
🔋	Battery charge level

Smart Keys™

Open the menu shown on the screen above the key.

pdQalert
Read your pdQalert messages.

Microphone

On the Keypad

SEND or TALK	Send a call.	＊▲ and #▼	Scroll through menus and screens.
✉	Read your pdQalert messages.	INFO	Look up your phone number and information about the smartphone.
END	Disconnect a call.	CLR	Erase characters one character or line at a time.
0 to 9	Enter a phone number or open the menus.	PWR	Turn the pdQ smartphone on or off.

Easy Connections

Here are a few of the ways you can make calls when the keypad is closed.

To dial immediately:

1. Press and hold (PWR) on the keypad to turn on the phone.

2. Pull up the antenna. Wait for the signal strength icon to appear.

3. Press keys to enter the phone number.

4. Press (SEND).

5. When you have finished your call, press (END).

Speed Dialing

You can identify up to 99 of your most frequently called phone numbers, URLs, and e-mail addresses for the Speed Dial list. After you have selected the numbers to include, it only takes a couple of taps to place a call.

To dial from the Speed Dial list:

1. Press and hold (PWR) on the keypad to turn on the phone.

2. Pull up the antenna. Wait for the signal strength icon to appear.

3. Press the Speed Dial number. For example, if your office phone number is the first number in the Speed Dial list, just press 1.

4. Press (SEND).

5. When you have finished your call, press (END).

> **Note:** You can easily add, remove, and rearrange the numbers in your Speed Dial list. Since they are directly linked to the Address Book, you never have to worry about correcting a number in one place and forgetting to change it in another.

For complete details about making and receiving phone calls, see "Chapter 3—Using Phone and Messaging Features." For details about the Speed Dial application, see "Chapter 16—Speed Dial" in the *pdQ Applications Handbook.*

Features with the Keypad Open

When you flip down the keypad, the pdQ smartphone's organizer features appear.

SideStrip
Tap the SideStrip icons with the stylus to do the following:

Adjust the contrast.

Turn the phone on or off.

Open the Call History application.

Open the pdQmail application.

Perform a HotSync operation.

Graffiti® Writing Area
Write here with the stylus. Write letters on the left and numbers on the right.

Icons
Tap the icons in the area below the screen to open the following:

Applications Launcher

Menus

Dialer

Find

Up and Down Keys
Press these keys to move through lists.

Wake Up Button
Press this button with the stylus to "wake up" a Palm application.

Keys
Press these keys to open the following Palm applications:

Date Book

To Do List

Address Book

Memo Pad
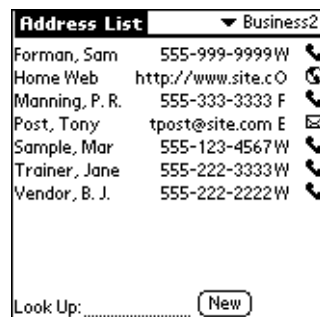
Quick Connections from the Address Book

When you flip open the keypad, your pdQ smartphone gives you complete access to the Palm™ connected organizer applications. Because the telephone features are integrated with these applications, you can make phone calls, send e-mail, or access the Internet directly from Palm applications such as the Address Book.

To connect from the Address Book:

You can make a phone connection directly from your Address Book, where you can store hundreds of phone numbers.

1. Flip open the keypad. Tap ▯ to turn on the phone.

2. Press the 📞 key to open the Address Book.

Address List	▼ Business2	
Forman, Sam	555-999-9999 W	✆
Home Web	http://www.site.cO	◉
Manning, P. R.	555-333-3333 F	✆
Post, Tony	tpost@site.com E	✉
Sample, Mar	555-123-4567 W	✆
Trainer, Jane	555-222-3333 W	✆
Vendor, B. J.	555-222-2222 W	✆
Look Up:	(New)	

3. Do one of the following:
    - If the phone number you want to call appears in the list, tap the *icon* to dial immediately.
    - If you want to see other numbers for this person, tap the *phone number.* The pdQ smartphone displays all the numbers (including e-mail addresses and URLs) you have entered for this person. Tap the number you want to call and tap Dial.

4. When you have finished your call, tap End.

Immediate E-mail and Web Access

If you have digital data coverage in your area, you can use your pdQ smartphone for wireless access to e-mail (using the pdQmail™ application) and to the Internet (using the pdQbrowser™ application).

Once you have set up these applications, just turn on the pdQ smartphone and flip open the keypad.
- To use pdQmail, tap ▯ on the SideStrip to open the application.
- To use Palm Mail, tap ⟳ to open the Applications Launcher. Then tap 🖅 to open the Mail application.
- To browse the Web, tap ⟳ to open the Applications Launcher. Then tap 🌐 to open the pdQbrowser application.

Convenient Messaging

The pdQ smartphone lets you receive and respond to virtually any type of message. Its messaging and voice mail notification capabilities save you time while on the go.

When you receive voice mail or a page, ⊠ appears on the pdQ smartphone screen. Simply press ⌸ on the keypad to open a list of your voice mail, pages, and other messages. Press ⓢⓔⓝⓓ to dial your voice mail account. Or you can run the pdQalert™ application by tapping ▦ on the Applications Launcher to respond immediately to messages.

Note: The messaging services available vary depending on your service provider. Contact your service provider to learn more about the pdQ smartphone message features available to you.

Easy Access to Palm Applications During Calls

If you're talking on the phone and need to check information in any of your applications (such as the Date Book or Memo Pad), simply open the application you want to use. Your call is not affected by opening and closing the keypad or by opening any of the applications on your pdQ smartphone.

You can use the on-screen keyboard or the stylus to add or change information (such as appointments, addresses, or memos) during the call. Attach the pdQ smartphone headset while you are entering information during a phone call for even greater convenience.

Advanced HotSync® Technology

It only takes a tap to synchronize information between your pdQ smartphone and your computer. HotSync technology makes it easy to:

- Keep an extra copy of information to ensure against loss
- Synchronize e-mail stored on the pdQ smartphone and your computer
- Install and remove applications such as utilities and games

For information about setting up and performing your first HotSync operation, see "Synchronizing the pdQ Smartphone with a Computer" on page 20. For additional details, see "Chapter 7—HotSync Technology" in the *pdQ Applications Handbook.*

If You Are Already Using a Palm Device

If you are already familiar with Palm connected organizers, you'll find that the pdQ smartphone operates the same way, with very few exceptions.

To transfer information initially from your Palm connected organizer, first synchronize your Palm connected organizer to your computer and then synchronize your pdQ smartphone to your computer.

Differences between Your Palm Device and the pdQ Smartphone

Although most icons and buttons on the pdQ smartphone are identical to those on your Palm connected organizer, a few are located in different places.

Icons on the SideStrip

- To adjust screen contrast, tap ⬇ on the SideStrip in the upper-right corner.
- To perform a HotSync operation, tap ▌.

Icons below the screen

The Calculator icon on your Palm device has been replaced with the Dialer icon 🌀. Tap this icon to open the on-screen Dialer. You'll find the Calculator on the Applications Launcher screen.

You can change which applications are launched by these icons (both on the SideStrip and below the screen). See "Chapter 14—Preferences" in the *pdQ Applications Handbook*.

Accessories for Your pdQ Smartphone

You can purchase a number of accessories for your pdQ smartphone, including the following:

- Batteries
- Adaptors
- Chargers
- Headsets
- Phone cases
- Data products

For the full line of accessories, visit our Web site at
http://www.qualcomm.com.

The pdQ Smartphone Documents

To help you learn about the many features of your pdQ smartphone as quickly as possible, your product package includes the following documents.

pdQ Quick Start Card

This card introduces you to the pdQ smartphone and its advanced capabilities. It provides an overview of common procedures and describes how to enter information using the Graffiti® power writing software. If you're an experienced user of Palm organizers, it may be all you need to get started.
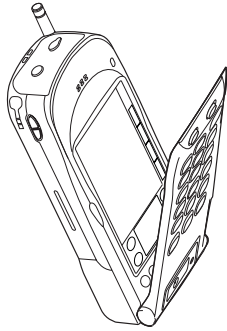
pdQ Basics Handbook

The *pdQ Basics Handbook* explains how to set up the pdQ smartphone and identifies icons, buttons, and controls. It explains how to use both phone and organizer features and contains general information about the applications delivered with the pdQ smartphone. If you're new to digital phones or electronic organizers, use this book to get acquainted with the pdQ smartphone.

pdQ Applications Handbook

The *pdQ Applications Handbook* contains detailed information about the applications delivered with your pdQ smartphone. Each chapter covers a specific application so you can quickly find the information you need when you need it.

Chapter 2

Setting Up Your pdQ Smartphone

This chapter guides you through the setup process, explains how to install Palm Desktop software, and describes how to synchronize the pdQ smartphone with a computer.

In This Chapter...

Getting Started

Follow the steps in this section to charge the battery and set up your pdQ smartphone. You will need the following:

- pdQ smartphone
- pdQ smartphone battery
- pdQ smartphone cradle
- An open DB9 serial port on the computer used for HotSync™ operations (For information about ports, refer to your computer documentation.)

Basic Setup Checklist

Use this checklist as a guide. Notice that many of these procedures are optional, depending on how you want to use your pdQ smartphone. For example, if you don't plan to synchronize data with a computer, you do not need to install the Palm Desktop software or perform a HotSync operation.

| Required	Optional	Task	Page
x		Connect the pdQ smartphone cradle.	12
x		Install and charge the battery.	13
x		Calibrate the screen with the Digitizer.	14
x		Set your Phone Preferences.	15
x		Set the time zone.	16
	x	Set the General Preferences.	17
	x	Decide what e-mail application to use.	19
	x	Install the Palm™ Desktop software.	20
	x	Perform your first HotSync operation.	22
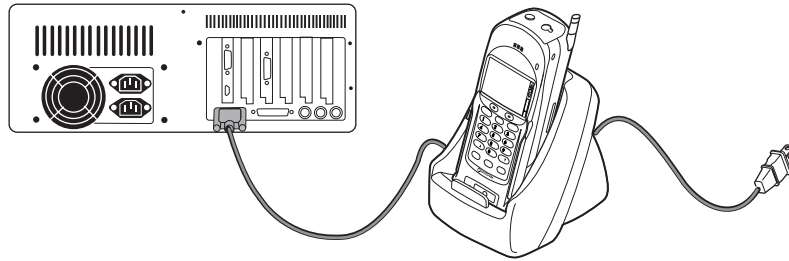
Connecting the Cradle

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

To connect the cradle:

1. If you are planning to synchronize data between the pdQ smartphone and your computer, do the following:

   a. Turn off the computer.

b. Plug the serial cable from the cradle into the serial communications (COM) port on your computer.

Your pdQ smartphone requires a dedicated port. It cannot share a port with an internal modem or other device. If you are unsure about the location of the serial port on your computer, refer to the user's manual supplied with the computer.
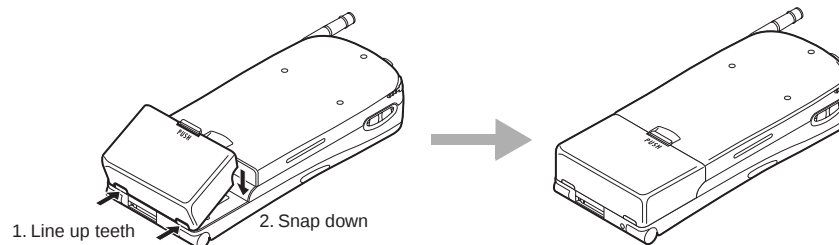
c. Plug the cradle's power cable into a power outlet.

d. Turn on the computer.

2. If you are not planning to synchronize data, just plug the power cable from the cradle into a power outlet.

Installing and Charging the Battery

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

To install the battery:

1. Hold the pdQ smartphone so the keypad faces away from you.

2. Put the base of the battery into the base of the battery slot.

1. Line up teeth   2. Snap down

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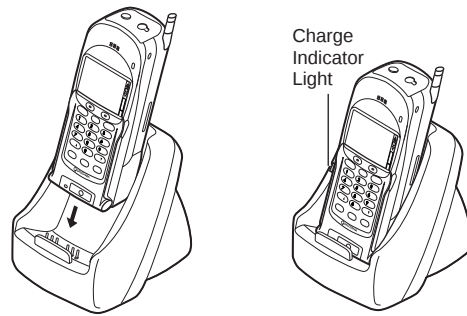
Note: In addition to the main battery you just installed, the pdQ smartphone has an internal backup battery. During shipment, this backup battery may have become discharged. If so, the pdQ smartphone will not power up immediately after you install the main battery. Just put the phone in the cradle as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

To charge the batteries:

Both of the batteries—the main battery you just installed and the internal backup battery—are recharged when the pdQ smartphone is in the cradle.

1. Slide the pdQ smartphone into its cradle, bottom first, over the data connectors. You'll hear a click when it is correctly inserted.

Charge
Indicator
Light

Charge indicator light

Flashing red = The pdQ smartphone is not correctly inserted in the cradle.

Red = The battery is charging.

Green = The battery is fully charged.
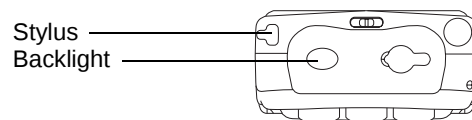
The battery charge indicator light on the left side of the cradle comes on. The light is red while the batteries are charging. It turns green when the batteries are fully charged. Charging the main battery completely takes two to three hours. If the light flashes red, the pdQ smartphone is not correctly locked into the cradle. Remove and reinsert it.

2. When the indicator light turns green, remove the pdQ smartphone from the cradle by gently pulling it straight up.

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

Calibrating the Screen

Use the stylus to calibrate the screen. The stylus is stored in a slot on the top left side of the pdQ smartphone. To prevent scratches, never use a pen, pencil, or other sharp object to tap or write on the pdQ smartphone screen.

Stylus
Backlight

Note: If you are reading information in dim light, press the backlight button on the top panel to turn on the backlight. Use Contrast Control (the top icon on the SideStrip) to adjust contrast.

To calibrate the screen:

1. Remove the stylus from its slot. Use your thumb to push it firmly upward.

2. Flip open the keypad to display the Digitizer screen.

The first time you use your pdQ smartphone, the Digitizer screen appears automatically. To recalibrate the screen manually at any time, do the following:
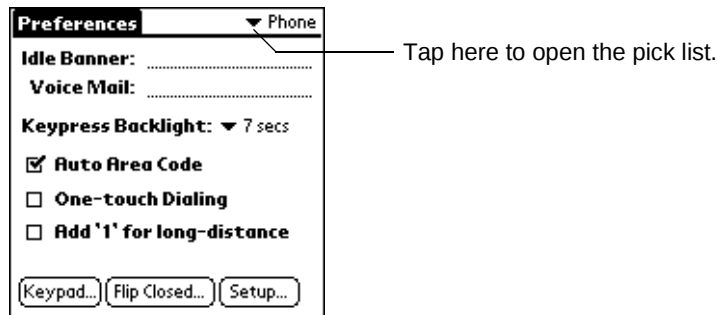
a. Tap ⊘ to display the Applications Launcher.

b. Tap 📠 to open the Preferences menu.

c. Tap ▼ in the upper-right corner of the screen to open the pick list.

d. Tap Digitizer.

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

If you do not tap the exact center, the pdQ smartphone prompts you to repeat the process. After you have aligned three targets, the General Preferences screen appears.

Setting Phone Preferences

Use the Phone Preferences screens to set the time zone (required) and select other phone options.

To set the Phone Preferences:

1. Tap the pick list in the upper-right corner of the General Preferences screen. From the pick list, tap Phone.

Tap here to open the pick list.

2. Tap the Idle Banner line. Write your name or any other text you want to appear on the pdQ smartphone screen.

3. Tap the Voice Mail line. If this information has not already been entered for you, write the number used to reach your voice mailbox. Contact your telephone service provider for this number.

4. Tap the ▼ beside Keypress Backlight. Select Off, 7 seconds, 15 seconds, or 30 seconds to set the length of time the backlight stays on after the last keypress.

5. If you want the pdQ smartphone to enter the correct area code automatically when you travel from place to place, put a check mark in the Auto Area Code check box.

6. To enable one-touch dialing, put a check mark in the One-touch Dialing check box. When one-touch dialing is turned on, you can call the first nine entries in your Speed Dial list simply by pressing the correct digit (1–9) and waiting six seconds.

7. To automatically add 1 in front of long-distance phone numbers, put a check mark in the Add '1' for long-distance check box.

Setting the Time Zone

When it is turned on, your pdQ smartphone reads the correct time over the air and sets the Palm applications to use this time. Therefore, you don't have to set the time, but you do have to enter the time zone.

1. From the Phone Preferences screen, tap 📖 to open the Phone Preferences menus.

2. From the Service menu, tap Time Settings.

```
┌────────────────────────────────┐
│      Time Zone Settings        │
│ Select Time Zone:              │
│ ▼ GMT-08:00 Pacific Time        │
│                                │
│ ☑ Monitor Daylight Savings     │
│ ☑ Synchronize PDA time to air time │
│ ☑ Show Time-Zone with Time     │
│ ( Done )                       │
└────────────────────────────────┘
```

3. Tap the Select Time Zone pick list and select the appropriate time zone. Selecting the time zone is required.

   An alert message asks if you want to update the Date Book. Tap Yes to update the times of your Date Book events. Tap No if you don't want this automatic time change to occur.

4. If your area uses Daylight Savings Time (even if it is not currently in effect), put a check mark in the Monitor Daylight Savings check box.

   When Daylight Savings Time begins or ends, your pdQ smartphone will automatically adjust the time. Always enable this setting unless you live in an area that does not use Daylight Savings Time at all.

5. Leave the check mark in the Synchronize PDA time to air time check box. When the pdQ smartphone is turned on, it reads the correct time over the air and sets the organizer applications to use that time.

Leave this setting checked unless you are traveling and want to use a different time in your Palm applications than the actual time. To set the time manually, see the next section, "Setting General Preferences."
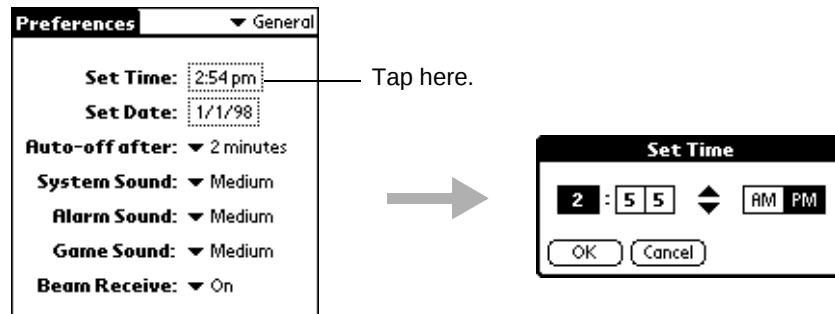
6. To display the time zone, put a check mark in the Show Time-Zone with Time check box.

7. Tap Done.

Setting General Preferences

Use the General Preferences screen to set the date and time manually, adjust the sound levels, and activate the Beam Receive feature.

To set the General Preferences:

1. Tap the pick list in the upper-right corner of the Phone Preferences screen. From the pick list, tap General.

Tap here.
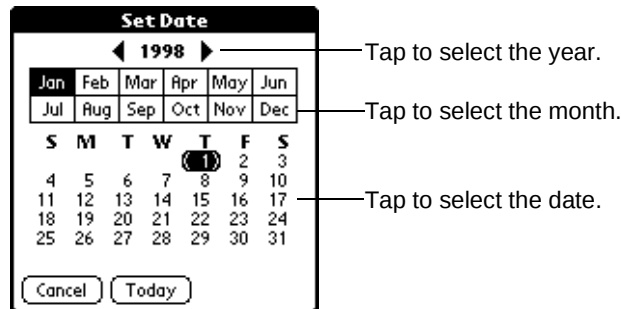
2. If you want to set the time manually, tap the Set Time box.

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

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

   c. Tap AM or PM. Tap OK.

   Note: Remember that you do not need to set this time unless you have removed the check mark from the Synchronize PDA time to air time check box.

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

Tap to select the year.

Tap to select the month.

Tap to select the date.

4. Tap ◀ or ▶ to select the year.

5. Tap the month, then the date. The pdQ smartphone returns to the General Preferences screen automatically.

6. Tap the Auto-off after pick list and select 1, 2, or 3 minutes.

To save battery power, the screen blanks out ("sleeps") after a few minutes of non-use. You can set this time period to 1, 2, or 3 minutes. To "wake up" the pdQ smartphone, just press the Wake Up button with the stylus. (The Wake Up button is the very small button immediately below the To Do button 🔘. See page 6.) You can also "wake up" an application by closing and then opening the keypad flip.

7. Set the sound levels for System Sounds, Alarm Sounds, and Game Sounds.

If you prefer, you can turn these sounds off completely. Notice that when you turn off the System Sounds, you also turn off the chime tones associated with the HotSync operation.

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

Your pdQ smartphone is delivered with the beam feature turned *off* to conserve battery power. Select On if you want to receive information from other pdQ smartphones or Palm connected organizers. For details, see "Beaming Information to Other pdQ Smartphones" on page 51.

Network Settings

Your pdQ smartphone is capable of connecting wirelessly to network services for e-mail and Internet access. To make these connections, your service provider must offer digital data coverage in your area.

In most cases, if you have purchased data coverage, your pdQ smartphone has already been configured for network services. The network settings have been entered for you by your service provider.

If your pdQ smartphone is not correctly configured, contact your service provider. For details about network settings, see "Chapter 8—Setting Network Preferences."

Deciding What E-mail Application to Use

Your pdQ smartphone is delivered with two e-mail programs—the *Palm Mail* and *pdQmail* applications. Use the following chart to identify which application is most advantageous for you. Once you have decided which e-mail application to use, see the *pdQ Applications Handbook* for procedures on installing and using it.

Method	Use this method to...
pdQmail over the air	Use this method to send and receive e-mail wirelessly (directly to your pdQ smartphone over the air). In this method, the pdQmail application connects to your mail server to retrieve and send messages. **Requirements:** ■ Your mail must reside on an Internet-standard (POP3/SMTP) mail server. ■ Your wireless service provider must provide *digital data coverage* in your area. Note that data coverage is not the same as voice coverage, but both are offered by your service provider. **Advantages and Restrictions:** ■ You can receive and send mail on your pdQ smartphone anywhere you have data coverage (even at the shopping mall or on the Interstate).
pdQmail using HotSync	Use this method to send and receive e-mail via your computer using a MAPI-compliant e-mail program such as Eudora or Microsoft® Outlook Express. You transfer e-mail to and from your pdQ smartphone using a HotSync operation. **Requirements:** ■ You must use a MAPI-compliant e-mail program. **Advantages and Restrictions:** ■ The HotSync operation is faster and provides better synchronization with existing e-mail messages than over-the-air transmission. ■ The pdQmail application has more features than the Mail application. ■ You can send and retrieve messages only via your computer. This is not a wireless operation.
Mail using HotSync	Use this option to send and receive e-mail via your computer using an e-mail program not supported by pdQmail. (See the list of approved mailers in pdQmail.) You transfer e-mail to and from your pdQ smartphone using a HotSync operation. **Advantages and Restrictions:** ■ The HotSync operation is faster and provides better synchronization with existing e-mail messages than over-the-air transmission. ■ The Mail application synchronizes with many different e-mail programs. ■ You can send and retrieve messages only via your computer. This is not a wireless operation.

Synchronizing the pdQ Smartphone with a Computer

Palm Desktop organizer software extends many of the functions of your pdQ smartphone to your computer. Although using the Palm Desktop is optional, when you use it, you can synchronize the data on your pdQ smartphone with the information on your computer. Synchronization is a simple, one-step procedure that ensures your data is always safe and up-to-date.

With Palm Desktop software you can:

- Work with applications for the Palm Computing® platform on your computer.
- Back up the data on the pdQ smartphone with HotSync technology and synchronize the data with Palm Desktop.
- Import and export data, so you can easily transfer data from other Windows applications into Address Book or Memo Pad.
- Print your Date Book, Address Book, To Do List, and Memo Pad information on any Windows-compatible printer.

Follow the procedures in this section to install Palm Desktop software and perform your first HotSync operation.

Installing Palm Desktop Organizer Software

This section explains how to install Palm Desktop organizer software on a computer running Microsoft Windows using a CD. If you need to install using diskettes, you can order the Palm Desktop installation diskettes from Palm Computing.

To install this software on a Macintosh® computer, you must purchase a Palm™ MacPac connection kit.

To order either of these products, contact Palm Computing at 800-881-7256 (USA), 800-891-6342 (Canada), or 801-431-1536 (worldwide). You can also visit the Palm Connected Organizers web site at http://www.palm.com.

Windows System Requirements

Your computer system must meet the following requirements.

Minimum Requirements

- Windows™ 95, Windows 98, or Windows NT® 4.0
- IBM-compatible 486 computer or higher
- 8 MB RAM (memory) *minimum;* 16 MB recommended
- 12 MB available hard disk space
- VGA monitor or better
- CD-ROM drive
- Mouse
- One available serial port

Optional Equipment

- Windows-compatible printer

Before You Install Software

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

1. If you have not already done so, connect the pdQ smartphone cradle to your computer and plug in the power cord. See page 12.

2. Remove the pdQ smartphone from the cradle during software installation.

3. Exit all programs, including those that run automatically at startup, such as fax software, virus protection software, screen-savers, and application toolbars such as Microsoft Office.

4. If you are installing from diskettes that you have ordered from Palm Computing (rather than the CD provided with your pdQ smartphone), make sure the original Palm Desktop diskettes are write-protected, and then make backup copies of them. Use the copies to install the software, and store the original diskettes in a safe place. Refer to your computer manual for information about locking or copying diskettes.

   Note: Do *not* simply copy the Palm Desktop files to your hard drive. You must use the installer to place the files in their proper locations and to decompress the files.

Installing the Palm Desktop Software

1. Exit any Windows programs and disable any virus-scanning software.

2. Insert the Palm Desktop CD into the computer's CD-ROM drive (or insert the diskette labeled Setup into the diskette drive).

3. Wait for the introduction screen to appear.

   If the introduction screen does not appear automatically, open the Start menu and choose Run. Type the letter of your CD-ROM drive, followed by a colon and the word **setup.** For example, if your CD-ROM drive is drive D, type **D:setup.**

4. Click the Install button. Follow the instructions on the screen.

   Notice that there are two e-mail applications provided with your pdQ smartphone—Palm Mail and pdQmail. During the installation, you can select which of these applications you want to use. If you are not sure, you can skip the installation of both e-mail conduits and install them at a later time. See page 19 for a comparison of pdQmail and Palm Mail.

5. After you have installed the software, refer to the Help menu for complete information about how to use Palm Desktop.

Performing Your First HotSync Operation

The first time you synchronize data, you need to enter user information on both the pdQ smartphone and the Palm Desktop. Once you enter this information and synchronize, the HotSync Manager recognizes your pdQ smartphone and doesn't ask for this information again.

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

Note: If you are a system administrator preparing several pdQ smartphones for a group of users, follow the procedures in "Creating a User Profile" in "Chapter 7—HotSync Technology" of the *pdQ Applications Handbook* before you continue. Use a unique name for each pdQ smartphone.
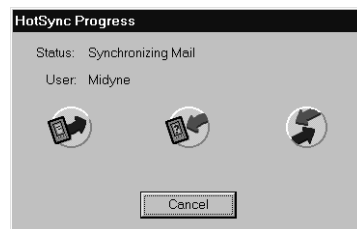
To perform your first HotSync operation:

Notice that you perform some of these steps on the computer and some of them on the pdQ smartphone.

1. On your computer, double-click the Palm Desktop icon (or select Palm Desktop from the Start menu) to start the Palm Desktop software.

2. Click 🌐 in the Windows taskbar to open the HotSync Manager menu. From the menu, click Local.

3. Turn on the pdQ smartphone and slide it into the cradle.

4. Flip open the pdQ smartphone keypad. Tap 🔧 to open the HotSync screen. Tap Local Sync.

   During your first HotSync operation, a dialog asks for your user name.

5. On the computer, enter a user name for your pdQ smartphone. Click OK.

   Every pdQ smartphone must have a unique name. Problems may occur if you try to synchronize more than one Palm Computing device with the same user name.
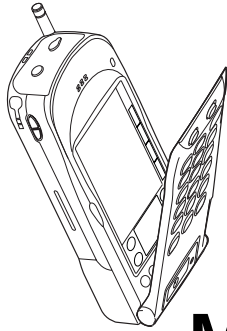
6. Wait for the Palm Desktop to display a message that the process is complete.

   Note: Do not turn the phone on or off during a HotSync operation.

   For information about the HotSync process, see "Chapter 7—HotSync Technology" in the *pdQ Applications Handbook.* For troubleshooting information, see "HotSync Operations" on page 64 of this handbook.

Chapter 3

Using Phone and Messaging Features

The pdQ smartphone's advanced phone and messaging capabilities make it easy to make a phone call, receive a page, see who left voice mail, and participate in a conference (three-way) call.

This chapter explains how to use your pdQ smartphone as an integrated phone and message manager.

In This Chapter...

Making a Call

You can make a phone call using either the keypad or the Dialer.

To make a call from the keypad:

1. If the pdQ smartphone is not on, press and hold (PWR) on the keypad to turn it on. Wait for the signal strength icon to appear.

2. Extend the antenna.

3. Press the keys to enter the phone number.
    Notice that the pdQ smartphone displays any matching caller information from the Speed Dial list or the Address Book as you press the keys.

4. When you have entered the number, press (SEND).
    If you make a mistake while entering the number, press (CLR) to remove the last digit you pressed. Hold the key down to remove several digits.

5. When you have finished your call, press (END).

To make a call using the Dialer:

Use the Dialer to make phone calls with the keypad open.

1. Flip open the keypad.

2. If the pdQ smartphone is not on, tap to turn it on.

3. Tap to open the Dialer.

4. Tap the keys to enter the phone number. Tap Send.

5. When you have finished your call, tap End.

Using Advanced Calling Features

In addition to calls that you make by dialing the number, you can make calls directly from the Speed Dial, Address Book, and Call History applications.

Using Speed Dial

You can designate up to 99 phone numbers from your Address Book to be on your Speed Dial list. You can then call these phone numbers using only a one- or two-digit number (1 through 99). Because Speed Dial is linked to the Address Book, when you change a phone number in the Address Book, it is automatically updated in the Speed Dial list.

To use Speed Dial with the keypad closed:

If you know the Speed Dial number you want to call, use these steps.

1. If the pdQ smartphone is not on, press and hold (PWR) on the keypad.

2. Press the one- or two-digit Speed Dial number. As you press the number, the name of the person you are calling appears on the screen.

3. Press (SEND).

4. When you have finished your call, press (END).

To use Speed Dial with the keypad open:

If you don't remember the Speed Dial number for someone you want to call, follow these steps to select it from the Speed Dial list.

1. Flip open the keypad. If the pdQ smartphone is not on, tap ▯ to turn it on.

2. Tap ◯ to open the Applications Launcher.

3. Tap ◉ to open the Speed Dial list.

4. Scroll through the list; tap the name of the person you want to call.

5. Tap Dial.

6. When you have finished your call, tap End.
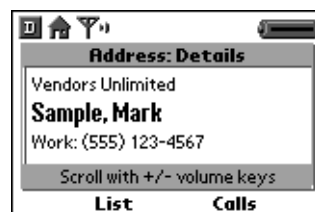
For detailed information, see "Chapter 16—Speed Dial" in the *pdQ Applications Handbook.*

Using the Address Book

To make a call from the Address Book with the keypad closed:

1. If the pdQ smartphone is not on, press and hold (PWR) on the keypad.

2. Press the right ⬤ Smart Key.

   The right Smart Key toggles between Address and Calls so you can see information from both the Address Book and the Call History list.

3. Press the volume control buttons on the left side panel of the pdQ smartphone to scroll up and down through the Address Book list.

4. To see more information about an entry, press the left ⬤ Smart Key.

   The left ⬤ Smart Key toggles between Details and List so you can move back and forth from the complete Address Book to the details about a specific entry.

5. When the phone number you want appears in bold, press (SEND).

6. When you have finished your call, press (END).

To make a call from the Address Book with the keypad open:

1. Flip open the keypad. If the pdQ smartphone is not on, tap ▯ to turn it on.

2. Press 🕾 to open the Address List.

3. Tap the phone number you want to call. Tap Dial.

4. When you have finished your call, tap End.

Searching the Address Book with the Keypad Closed

You can search for information in your Address Book with the keypad open or closed. To search with the keypad closed, follow these steps. To search with the keypad flipped open, see "Chapter 1—Address Book" in the *pdQ Applications Handbook*.

1. Press the first digit(s) of a phone number or the first letter(s) of a name.

   The words *Name* and *Number* appear above the Smart Keys.

2. To look up names beginning with the letters you pressed, press the left 🔲 Smart Key under Name.

   For example, the *2* key is equivalent to *A, B*, or *C*. If you press 2 and then press the left Smart Key, names from your Address Book beginning with A, B, or C appear on the screen. Press the volume control buttons or the up (∗↑) and down (#↓) keys to scroll through the names.

3. To look up phone numbers beginning with the keys you pressed, press the right 🔲 Smart Key under Number.

   For example, if you press *658* and then press the right Smart Key, phone numbers from your Address Book beginning with 658 appear on the screen. Press the volume control buttons or the up (∗↑) and down (#↓) keys to scroll through the Address Book entries.

4. When the correct name or number appears on the screen, press (SEND). To cancel without making the call, press (END) or (CLR).

Using Call History

Call History records the last 99 phone numbers you either called or received calls from. It identifies callers, the day they called, and the length of the call. The pdQ smartphone automatically replaces older calls with newer ones.

To make a call from Call History with the keypad closed:

1. If the pdQ smartphone is not on, press and hold (PWR) on the keypad.

2. Press the right 🔲 Smart Key.

   The right Smart Key toggles between Address and Calls so you can see information from both the Address Book and the Call History list.

3. Press the volume control buttons or the up (∗↑) and down (#↓) keys to scroll through the Call History list.

4. To see more information about an entry, press the left ⬛ Smart Key.

   The left Smart Key toggles between Details and List so you can view both the complete list and details about a specific entry.

5. When the phone number you want appears in bold, press (SEND).

6. When you have finished your call, press (END).

To make a call from Call History with the keypad open:

1. Flip open the keypad. If the pdQ smartphone is not on, tap 📱 to turn it on.

2. Tap ⚹ to display the Call History list.

3. To identify which calls are displayed, tap the pick list in the upper-right corner of the screen. From the list, tap All, Incoming, Outgoing, or Missed.

4. Tap the name or number you want to call. Tap Dial.

5. When you have finished your call, tap End.

For detailed information, see "Chapter 3—Call History" in the *pdQ Applications Handbook*.

Redialing the Most Recently Called Number

To redial with the keypad closed:

1. If the pdQ smartphone is not on, press and hold (PWR) on the keypad.

2. Do one of the following:
   - Press (SEND).
   - Press the right ⬛ Smart Key under Redial.

To redial with the keypad open:

1. Flip open the keypad. If the pdQ smartphone is not on, tap 📱.

2. Tap Redial.

Checking Your Own Phone Number

To check the phone number on a pdQ smartphone, do the following:

1. Press and hold (PWR) on the keypad.

2. Press (INFO).

Using Phone and Messaging Features

Making a Conference Call

If your service provider supports conference calls, you can use your pdQ smartphone to make a three-way call.

To make a conference call:
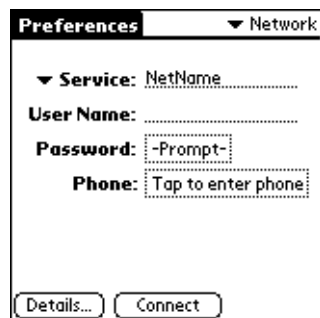
1. Call the first conference participant.

2. Put the first caller on hold in one of these ways:
   - If the keypad is closed, press the right ◐ Smart Key under Flash.
   - If the keypad is open, tap Flash.

3. Enter the phone number of the second participant.

4. Press (SEND) or tap Send.

Making a Data Connection

You can use your pdQ smartphone to connect to Internet Service Providers (ISPs) or remote access servers. For details about setting up these services, see "Chapter 8—Setting Network Preferences." Once they have been set up, follow these procedures to make a data connection.

To make a data connection:

1. Flip open the keypad. If the pdQ smartphone is not on, tap ▤ to turn it on.

2. Tap ◉ to open the Applications Launcher.

3. Tap ▦ to open the Preferences screen.

4. From the pick list in the upper-right corner, select Network.

```
┌─────────────────────────────────┐
│ Preferences        ▼ Network    │
│                                 │
│ ▼ Service: NetName              │
│ User Name: ................     │
│ Password: ┊-Prompt-┊            │
│    Phone: ┊Tap to enter phone┊  │
│                                 │
│                                 │
│ (Details...) ( Connect )        │
└─────────────────────────────────┘
```

5. Verify that the settings on the screen are correct. Tap Connect.

   The pdQ smartphone connects to your service provider.

Checking and Responding to Messages from pdQalert

To check your pdQalert messages:

1. If the pdQ smartphone is not on, press and hold (PWR) on the keypad.

2. Press the (✉) key.

3. Press the volume control buttons to scroll through the items in the list.

4. Press the left (△) Smart Key to see more detail about a message.

   The left Smart Key toggles between List and Details so you can see both the list of messages and the content of a single message. On this screen, you can read your messages and reply to them, but you cannot modify or delete them. To modify or delete messages, see "Chapter 11—pdQalert" in the *pdQ Applications Handbook.*

5. To reply to a pdQalert message, press (SEND) when the message is bold.

   If the message includes a phone number, the pdQ smartphone connects to that number. For voice mail messages, the pdQ smartphone dials the voice mail number you set in the Phone Preferences panel. See "Setting Phone Preferences" on page 15.

6. To quit pdQalert, press the right (△) Smart Key under Done.

Answering Calls

When there is an incoming call, the phone rings, the backlight turns on, and the message "Incoming Call" appears on the pdQ smartphone screen. If available, the caller or Address Book ID also appears.

To answer a call:

You can answer a call with the keypad open or closed. If you are working with an application (for example, entering addresses), your entries are automatically saved; nothing is lost when you answer the phone.

▶ Press (SEND) or tap Send.

   Pressing the Send key on the keypad always answers the call, even if the keypad is locked. Opening or closing the keypad does not have any effect on the call.

   Note: If you have set the ringer to a long tone, the pdQ smartphone may continue to ring for a moment or two after you press Send. Don't press Send again. The call will be answered at the end of the ring.

If a Second Call Comes In

If a second call comes in while you are on the phone, the pdQ smartphone does not ring. A tone announces the new call so you can place the current caller on hold, if you wish. If you do not take the second call, it is automatically added to the Call History list. Call waiting and messaging services vary depending on your service provider; contact your service provider for information.

To put a caller on hold:

1. To put a caller on hold, do one of the following:
   - If the keypad is closed, press the right ⬤ Smart Key under the word Flash.
   - If the keypad is open, tap Flash.
2. To move between two callers, press (SEND).

Ending Calls

To end a call:

1. If the keypad is closed, press either (END) or (PWR).
2. If the keypad is open, tap 📱 or End.

   The length of the call in minutes and seconds appears on the screen for about ten seconds. To clear this information, press (END) or (CLR).

Making Adjustments

It is easy to reenter phone numbers, adjust the speaker volume, set the microphone to mute, or turn off the ringer on your pdQ smartphone.

Making Adjustments During a Call

To correct an error while dialing:

1. If you press the wrong key while dialing, press (CLR) to remove the last digit you pressed.
2. To remove several digits, press and hold (CLR).

To adjust the speaker volume during a call:

▶ Press the volume control buttons on the left side panel. See page 3.

To set the microphone to mute during a call:

1. If the keypad is closed, press the left ⬤ Smart Key under the word Mute.

2. If the keypad is open, tap Mute.

To turn off the ringer:

▶ Do one of the following:
   - Press ⬤END.
   - Press one of the volume control buttons on the left side panel.
   - Press the backlight button on the top panel. (Pressing this button turns off both the ringer and the backlight.)

Adjusting the Ringer Sounds

You can adjust the volume of the ringer or set your pdQ smartphone to blink instead of ringing when you have an incoming call.

To adjust the ringer volume:

1. If the pdQ smartphone is not on, press and hold ⬤PWR on the keypad.

2. Press the left ⬤ Smart Key under Menu.

3. Press the volume control buttons on the left side of the pdQ smartphone to move through the menu. When **4 Set Ringer Volume** is bold, press the right ⬤ Smart Key under Select.

4. Adjust the volume using the volume control buttons. You hear a sample of the ringer sound at each selected level.

5. When the volume level is OK, press the right ⬤ Smart Key under Done.

To select silent mode with the keypad closed:

1. If the pdQ smartphone is not on, press and hold ⬤PWR on the keypad.

2. Press the left ▬ Smart Key under Menu.

```
▣ 🏠 ▽·                    ▭
         Menu
1 Turn Keyguard On
2 Set Silent Mode
3 Set Security Options
   Scroll with +/- volume keys
    Done      Select
```

3. Press the volume control buttons on the left side of the pdQ smartphone to move through the menu. When **2 Set Silent Mode** is bold, press the right ▬ Smart Key under Select.

4. Press the volume control buttons to select **Ringer On** or **Lights Only.** When your choice is bold, press the right ▬ Smart Key under Select.

To adjust the ringer with the keypad open:
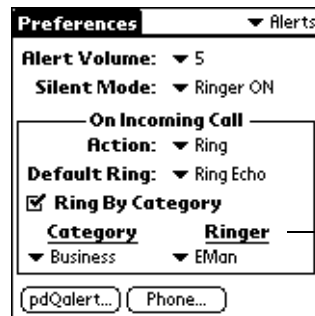
1. Flip open the keypad. Tap 🕐 to open the Applications Launcher.

2. Tap 📇 to display the last Preferences screen you used.

3. From the pick list in the upper-right corner, tap Alerts.

```
Preferences          ▼ Alerts
Alert Volume: ▼ 5
 Silent Mode: ▼ Ringer ON
   ┌─── On Incoming Call ───┐
   │ Action: ▼ Ring ────────────── Tap to select the settings you want to use
   │Default Ring: ▼ Fifth          for incoming phone calls.
   │☐ Ring By Category      │
   │                        │
   └────────────────────────┘
(pdQalert...) ( Phone... )
```

4. Tap the Alert Volume pick list. From the pick list, tap a number between 1 (low) and 7 (high) to set the volume level of the alert sound.

5. In the boxed area labeled On Incoming Call, tap the Action pick list. Tap Ring or Lights Only. This setting affects all applications.

6. Tap the Default Ring pick list. Select the type of sound you want.

7. If you want to hear a different ringer sound for each category of calls, put a check mark in the Ring By Category check box.

```
┌─────────────────────────────────┐
│ Preferences        ▼ Alerts     │
│ Alert Volume:  ▼ 5              │
│ Silent Mode:  ▼ Ringer ON      │
│ ──────── On Incoming Call ───── │
│     Action:  ▼ Ring            │
│ Default Ring:  ▼ Ring Echo     │
│ ☑ Ring By Category             │
│   Category       Ringer         │
│ ▼ Business     ▼ EMan          │
│                                 │
│ (pdQalert...) (Phone...)        │
└─────────────────────────────────┘
```

Using these pick lists, you can select different sounds for business calls and personal calls.

8. From the Category pick list, tap a category of calls. From the Ringer pick list, tap the sound you want to associate with that type of call.

Note: You can also select sounds for pdQalert messages and use sounds to notify you of specific situations (for example, when your phone enters roaming mode). For details, see "Selecting Alerts" in "Chapter 14—Preferences" of the *pdQ Applications Handbook*.

Using Keyguard

Use the Keyguard feature to make sure that keys are not pressed accidentally (for example, if the pdQ smartphone slips around inside a briefcase). The Keyguard remains on until you either turn it off or answer a phone call.

Note: For additional security, you can lock your pdQ smartphone with a password. See "Chapter 15—Security" in the *pdQ Applications Handbook*.

To turn on Keyguard:

1. Press and hold (PWR) on the keypad to turn on the pdQ smartphone.

2. Press the left (▲) Smart Key under Menu. Turn Keyguard on appears on the screen menu.

3. Press the right (▲) Smart Key under Select. The words Keyguard On appear to show that the keypad is locked.

If you receive a call while Keyguard is turned on:

▶ Press (SEND) to answer the call. Keyguard is automatically turned off.

To unlock Keyguard:
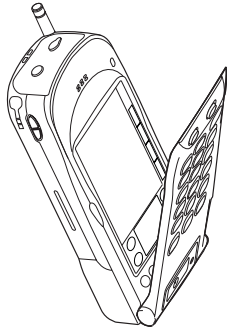
▶ Press (1) (2) (3).

pdQ Smartphone Menus

When the pdQ smartphone is turned on and the keypad is closed, you can access the following menus. To open the menus, press the left ⬭ Smart Key under Menu.

1 Turn Keyguard On	Lock the keypad so that keys cannot be pressed accidentally. See "Using Keyguard" on page 33.
2 Set Silent Mode	Turn the pdQ smartphone ringer on or off. See "Adjusting the Ringer Sounds" on page 31.
3 Set Security Options	Restrict the pdQ smartphone so that it cannot be used without entering a password. See "Restricting the pdQ Smartphone" on page 156 in the *pdQ Applications Handbook.*
4 Set Ringer Volume	Adjust the volume of the ringer. See "Adjusting the Ringer Sounds" on page 31.
5 Turn Modem Mode On/Off	Use the pdQ smartphone as a modem. See "Chapter 9—Modem Emulation" in the *pdQ Applications Handbook.*
6 Launch HotSync®	Begin a HotSync operation. See "Performing a Local HotSync Operation" on page 51 in the *pdQ Applications Handbook.*

Chapter 4

Working with
Organizer Features

Record keeping on the go challenges even the most organized person. The pdQ smartphone makes maintaining information about contacts and keeping a To Do List easier than ever. All it takes is a tap to ensure that information you enter is up-to-date and available in two places when you synchronize your pdQ smartphone with your computer.

This chapter explains how to work with the built-in applications, enter information, look up information, and use organizer features.

In This Chapter...
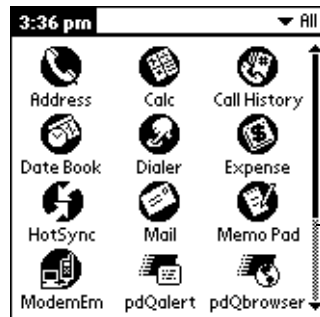
Selecting Applications

The pdQ smartphone comes with a variety of applications that you can open from the Applications Launcher. You can also use the buttons surrounding and below the writing area to open applications.

Opening an Application

1. Flip open the keypad. Tap ⊘ to open the Applications Launcher.

Tap the scroll bar or press the Down button to see additional applications.

2. Tap the icon for the application you want to launch.

   If you have more applications installed than you can see on one screen, tap the scroll bar or press the Down button to move between screens.

   Note: As a shortcut, you can write the Graffiti handwriting character for the first letter of an application you want to open. The Applications Launcher scrolls to the first application beginning with that letter.

Changing Applications

When working in any application, tap ⊘ or press a key to switch to another application. The pdQ smartphone automatically saves your work when you change from one application to another, so you don't need to worry about losing information.

Displaying Applications

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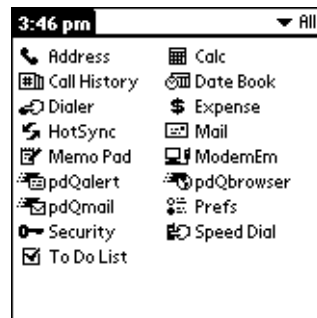
Listing applications by name

1. Flip open the keypad. Tap ⊘ to open the Applications Launcher.

2. Tap 🐌 to open the Applications Launcher menus.

3. From the Options menu, tap Preferences.

```
┌─────────────────────────────────┐
│        Preferences        ⓘ     │
├─────────────────────────────────┤
│ ☑ Remember Last Category        │
│                                 │
│ View By: │List    │             │
│          │Icon    │             │
│ ┌────┐ ┌────────┐               │
│ │ OK │ │ Cancel │               │
│ └────┘ └────────┘               │
└─────────────────────────────────┘
```
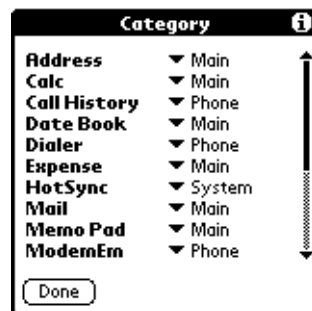
4. In the View By pick list, tap List.

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

```
┌─────────────────────────────────┐
│ 3:46 pm                    ▼ All │
├─────────────────────────────────┤
│ ☎ Address        ▦ Calc         │
│ ▦ Call History   ◔ Date Book    │
│ ⌨ Dialer         $ Expense      │
│ ⟳ HotSync        ✉ Mail         │
│ ✍ Memo Pad       ▭ ModemEm      │
│ ⚑ pdQalert       ⚑ pdQbrowser   │
│ ⚑ pdQmail        ⚏ Prefs        │
│ ⌐ Security       ⚏ Speed Dial   │
│ ☑ To Do List                    │
│                                 │
└─────────────────────────────────┘
```

Displaying Applications by Category

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

1. Flip open the keypad. Tap 🕐 to open the Applications Launcher.

2. Tap 🌐 to open the Applications Launcher menus.

3. From the App menu, tap Category.

```
┌─────────────────────────────────┐
│        Category           ⓘ     │
├─────────────────────────────────┤
│ Address       ▼ Main         ▲  │
│ Calc          ▼ Main         ▓  │
│ Call History  ▼ Phone        ▓  │
│ Date Book     ▼ Main         ▓  │
│ Dialer        ▼ Phone        ▓  │
│ Expense       ▼ Main         ▓  │
│ HotSync       ▼ System       ▓  │
│ Mail          ▼ Main         ▓  │
│ Memo Pad      ▼ Main         ▓  │
│ ModemEm       ▼ Phone        ▼  │
│ ┌──────┐                        │
│ │ Done │                        │
│ └──────┘                        │
└─────────────────────────────────┘
```

4. Tap the ▼ next to each application to assign it to a category.

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

5. Tap Done to return to the Applications Launcher.

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

You can also tap ⊘ to scroll through the application categories.
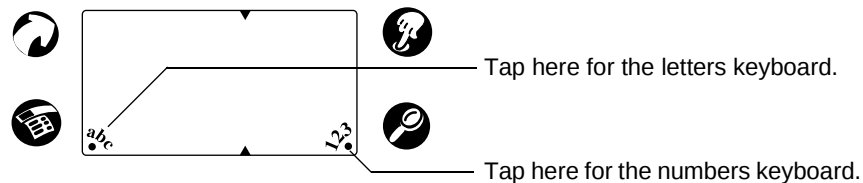
Entering Information

There are two ways to enter information into your pdQ smartphone. You can use the on-screen keyboard or you can write in the Graffiti area. Both of these methods use the stylus.
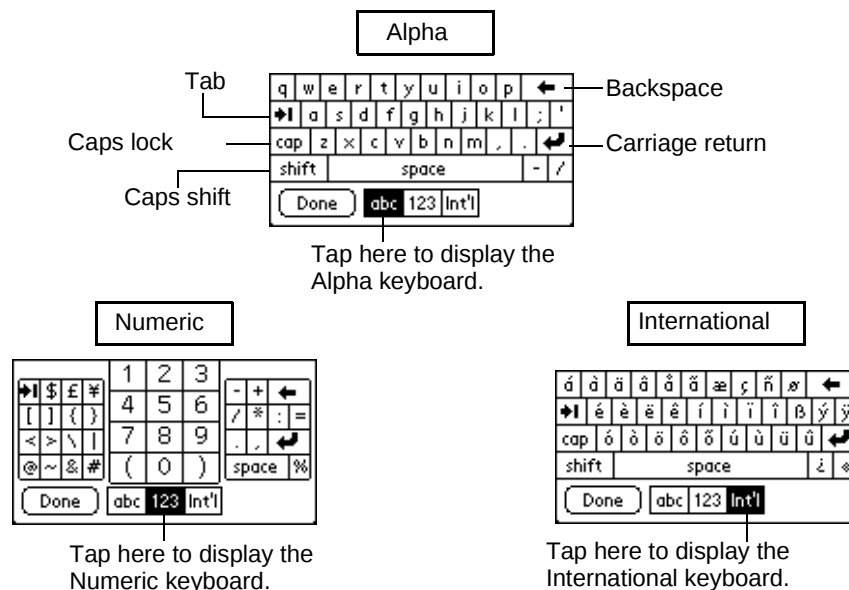
Using the On-Screen Keyboard

You can activate the on-screen keyboard any time you need to enter text or numbers.

1. Open any pdQ smartphone application.

2. Tap any record name or tap New.

3. Tap abc to open the alphabetic keyboard or 123 to open the numeric keyboard.

Tap here for the letters keyboard.

Tap here for the numbers keyboard.

4. Tap the characters of the on-screen keyboard to enter text and numbers.

Alpha

Tab
Backspace
Caps lock
Carriage return
Caps shift

Tap here to display the Alpha keyboard.

Numeric

International

Tap here to display the Numeric keyboard.

Tap here to display the International keyboard.

Notice that the on-screen keyboard also has a screen for international characters. You can move among the three screens at any time.

5. When you have finished, tap Done to close the on-screen keyboard.
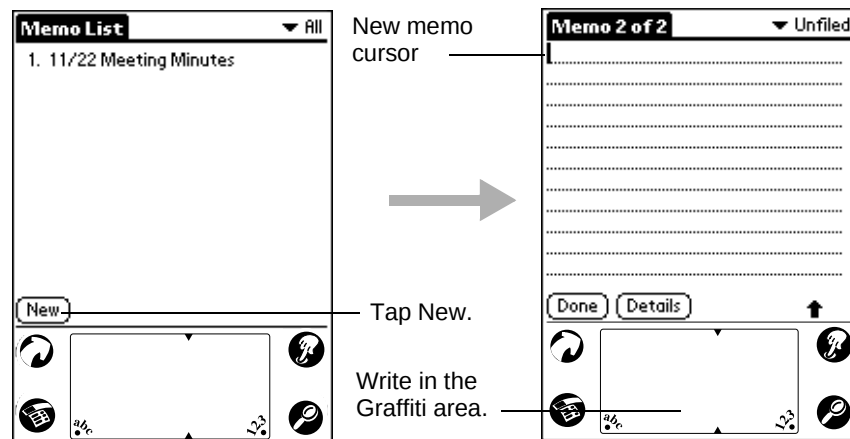
Writing with the Stylus

The pdQ smartphone includes Graffiti power writing software as the primary system for entering text and numbers. In Graffiti, the simple strokes you write with the stylus are instantly recognized as letters or numbers.

Opening the Memo Pad Application

The Memo Pad application is ideal for practicing Graffiti script. This section explains how to open the Memo Pad and use it to practice Graffiti. For a more detailed explanation of the Memo Pad, see the *pdQ Applications Handbook.*

1. Flip open the keypad. Press the 📝 button to open the Memo Pad.

2. Tap New to open a new Memo page.

New memo cursor

Tap New.

Write in the Graffiti area.

Writing Letters With Graffiti

Graffiti includes any character you can type on a standard keyboard. Because the Graffiti strokes closely resemble those of the regular alphabet, most people find they can enter text quickly and accurately with only minutes of practice.
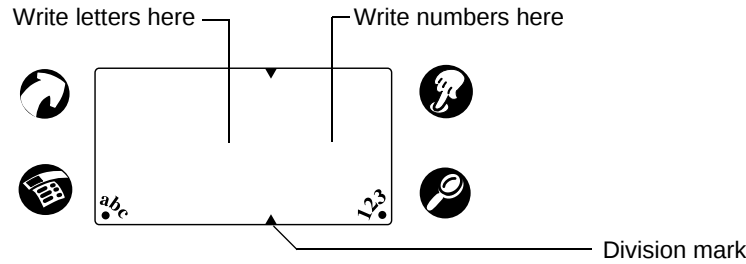
AA   FF   KK   TT
         4 4   5 5

There are four basic concepts for success with Graffiti:

■ If you draw the character shape exactly as shown in the tables in this chapter, you can achieve 100% accuracy.

ΛBCDE

■ The heavy dot on each shape shows where to begin the stroke. Certain characters have similar shapes, but different beginning and end points. Always begin the stroke at the heavy dot.

■ Most characters require only a single stroke. When you lift the stylus, the pdQ smartphone recognizes and displays the text character immediately.

■ The Graffiti writing area is divided into two parts: one for writing letters and one for writing numbers. The small marks at the top and bottom of the Graffiti writing area indicate the two areas.

Write letters here ⎯⎤ ⎡⎯ Write numbers here

Division mark

To write letters of the alphabet with Graffiti:

1. Tap the screen where you want your text to go.

2. Use the table on page 41 to find the stroke shape for the letter you want to write. For example, the stroke below creates the letter "n."

Lift the stylus here.

Start the stroke at the heavy dot. ⎯

You use the same shapes to create both upper- and lowercase letters.

3. Position the stylus on the left side of the Graffiti writing area.

4. Start at the heavy dot. Draw the shape as it appears in the table.

Don't try to draw the dot itself. The dot is there to show the starting point of the stroke.

5. Lift the stylus from the screen at the end of the stroke shape.

When you lift the stylus from the screen, the letter appears at the insertion point. You can immediately begin the stroke for the next character.

Note: You must begin the character strokes in the Graffiti writing area. If you do not make Graffiti strokes in the Graffiti writing area, the pdQ smartphone does not recognize them as text characters.

Graffiti Tips

When writing with Graffiti, keep these tips in mind:

■ Accuracy improves when you write large characters. Draw strokes that nearly fill the Graffiti writing area.

- To delete characters, place the insertion point to the right of the character you want to delete and make the backspace stroke (a line from right to left) in the Graffiti writing area.
- Write at natural speed. Writing too slowly can cause recognition errors.
- Do not write on a slant. Vertical strokes should be parallel to the sides of the Graffiti writing area.
- For some letters, there are two different stroke shapes. Use the one that's easiest for you.

Graffiti Script

To enter...	Draw	To enter...	Draw	To enter...	Draw
A	∧	N	N	0	○ ○
B	B B	O	○ ○	1		
C	C	P	P P	2	2
D	D D	Q	Q	3	3
E	Ɛ	R	R R	4	L
F	⌐ ⌐	S	S	5	5 5
G	G 6	T	⌐	6	6
H	h	U	U	7	7
I	I	V	V V	8	8 8
J	J	W	W	9	9
K	⪤	X	X ✕	Space	—
L	L	Y	Y γ	Back Space	—
M	M M	Z	Z	Next Line	╱

Writing Capital Letters with Graffiti

You make capital letters with the same stroke shapes as the basic alphabet characters. To make capital letters, you must first "shift" to caps — just as you press the Shift key on a keyboard — and then write the character strokes. When you start a new entry (for example, a new memo or a new Address Book entry), Graffiti automatically capitalizes the first letter.

To make the first letter of a word a capital letter:

▶ Write the Caps Shift stroke. |

When Caps Shift is active, an arrow appears in the lower-right corner of the screen. Caps Shift is only active for the first character.

(Details)   ⬆ |

To enter only capital letters (Caps Lock):

▶ Write the Caps Lock stroke. ⎸⎸

When Caps Lock is active, an underlined arrow appears in the lower-right corner of the screen. To return to lowercase, make the Caps Shift stroke again.

Writing Numbers with Graffiti
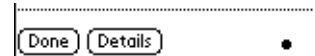
Writing numbers with Graffiti is similar to writing the letters of the alphabet, except that you make the character strokes on the right side of the Graffiti writing area.

Number	Strokes		Number	Strokes
0	Ο Ο		5	5 5
1				6	6
2	2		7	7
3	3		8	8 8
4	∟		9	9

Writing Punctuation Marks with Graffiti

Graffiti can create any punctuation mark you can enter from a keyboard.

All punctuation marks begin with a single tap on the Graffiti writing area. When you make this tap, a dot appears to show that Punctuation Shift is active. The next stroke you make with the stylus creates a punctuation mark.

Period	Comma	Apostrophe	?	!	–	(	)	/	$
●	⟋	⎸	?	⎸	—	(	)	╱	S

@	#	%	^	&	*	<	>	–	+	=	|	Tab
Ο	Ν	ℳ	∧	8	✕	<	>	∼	∝	2	⎸	⌐

\	{	}	[	]	~	`	;	:	"
\	Ɛ	3	Ɛ	3	Ν	\	╱	⎸	N

When Punctuation Shift is active, you can make a symbol stroke anywhere in the Graffiti writing area (the letters *or* numbers side).

Writing Symbols and Extended Characters

All symbols and extended characters begin with the Symbol Shift stroke.
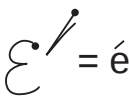
When the Symbol Shift is active, a slanted shift symbol appears in the lower-right corner of the screen. The next stroke you make creates the symbol or extended character.

•	TM	®	©	'	,	"	"	§	°	¿	¡

+	–	X	÷	=	¢	¥	£	ß	µ	ƒ	∅

Writing Accented Characters

To create accented characters, draw the stroke normally used to create the letter, followed by an accent stroke. Graffiti then adds the accent to the letter. This example shows the strokes required to draw an "e" with an acute accent.

Accent Strokes
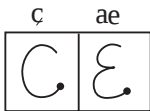
à á â ã ä å

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 ñ ÿ

Additional Non-English Characters

You can write the following characters in the lowercase alphabet mode without any special punctuation or shifting:

ç ae

You must write these non-English characters in the left side of the Graffiti writing area.

Navigation Strokes

In addition to character symbols, Graffiti includes special strokes that you can use to navigate within text or fields in applications.

Command	Stroke
Move cursor right	
Move cursor left	
Previous field (Address Book only)	
Next Field (Address Book only)	
Open Address Record (Address Book only)	

Working with Organizer Features

Graffiti ShortCuts

Graffiti ShortCuts make entering commonly used words or phrases quick and easy. Graffiti comes with several predefined ShortCuts, and you can also create your own. Each ShortCut can represent up to 45 characters. For example, you might create a ShortCut for your name or for the header of a memo. See "Chapter 14—Preferences" in the *pdQ Applications Handbook* to learn about creating your own ShortCuts.

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.

The pdQ smartphone includes the following predefined Graffiti ShortCuts:

Entry	ShortCut
Date stamp	ds
Time stamp	ts
Date / time stamp	dts
Meeting	me

Entry	ShortCut
Breakfast	br
Lunch	lu
Dinner	di

For example, draw these strokes to enter the date and time.

Using Application Controls

The applications on your pdQ smartphone use standard controls for moving around the screen. Once you become familiar with them, you can easily select options and navigate through applications. The following table lists the controls and how to use them.

Check box—Tap an empty check box to select that option. Tap it again to remove the check mark.

Scroll arrows—Tap the up arrow to display the previous page. Tap the down arrow to display the next page. You can also press the up and down scroll keys on the front panel of the pdQ smartphone.

Pick list—Tap the arrow to display a list of choices. From the pick list, tap an item to select it.

Button—Tap a button to perform a command. In most cases, tapping a button opens or closes a dialog, a screen where you enter information or change settings. A dialog always contains an OK, Cancel, or Done button for closing the dialog. The on-screen keyboard is an example of a dialog.

Scroll bar—Drag the slider to scroll the display one line at a time. To scroll to the previous page, tap the arrow at the top of the scroll bar. To scroll to the next page, tap the arrow at the bottom of the scroll bar.
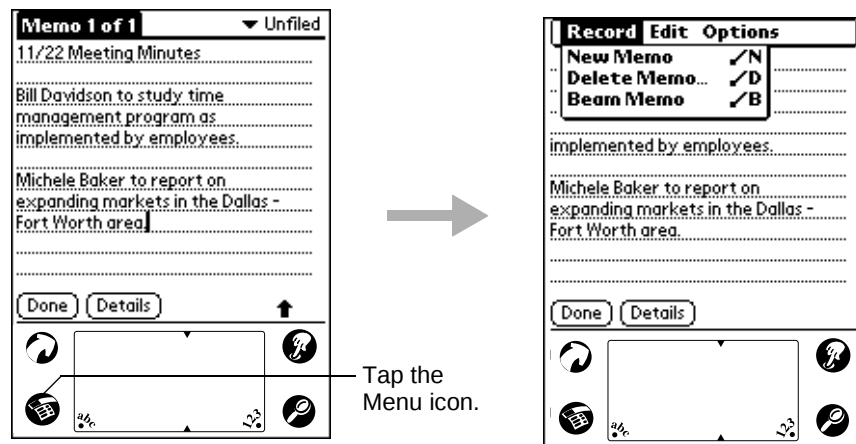
Using Menus

A menu is a set of commands for actions you can do, such as creating a new record or beaming a business card. You open the menus on your pdQ smartphone by tapping the menu icon 📇.

Some menu commands are common to all applications. Others are specific to the application you are using. (For example, menus in the Memo Pad have different options than those in the Date Book). The common menu commands are described in this section. For details about the menus in an application, see the chapter on that application in the *pdQ Applications Handbook.*

To open the menus:

1. Open a pdQ smartphone application (such as the Memo Pad).

2. Tap 📇 to open the menus for that application.

In this example, there are three menus—Record, Edit, and Options. The Record menu, which is open, contains three commands—New Memo, Delete Memo, and Beam Memo.

Choosing a Menu

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

The menus and menu commands you can see depend not only on the application that is running, but also on *which part* of the application is currently on the screen. For example, in the Memo Pad, the menus for the Memo List screen are different from those for the Memo screen.

Working with Organizer Features

Using Graffiti Shortcut Commands

Most menu commands have Graffiti "Command stroke" equivalents (like the keyboard shortcuts on computers). The command letters appear on the right side of the menu commands.

Menu commands ———

Command letters

To use the Graffiti menu commands, draw the Command stroke ╱ followed by the command letter. The Command symbol appears just above the Graffiti writing area to indicate that you are in Command mode. For example, to choose the Select All command, draw the Command stroke, followed by the letter "s."

Note: You do not need to tap 📱 before you use the Graffiti menu commands. However, since the Command mode is active for approximately two seconds, you must write the letter immediately after drawing the command stroke to activate the menu command.

Using the Edit Menu

The Edit menu is available with any screen where you enter or edit text. In general, these commands 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 black). 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 *last* Edit command. For example, if you used Cut to remove text, the Undo command replaces the text.
Cut	Removes text and stores it in memory. You can paste this text into another area of the application or into a different application.
Copy	Copies text and stores it temporarily in memory. You can paste this text into another area or into a different application.
Paste	Inserts text you cut or copied at the selected point. If you did not previously cut or copy text, the Paste command does nothing.
Select All	Selects all the text on the current record or screen. Use this command to cut or copy all of the text and paste it elsewhere.
Keyboard	Opens the on-screen keyboard.
Graffiti Help	Shows the Graffiti character strokes. Use this command any time you forget the stroke for a particular character.
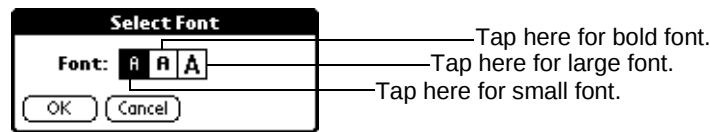
Choosing Fonts

In most applications, you can change the font style to make the text on the screen easier to read. You can even choose a different font style for each application that supports this feature.
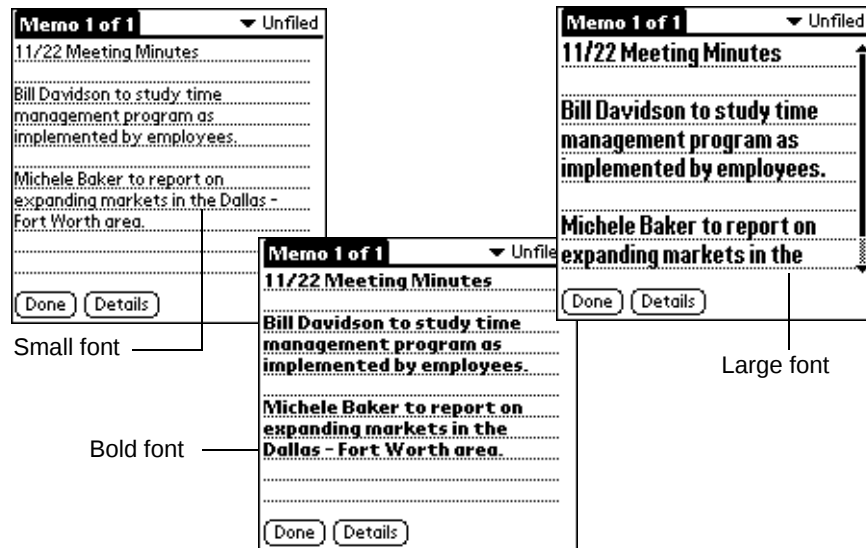
Notice that the Expense application does not support changing fonts.

To change the font style:

1. Open an application.

2. Tap ⬤ to open the menus.

3. Tap Font from the Options menu.

```
Select Font

Font:  A  A  A
   ( OK )  ( Cancel )
```
Tap here for bold font.
Tap here for large font.
Tap here for small font.

4. Tap the font style you want to use.

5. Tap OK to return to the application. The font style has changed.

Small font

Bold font

Large font

Working with Organizer Features

Using Categories

Categories can help you group Address entries, To Do items, or Memos for easy review. You cannot, however, assign categories to Date Book events. When you first create an entry, it is "Unfiled," which means it does not belong to a category. You can leave it Unfiled or assign it to a category at any time.

The use of categories is optional. The category you choose is used only for sorting and viewing records. It does not affect the contents of the record.

To assign a category to an entry:

1. Tap a To Do item, memo, or Address Book entry. Tap Edit.

2. Tap Details.

3. From the Category pick list, tap the category you want to assign.
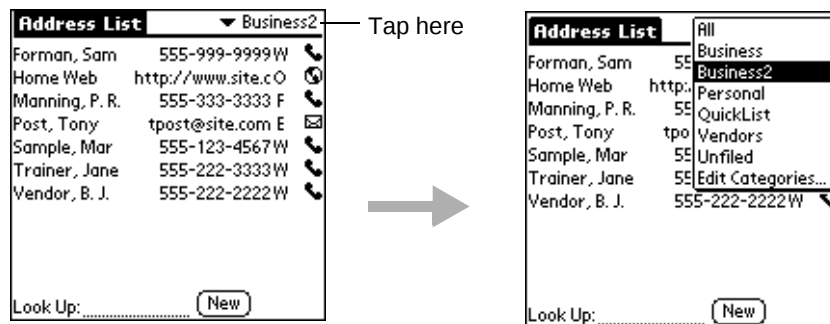
4. Tap OK.

Viewing Lists by Category

After you have assigned categories to your entries, you can easily view the entries by category. Viewing by category is particularly useful in applications such as the Address Book where you may have a long list of records.

To use categories in a List screen:

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

2. Tap the category of entries you want to view. The List screen now shows only records in that category.

3. To return to a complete list of your entries, open the pick list in the upper-right corner of the screen and tap All.
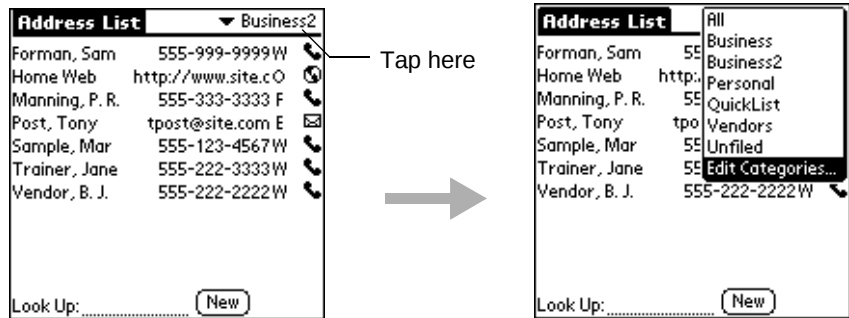
Defining a New Category

The pdQ smartphone comes with two default categories: Business and Personal. The Address Book also includes the QuickList category, which contains commonly used names, addresses, and phone numbers.
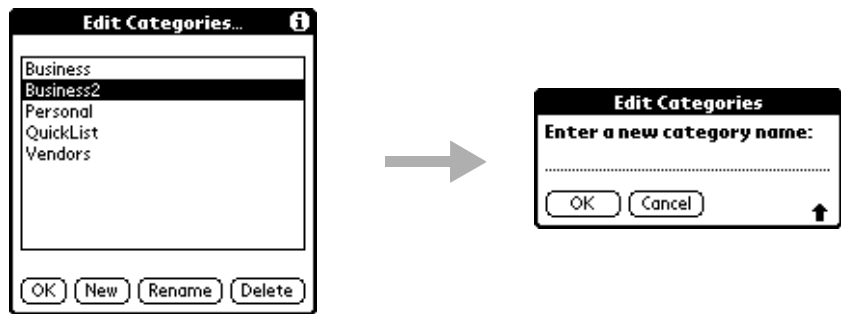
You can rename the default categories or add new categories to suit your needs. You can define up to 15 categories for each application.

To define a new Address Book category:

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

2. In the Edit Categories dialog, tap New.
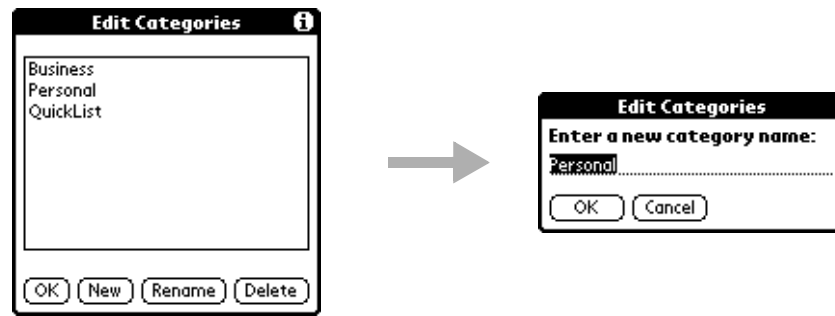
3. Enter the name of the new category. Tap OK.

4. Tap OK. Your new category has been added to the pick list.
    Edit any of your records and file them in the new category as appropriate.

Renaming Categories

You can change the name of any existing category.

To change the name of an Address Book category:

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

2. Tap the category you want to rename. Tap Rename.

3. Enter the new name you want to assign to the category. Tap OK.

4. Tap OK. The new name appears in the pick list.

> **Note:** You can "merge" two or more categories by assigning them the same name. For example, if you change the name of the "Personal" category to "Business," all entries formerly in the Personal category appear in the Business category.
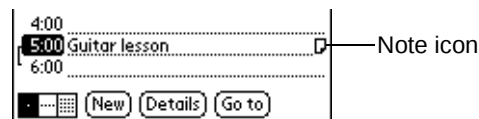
Attaching Notes

You can attach notes to entries in most applications (except the Memo Pad). A note is anything you want to write. For example, if you have entered an appointment in the Date Book, you could attach a note with directions to the location. A note can be several thousand characters in length.

To attach a note to an entry:

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

2. Tap Details.

3. Tap Note. Write the text you want to appear in the note.

4. Tap Done to close the note and return to the application screen.

Notice that ▢ appears at the right side of any item with a note attached.

5. To review or edit a note, tap ▢.

Marking Private Entries

In applications, you can mark individual entries as Private. Private entries remain visible and accessible until you change the Security setting to hide all Private entries. See "Chapter 15—Security" in the *pdQ Applications Handbook* for complete information about how to use the Security settings.

To mark an entry as Private:

1. Display the entry that you want to mark as Private.

2. Tap Details.

3. Tap the Private check box.

Beaming Information to Other pdQ Smartphones

Your pdQ smartphone is equipped with an IR (infrared) port that you can use to "beam" information to another pdQ smartphone or a Palm connected organizer with an IR port. You can beam the following:

■ The current Address Book, Date Book, To Do List, or Memo Pad entry

■ All Address Book, To Do List, or Memo Pad entries in the current category

■ Your "business card" (To create a business card, see "Chapter 1—Address Book" in the *pdQ Applications Handbook.*)

■ An application that you have installed

Note: To conserve power, your pdQ smartphone is delivered with the beam feature turned *off.* To turn it on, see "Setting General Preferences" on page 17.

To beam information:

1. Locate the entry you want to beam.

2. Tap �. Tap the Beam command from the Record menu.

3. Point the IR port (at the top of the back panel) at the IR port of the receiving device. For best results, the pdQ smartphones should be from five centimeters to one meter (approximately 2 inches to 40 inches) apart, and the path between the two devices must be clear of obstacles.

4. Wait for the Beam Status dialog to indicate that the transfer is complete before you continue working on the pdQ smartphone.

Note: To quickly beam your business card, just press and hold the 📱 key for a few seconds.

To receive beamed information:

Before you can receive beamed information, the Beam Receive feature must be turned on. See "Setting General Preferences" on page 17.

1. Turn on the pdQ smartphone. Point the IR port directly at the IR port of the transmitting device to open the Beam Status dialog.

2. Tap Yes to accept the transmission.

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

Finding Data on Your pdQ Smartphone
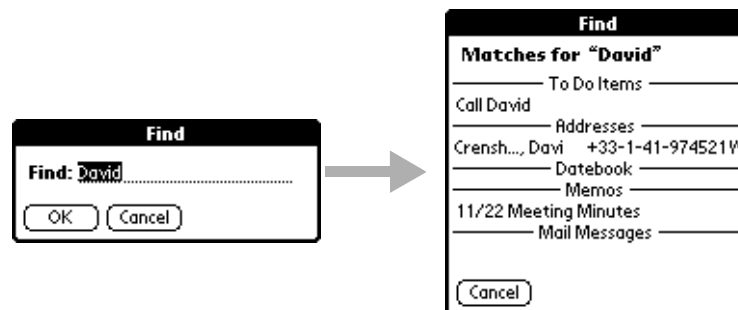
After using your pdQ smartphone for a while, you may have a large amount of information stored on it. To locate specific data, you can use the Find command, the Find and Dial feature, and the Phone Lookup feature.

Using the Find Command

The Find command searches for any text you specify in any application, including notes. You can search for whole words or just the beginning letters of a word.

To use the Find command:

1. Tap 🔍 from any pdQ smartphone application.

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

2. Enter the text that you want to find. Notice that the Find command is *not* case-sensitive.

3. Tap OK to display a list of all instances of the text that you specified.

> **Note:** You can stop the search at any time by tapping the Stop button (for example, if the entry you want appears before the search has finished). To continue the search after you tap Stop, tap the Find More button.
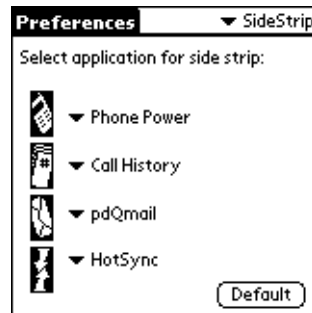
4. Tap the text you want to review to display the selected entry and its corresponding application on the screen.

5. To copy the text into another application, use the Copy and Paste commands from the Edit menu.

Using Find and Dial

Your pdQ smartphone includes a custom Find and Dial feature in addition to the standard Find feature. Using Find and Dial, you can search for information in any application and (if that information includes a phone number, an e-mail address, or a Web site) you can place a call directly from the Find and Dial dialog. To use this custom feature, you must first assign it to one of the SideStrip icons.

To set up Find and Dial:

1. Tap ⊘ to display the Applications Launcher.

2. Tap 🖼 to open the Preferences menu.

3. Tap the pick list and select SideStrip.
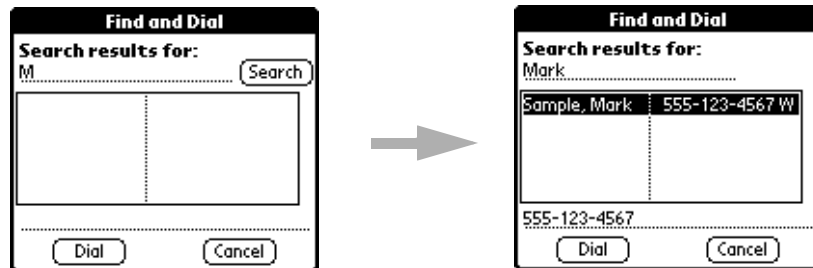
Tap the pick list and select SideStrip.

4. Tap the ▼ next to the icon you want to use for the Find and Dial feature. From the pick list, select Find 'n Dial.

Notice that you cannot assign Find and Dial to the existing Find icon or to any other icons not in the SideStrip.

To use Find and Dial:

Once you have assigned Find and Dial to one of the icons on the SideStrip, follow these steps to use it.

1. Tap the icon to open the Find and Dial dialog.

2. Tap once in the Search line. Write the letters or numbers you want to search for.

If you highlight text or numbers in any application before you open Find and Dial, that text automatically appears on the Search line.

3. Tap Search. The results of your search appear in the box.

4. If there are multiple entries, tap the correct one.

5. Tap Dial.

Using Phone Lookup

Use the Phone Lookup command to search for a phone number and paste it directly into an application. For example, if you want to include a phone number in a memo, you can use Phone Lookup to find the phone number and transfer it directly to the memo.

Note: You can use the Graffiti Command stroke /L to open Phone Lookup while entering text. For example, to insert the phone number of Joe Williams in a memo you are writing, write *Wi,* followed by */L.* If you have only one entry beginning with *Wi,* the pdQ smartphone inserts the phone number immediately. If you have more than one name beginning with Wi, the Phone Lookup screen appears so you can select the correct one.

To use the Phone Lookup command:

1. Open the entry where you want to insert a phone number.

This can be an event in the Date Book, a To Do item, or a memo. Phone Lookup is not available in the Address Book or the Expense application.

2. Tap 🌐 to open the menus for your application.

3. Tap Phone Lookup from the Options menu.

```
┌─────────────────────────────────┐
│     Phone Number Lookup:        │
├─────────────────────────────────┤
│ Abrams, Liz        650-454-6121W│
│ Adams, Ben         408-772-1900W│
│ Beckman, Rachel    510-532-0746W│
│ Bertolli, Marcus   213-422-1363W│
│ Bruce, Jeremy      408-459-1279W│
│ Butler, Richard    516-626-1424W│
│ Cain, Cathy        650-235-6222W│
│ Carpenter, Joan    718-824-1548W│
│ Carter, Melanie    212-395-6277W│
│ Chu, Byron         213-343-9801W│
│ Conner, Sandy      301-933-6833W│
│                                 │
│ Look Up:car   (Add) (Cancel) ♦  │
└─────────────────────────────────┘
```
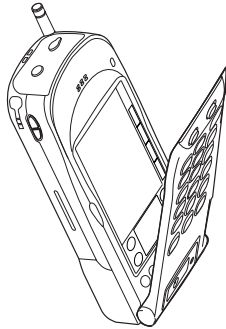
4. Tap the phone number you want to use.

> **Note:** To find a phone number more quickly, you can enter the first letter or two of the name you want to find in the Look Up line at the bottom of the screen. The list scrolls to the first name starting with that letter.

5. Tap Add to paste the name and phone number into the entry you selected in step 1.

Chapter 5

Installing and Removing Applications

Your pdQ smartphone comes with many applications installed. You can also install additional applications, such as games and other Palm organizer software. There are many third-party applications available for Palm connected organizers.

Each of these applications takes up some of the pdQ smartphone's memory. Periodically, you'll want to add new applications or remove old ones. This chapter explains how to install and remove applications on your pdQ smartphone and how to remove Palm Desktop software from your computer.

In This Chapter...

Installing Applications
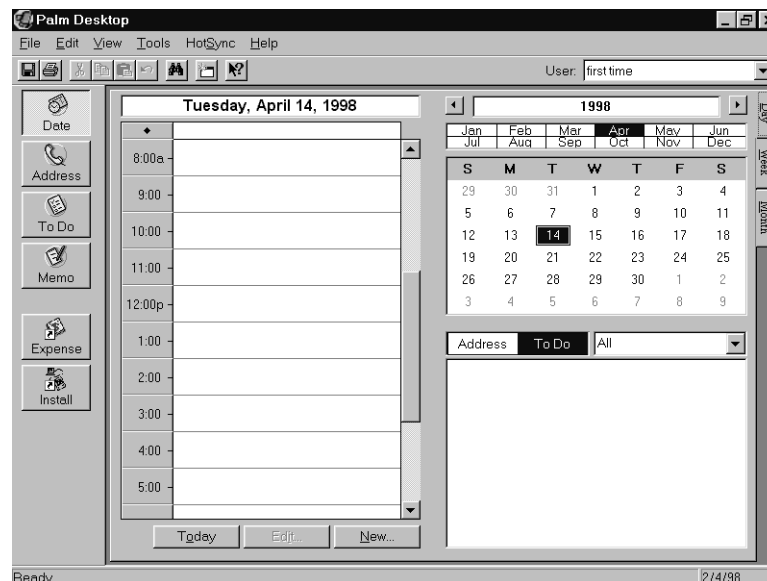
The Palm Install Tool makes it quick and easy to install software on the pdQ smartphone. You install new applications during the process of synchronizing your pdQ smartphone and your computer.

Considerations:

■ Be aware that any application you install on the pdQ smartphone resides in memory. A hard reset of the pdQ smartphone automatically deletes these applications; you can also delete them manually.

■ Install only applications from reliable sources. It is recommended that you use only Palm-certified or Platinum-certified applications.
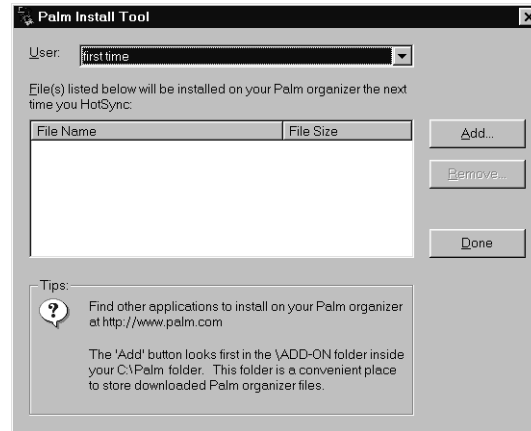
To install software on your pdQ smartphone:

1. Copy the application you want to install into the Add-on folder (inside the Palm folder) on your computer.

If you prefer to copy the application into another folder, you must navigate to that folder before you complete step 5.

2. Double-click the Palm Desktop icon on your Windows desktop (or select Palm Desktop from the Start menu) to open the Palm Desktop software.
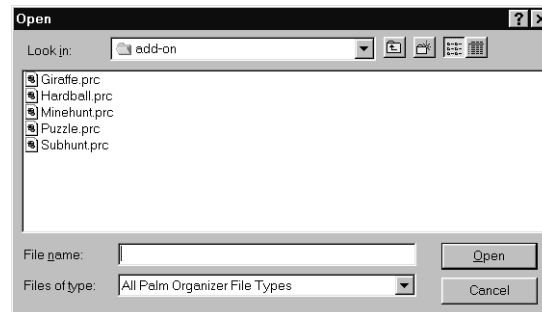
3. Click Install.

Note: You can also open the Palm Install Tool by selecting Install Tool from the Palm Desktop program group or by double-clicking any file with a PRC file extension.

4. Select the appropriate user name for your pdQ smartphone in the User drop-down list.

5. Click Add.

6. Click the application(s) you want to install on the pdQ smartphone. Use Shift-click or Ctrl-click to select multiple applications.

7. Click Open. You return to the Install Tool dialog.

   Review the list of applications you selected. If you decide not to install an application, click it and then click Remove. (This does not remove the application from your computer; it simply removes it from the list of applications to install.)

8. Click Done.

9. Turn on the pdQ smartphone and place it in the cradle.

10. Flip open the keypad and tap ⌇ to open the HotSync screen. Tap Local Sync. The applications are installed during synchronization.

<div style="writing-mode: vertical">Installing and Removing Applications</div>

Removing Applications

In the event that you run out of memory or decide that you no longer need an application, you can remove any application, patch, or extension that you have installed. You cannot remove the applications that were installed at the factory.

To remove an add-on application:

1. Tap ⬤ to open the Applications Launcher.

2. Tap ⬤ to open the Applications Launcher menus.

3. Tap Delete from the App menu.

```
            Delete
Free Memory: 1913K of 1952K

▮

HardBall              19K
MineHunt              10K




( Done )  ( Delete... )
```

4. Tap the application you want to remove.

5. Tap Delete.

6. Tap Yes to confirm that you want to remove the application from your pdQ smartphone.

7. Tap Done.
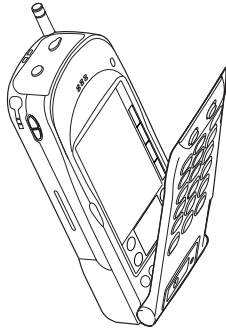
Removing Palm Desktop Software

If you no longer want to use the Palm Desktop software, you can remove it from your computer.

To remove the Palm Desktop software:

1. From the Windows Start menu, choose Settings. Then choose Control Panel.

2. Double-click the Add/Remove Programs icon.

3. On the Install/Uninstall tab, select Palm Desktop from the list.

4. Click Add/Remove.

5. Click Yes to confirm you want to remove the application.

Chapter 6

Troubleshooting

This chapter explains how to reset the pdQ smartphone, how to troubleshoot problems, and where to find help.

If you encounter a problem with your pdQ smartphone, look in this section for the description that most closely matches the symptoms and try the suggestions listed.

For troubleshooting tips not included in this handbook, refer to either the README.TXT file or the HelpNotes file located in the Palm Desktop directory. These files are also on the installation CD-ROM and disks.

In This Chapter...
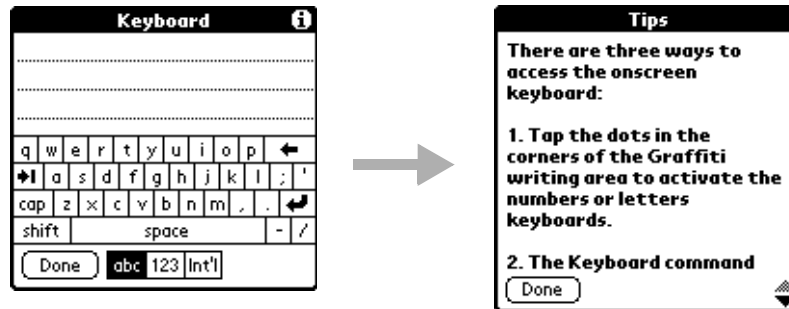
Using Online Help

Many of the dialogs that appear on the pdQ smartphone have an online tips icon in the upper-right corner. Online tips contain a summary of what is required by the dialog, shortcuts for using the dialog, or other useful information. Online tips always relate to the function you are currently doing.

To use the online tips:

1. Tap 🛈 in the upper-right corner of a dialog to open the Tips dialog.

2. Tap ▲▼ to scroll through the information.

3. Tap Done when you have finished.

Managing the Memory Cache

Your pdQ smartphone uses a memory cache to improve its operating speed. A memory cache is a place where frequently used information is stored so it can be retrieved quickly. In the pdQbrowser application, you can set a maximum cache value. The default cache limit is 300K, a modest size intended to avoid low-memory situations. There is no absolute "right number" for the maximum cache value, but here are some guidelines:

❑ If your pdQ smartphone has plenty of free memory (that is, you have not downloaded many additional applications) and you are a heavy Web user, consider increasing the cache limit. Increasing the cache size tells the application to use as much memory as it can.

❑ If your pdQ smartphone often runs low on memory, set the cache limit lower than 300K. Consider eliminating or reducing other things that use up memory (for example, keeping large amounts of e-mail).
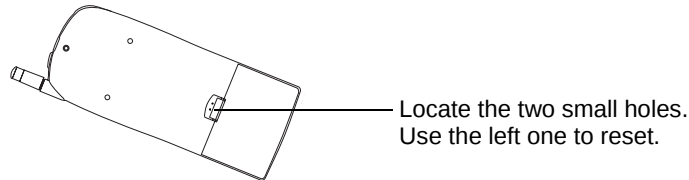
Resetting the pdQ Smartphone

Under normal circumstances, you may never have to reset the pdQ smartphone. However, on rare occasions, the pdQ smartphone may "hang" (no longer respond to buttons or taps with the keypad either open or closed). In this case, you need to perform a reset to get your pdQ smartphone running again. There are two types of resets—a soft reset and a hard reset. Both are done with the keypad flipped open.

To perform a soft reset:

A soft reset tells the pdQ smartphone to stop what it's doing and start over again. All records and entries are retained. After a soft reset, the pdQ smartphone logo screen appears followed by the message "Initializing pdQ." Then the General Preferences screen appears where the date and time are set.

1. Flip open the keypad. On the back of the pdQ smartphone, locate the two small holes immediately above the battery clip.

Locate the two small holes.
Use the left one to reset.

2. Insert the end of a paper clip in the left hole. When you remove the paper clip, the phone resets without deleting any data.

    Note: You can also perform a soft reset by holding down the backlight button and the down volume control button simultaneously or by removing the battery.

To perform a hard reset:
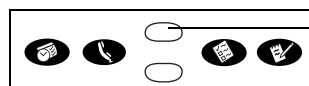
A hard reset also tells the pdQ smartphone to start over again. **With a hard reset, all entries stored in the pdQ smartphone are erased.** Therefore, never perform a hard reset unless a soft reset has not solved the problem, or you intend to delete data, or you have been instructed to do so by Technical Support. After a hard reset, you can restore any data previously synchronized with your computer during the next HotSync operation.

1. Flip open the keypad. On the back of the pdQ smartphone, locate the two small holes immediately above the battery clip.

2. Insert the end of a paper clip in the left hole. *At the same time,* hold down both of the volume control buttons on the side of the pdQ smartphone.

3. Release the paper clip, but continue to hold down the volume control buttons until the following message appears:

    ```
    Erase all data?
    YES - "up" button
    NO - any other button
    ```

    If you don't see this message, you have not performed a hard reset.

4. Press the Up button below the screen to complete the hard reset. Press any other button to cancel the procedure.

Press the Up button to complete the hard reset and delete your data.
Press any other button to cancel the hard reset and keep your data.

Troubleshooting Tips

Installation

Do not place the pdQ smartphone in the cradle while installing Palm Desktop software. If the pdQ smartphone is in the cradle, the installation program may incorrectly detect that a modem is attached to one of your serial ports.

HotSync Operations

The HotSync operation fails to start.

❑ Make sure your computer is turned on, and that it does not shut down automatically as part of an energy-saving feature.
❑ Check the cable between the cradle and the computer serial port.
❑ Make sure you selected the correct serial port on the Local tab in the Setup dialog. Select the port where you connected the cradle.
❑ Make sure you are not running another program—such as America Online, CompuServe or WinFax—that uses the same serial port.
❑ Verify that HotSync Manager is running. If it *is* running, exit and restart it.
❑ Make sure you selected Local from the HotSync Manager menu or the Palm Desktop menu.

The HotSync operation does not run to completion.

❑ Do not turn the phone on or off during a HotSync operation.
❑ If you have problems using the As Fast As Possible option or a specific speed, select a lower baud rate setting on the Local tab in the Setup dialog.
❑ Read the HotSync Log for the user account for which you are synchronizing the pdQ smartphone and computer.

I have broken my pdQ smartphone. Is there any way to save the data?

❑ Even if you can't read anything on the screen or use the HotSync icon on the SideStrip, you may be able to synchronize the data. Put the pdQ smartphone in the cradle with the keypad closed and press (PWR). Press the left (▲) Smart Key. Press 6. The HotSync operation runs.

General Troubleshooting

The pdQ smartphone does not turn on.

❑ Adjust the contrast control.
❑ Make sure the battery is installed properly.
❑ Replace the battery. If the pdQ smartphone still does not operate, try a soft reset. (See "Resetting the pdQ Smartphone" on page 62.)

When I use the headset, the reception does not seem as strong.

❑ For best reception when using the headset, keep the headset wire away from the antenna.

After I replaced the battery, a low battery warning appeared.

❑ The battery warning message may appear immediately after replacing the battery. In addition, if you check the battery gauge in the Applications Launcher *immediately* after replacing the battery, the gauge may start at "empty" and slowly rise to "full." This is normal. It takes a few minutes for the battery gauge to accurately show the condition of the battery.

When I dial with the keypad closed, I sometimes see incorrect digits displayed on the screen.

❑ Make sure that you are not touching the screen while you are pressing the keys. This can send unintended signals to the pdQ smartphone.

Even when the pdQ smartphone is turned on, the time is wrong.

❑ Verify that there is a check mark in the Synchronize PDA time to air time check box. If it is not checked, the pdQ smartphone does not reset the time based on the current time. See "Setting the Time Zone" on page 16.
❑ Verify that you have selected the correct time zone.
❑ If adjusting these two settings does not solve the problem, contact your service provider.

The pdQ smartphone doesn't recognize my handwriting.

❑ For the pdQ smartphone to recognize text written with the stylus, you must use the Graffiti characters. See "Writing with the Stylus" on page 39.
❑ Make the Graffiti character strokes in the Graffiti writing area, not on the display part of the screen.
❑ Make sure you are writing the strokes for letters in the left side, and the strokes for numbers in the right side of the Graffiti writing area.
❑ Make sure that Graffiti is not shifted into extended or punctuation modes. See "Writing with the Stylus" on page 39.

When I tap screen icons, the right application or feature does not open.

❑ Recalibrate the screen. Choose Digitizer from the Preferences pick list and follow the directions. See "Calibrating the Screen" on page 14.

When I tap ✺, nothing happens.

❑ Not all applications or screens have menus. Try a different application.

Beamed data does not transmit.

❑ Verify that the Beam feature is enabled (on the General Preferences screen). When your pdQ smartphone is delivered, this feature is turned off to conserve power. See "Setting General Preferences" on page 17.
❑ Verify that the path between the two devices is clear of obstacles.
❑ Try using the Beam feature at different distances. The usual distance for beaming information is between five centimeters (approximately 2 inches) and one meter (approximately 40 inches). However, in some cases, you may find that greater distances work more effectively.

When data is beamed at the pdQ smartphone, an out-of-memory message appears.

❑ The pdQ smartphone requires at least twice the amount of memory available as the data you are receiving. For example, if you are receiving a 30K application, you must have at least 60K free.

A message appears stating that the pdQ smartphone memory is full.

❑ Delete old or unnecessary e-mail messages.
❑ Reduce the cache size in the pdQbrowser application. See "Managing the Memory Cache" on page 62.
❑ Delete unused memos and records. If necessary, you can save these records on your computer using the Save Backup Copy option that appears in the Delete dialogs.
❑ Purge the Date Book and To Do List applications. This process deletes completed To Do items and past Date Book events from memory. You may then need to perform a HotSync operation to recover the memory.
❑ If you have installed additional applications on your pdQ smartphone, remove them to recover memory.

Network

I can't get e-mail on my pdQ smartphone.

❑ To receive e-mail wirelessly, you must have over-the-air digital data coverage in your area. Contact your service provider.
❑ *If you have digital data coverage,* you can send and receive e-mail on the pdQ smartphone by using the pdQmail application and keeping all of your mail messages on a server. The Palm Mail application does not support over-the-air data.
❑ *If you do not have digital data coverage,* you must send and receive e-mail on your computer e-mail program. You can then transfer messages to either Palm Mail or pdQmail using a HotSync operation. Once the messages have been transferred, you can read them, answer them, and compose new messages on the pdQ smartphone. These messages are transferred back to your computer during your next HotSync operation and sent to their recipients by the computer e-mail program. See "Chapter 10—Palm Mail" and "Chapter 13—pdQmail" in the *pdQ Applications Handbook.*

I can't surf the Web on my pdQ smartphone.

❑ To access the Internet, you must have over-the-air digital data coverage in your area. Contact your wireless telephone service provider.
❑ Before you can open a Web site on your pdQ smartphone, the Network Preferences must be set up. This is usually done by your service provider. See "Chapter 8—Setting Network Preferences."

Security

I forgot the password, and my pdQ smartphone *is not* locked.

❑ You can use the Security application to delete the password. If you do this, the pdQ smartphone deletes all entries marked "Private." However, you can save and restore them using the following procedure:

   a. Perform a HotSync operation *first* to back up your information.

   b. From the Applications Launcher, tap 🔘. Tap Forgotten Password on the Security screen. In the confirmation dialog, tap Yes. Your password is deleted; all entries marked private are also removed.

   c. Synchronize the pdQ smartphone and your computer to restore the private entries.

I forgot the password and my pdQ smartphone *is* locked.

❑ If you lock the pdQ smartphone and then forget the password, you must perform a hard reset to continue using your pdQ smartphone. See "Resetting the pdQ Smartphone" on page 62.

Applications

The current date doesn't appear when I tap Today.

❑ Make sure the Set Date box in the General Preferences screen displays the current date. See "Setting Phone Preferences" on page 15.

Entries seem to be missing in various applications.

❑ Tap the Categories pick list in the upper-right corner of the screen. Choose All to display all of the records for the application.

❑ Check the Security application and make sure that the Private Records setting is set to Show private records.

My Memo Pad entries are not sorted correctly.

❑ If you cannot manually arrange the order of the memos in the List screen, check the Memo Preferences setting. Make sure that Sort by is set to Manual. See "Chapter 8—Memo Pad" in the *pdQ Applications Handbook.*

❑ The sorting preferences may be different on the Palm Desktop and in the pdQ smartphone. Sorting preferences from the Palm Desktop software *are not* transferred to the pdQ smartphone. The pdQ smartphone uses the sorting preferences you enter in the Memo Preferences screen.

In the Date Book Week View, I can't select overlapping events.

❑ In the Week View, you cannot select overlapping events that have the same start time. If you have two or more events with the same start time, choose the Day View for that day to see the overlapping events.

The Call History application shows a different number of calls on the main screen and the statistics screen.

❏ If you synchronize more than one pdQ smartphone with the same user name, the statistics will differ. Call statistics show the calls on *one pdQ smartphone.* Call History shows the calls made by *one user* on all devices synchronized under the same name. (Be aware, however, that it is not a good practice to synchronize more than one device with the same user name. Other problems may occur.)

I got a message asking if I want to disable Name Lookup in Call History. What does this mean?

❏ The Name Lookup feature searches the Address Book and updates Call History with the caller's name. If you have a large number of names in the Address Book, this lookup process can slow down phone performance. It is recommended that you turn off automatic Name Lookup if you have more than 250 names in the Address Book. You should also periodically delete old calls in the Call History application.

Technical Support, Service, and Repair

If you have a problem using the pdQ smartphone, review the following:
- The troubleshooting sections in this chapter
- The README file and HelpNotes (These files are located in the folder where you installed the Palm Desktop software on your computer. If they are not there, you'll find them on your installation CD.)
- The Palm Desktop software Online Help

For further assistance, contact Technical Support by e-mail, phone, or fax. Before requesting support, please experiment a bit to reproduce and isolate the problem. When you contact support, be ready to provide the following:
- The operating system version (for problems with HotSync operations)
- The actual error message or state you are experiencing
- The steps you take to reproduce the problem
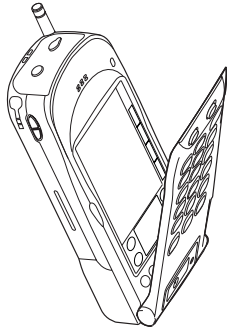
Technical Support

If you have service-based questions regarding your phone, phone bill, or call coverage area, call your service provider. If you have questions on applications or features, contact pdQ smartphone Technical Support:
- **World Wide Web:** http://www.qualcomm.com/pdQ
- **E-mail:** pdq-help@qualcomm.com
- **U.S. and Canada:** 1-800-349-4478
- **Other Countries:** 1-619-651-4028 (U.S.A.)

Chapter 7

Care and Safety Guidelines

This chapter provides information on caring for your pdQ smartphone, including the battery. It also covers safety guidelines that apply to all wireless phones. Become familiar with where and when it may be unsafe to use the telephone features of your pdQ smartphone.

In This Chapter...

Caring for Your pdQ Smartphone

❏ Take care not to scratch the screen of your pdQ smartphone. Always use the 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 screen.

❏ The pdQ smartphone is not waterproof and should not be exposed to rain or moisture. Under extreme conditions, water may enter the circuitry through the front panel buttons. In general, treat the pdQ smartphone as you would a pocket calculator or other small electronic instrument.

❏ The touch-sensitive screen contains a glass element. Take care not to drop the pdQ smartphone or subject it to any strong impact. Do not carry your pdQ smartphone in your back pocket. If you sit on it, the glass may break.

❏ Protect the pdQ smartphone from temperature extremes. Do not leave it on the dashboard of a car on a hot day, and keep it away from heaters and other heat sources. Store it out of direct sunlight.

❏ Do not store or use the pdQ smartphone in any location that is extremely dusty, damp, or wet.

❏ Use a soft, damp cloth to clean the pdQ smartphone. If the surface of the screen becomes soiled, clean it with a soft cloth moistened with a diluted window-cleaning solution.

❏ Do not let unauthorized personnel install or service your pdQ smartphone or its accessories. Faulty installation or service may be dangerous and will invalidate your warranty.

❏ Only use QUALCOMM-approved accessories with the pdQ smartphone. Using unauthorized accessories may be dangerous and will invalidate your warranty if the pdQ smartphone is damaged.

Antenna Care

❏ Always extend the antenna fully when you place or receive a call for best reception. Handle the antenna gently.

❏ For best reception when using the headset, keep the headset wire away from the antenna.

❏ When using the pdQ smartphone to connect to the Internet or send and receive email, make sure the extended antenna is at least 20 centimeters (8 inches) away from other people and is pointed away from them.

Battery Care

The pdQ smartphone uses a lithium ion battery which is recharged while the pdQ smartphone is in the cradle. You can purchase an additional battery, if you wish.

Tips for Conserving Battery Life

Follow these suggestions to maximize battery life.

❑ Select a shorter "Auto-off after" time period on the General Preferences screen. This feature blanks the screen and deactivates the Palm applications on your pdQ smartphone after 1, 2, or 3 minutes of non-use. The shorter a time you select, the more energy is conserved. (See "Setting Phone Preferences" on page 15.)

❑ Minimize the use of the backlight.

❑ If you don't use the Beaming feature to receive information from other pdQ smartphones or Palm connected organizers, leave the Beam Receive setting at Off. (See "Setting Phone Preferences" on page 15.)

❑ Remember that you can use all the Palm applications without turning on the pdQ smartphone. If you don't plan to make or receive calls for a while, you can leave the pdQ smartphone turned off while you work with applications such as the Address Book or the Date Book.

Replacing the Battery

If you have to replace the battery in your pdQ smartphone, be aware of the following considerations.

❑ If the battery becomes low in the course of normal use, an alert appears on the screen describing the low battery condition. When you see the alert, perform a HotSync operation to back up your data before you replace the battery. This helps prevent accidental data loss.

❑ If the pdQ smartphone does not turn on when you press the yellow ⬭PWR key on the keypad, recharge the battery immediately.

❑ Before replacing the battery, turn the pdQ smartphone off. Never remove the battery while the telephone features are active. To verify that the pdQ smartphone is turned off, flip open the keypad. The words "Phone is off" appear at the top of the screen.

❑ Only remove the battery to replace it with another battery. Don't leave the battery out of the pdQ smartphone. For example, if your battery becomes drained while you are traveling and you don't have a second battery or a cradle to recharge it, it is better to leave the drained battery in the pdQ smartphone than to remove it.

❑ If the battery drains completely, the pdQ smartphone no longer operates. However, the built-in backup battery stores your clock settings for about two days and your data for about seven days. There is enough residual energy in the battery to store the data, but not enough to turn on the pdQ smartphone.

❑ If you leave a drained battery in the pdQ smartphone for an extended period of time (more than seven days), you can lose all of the stored data.

Care and Safety Guidelines

If this happens, replace the battery and reset the pdQ smartphone. (See "Resetting the pdQ Smartphone" on page 62.) Then perform a HotSync operation to restore data from your computer.

❑ After you have replaced the battery, always check the clock settings.

❑ Whenever you remove the battery and reinsert it, the pdQ smartphone does a soft reset. You see the pdQ smartphone logo screen followed by the message "Initializing pdQ." No information is deleted in a soft reset; all records and entries are retained. For details, see "Resetting the pdQ Smartphone" on page 62.

Safety Guidelines

Read this section for information on using your pdQ smartphone safely.

There are situations in which wireless phones must be turned off for reasons of safety. You can quickly turn off the pdQ smartphone simply by holding down the yellow (PWR) key on the keypad for a few seconds.

Radio Frequency (RF) Energy

Your pdQ smartphone is a radio transmitter and receiver. When it is on, it receives and also sends out RF energy. Your service provider's phone network controls the power level of the RF signal. This power level can range from 0.006 watts to 0.6 watts.

Exposure to RF Energy

In August 1996, the U.S. Federal Communications Commission (FCC) adopted RF exposure guidelines with safety levels for hand-held wireless phones. These guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies in the following reports:

■ ANSI C95.1 (American National Standards Institute, 1992)

■ NCRP Report 86 (National Council on Radiation Protection and Measurements, 1986)

■ ICNIRP (International Commission on Non-Ionizing Radiation Protection, 1996)

Using the pdQ Smartphone around Medical Devices

Pacemakers—If your portable wireless phone is too close to a pacemaker, the phone's RF energy may interfere with the pacemaker's operation. The Health Industry Manufacturers Association and the wireless technology research community recommend that you follow these guidelines to minimize the potential for interference.

■ Always keep the phone at least six inches (15 centimeters) away from your pacemaker when the phone is turned on.

■ Do not carry your phone near your heart.

■ Use the ear opposite the pacemaker.

■ If you have any reason to suspect that interference is taking place, turn off your phone immediately.

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

Other Medical Devices—If you use any other personal medical device, consult the manufacturer of the device to determine if it is adequately shielded from external RF energy. Your physician may be able to help you obtain this information.

In Health Care Facilities—Turn your phone off in health care facilities when instructed. Hospitals and health care facilities may be using equipment that is sensitive to external RF energy.

Avoiding Potentially Unsafe Areas

Posted Facilities—Turn your phone off in any facility when posted notices require you to do so.

Aircraft—FCC regulations prohibit using your phone on a plane that is in the air. Turn your phone off before boarding aircraft.

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

Blasting Areas—To avoid interfering with blasting operations, turn your phone off when you are in a blasting area or in areas posted "Turn off two-way radio." Obey all signs and instructions.

Potentially Explosive Atmospheres—Turn your phone off when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include
■ Fueling areas such as gas stations
■ Below deck on boats
■ Transfer or storage facilities for fuel or chemicals
■ Vehicles using liquefied petroleum gas, such as propane or butane
■ Areas where the air contains chemicals or particles such as grain, dust, or metal powders
■ Any other area where you would normally be advised to turn off your vehicle engine

Care and Safety Guidelines
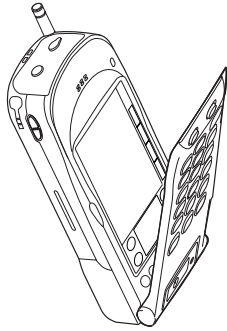
Driving Safely

Before you use your pdQ smartphone while driving, check the local laws and regulations on the use of portable wireless phones in vehicles. Always obey them, and exercise caution while driving.

The Cellular Telecommunications Industry Association (CTIA) supplies the following guidelines.

1. Get to know your wireless phone and its features. These features help you to place your call without taking your attention off the road. For example, familiarize yourself with Speed Dial and other quick ways to place a call.

2. Position your wireless phone within easy reach. Be able to access your wireless phone without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voice mail answer it for you.

3. Let the person with whom you are speaking know you are driving. If necessary, suspend the call in heavy traffic or hazardous weather conditions.

4. Do not utilize any of the Palm applications while driving. They take attention away from your primary responsibility—driving safely.

5. Dial sensibly. If you need to make a call while moving, dial only a few numbers, check the road and your mirrors, then continue. If possible, place calls when you are not moving or before pulling into traffic.

6. Do not engage in stressful or emotional conversations. Make people with whom you are talking aware that you are driving. Suspend conversations that have the potential to divert your attention from the road.

7. Use your wireless phone to call for help. Dial 9-1-1 or other local emergency number in the case of fire, traffic accident, or medical emergencies. Remember, it is a free call on your wireless phone!

8. Use your wireless phone to help others in emergencies. If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 9-1-1 or other local emergency number, as you would want others to do for you.

Setting Network Preferences

Your pdQ smartphone is capable of connecting wirelessly to network services for e-mail and Internet access.

To make these connections, your service provider must offer data coverage in your area. Note that data coverage is not the same as voice coverage, but both are offered by your wireless service provider.

In most cases, if you have purchased data coverage, all of the network settings have already been entered for you by your service provider. This chapter is included in case you need to alter any of these settings.

In this Chapter...

About Network Preferences

Network Preferences identify your Internet Service Providers (ISPs) or dial-in (remote access) servers. You can establish any of the following types of connections :

- PPP (Point-to-Point Protocol)
- SLIP (Serial Line Internet Protocol)
- CSLIP (Compressed Serial Line Internet Protocol)

The correct network preferences must be set up before you can use the pdQmail or pdQbrowser applications. In most cases, if you have purchased data coverage, all of these settings have already been entered for you.

This chapter contains information for the advanced user; check with your phone service provider and your Internet Service Provider before making any entries or adjustments in these screens.

Collecting Information

Before you begin, contact an Internet Service Provider (ISP). ISPs provide the services required to use the Internet and send or receive e-mail. Use the table below to collect information on the network settings. An asterisk (*) identifies information your ISP provides.

Network Preferences
Service:*
User Name:
Password:
Phone (Internet access phone number):*
Network Preferences Details
Connection type:*
Idle timeout:*
Query DNS ❐
Primary DNS (Domain Name System):*
Secondary DNS (optional):*
IP Address ❐ Automatic

Entering Network Preferences

To open the Network Preferences screen:

1. Flip open the keypad. Tap ⊘ to open the Applications Launcher.

2. Tap ⊡ to open the Preferences screen.

3. From the pick list in the upper-right corner, tap Network.

```
┌─────────────────────────────────┐
│ Preferences        ▼ Network    │
│                                 │
│  ▼ Service: Untitled            │
│ User Name: ...................  │
│  Password: :-Prompt-:           │
│     Phone: :Tap to enter phone: │
│                                 │
│                                 │
│ (Details...) ( Connect )        │
└─────────────────────────────────┘
```

Selecting a Service

Use the Service line to select your Internet Service Provider (ISP) or to set up access to a dial-in server.

To select a service:

1. Tap the Service pick list to display a list of service templates. A *service template* is a set of configurations that you can create, save, and reuse.

2. Do one of the following:
   - Tap the service you want to use.
   - Tap Untitled. Enter a unique name to create a new service template.
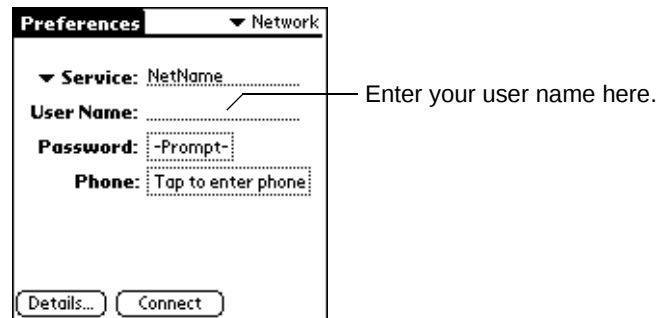
Entering the User Name

The User Name is the name you use when you log into a server. Although this field can contain multiple lines of text, only two lines appear on the screen.

To enter a User Name:

1. Tap the User Name line.

Setting Network Preferences

2. Enter your user name. Be aware that most dial-in servers do not accept spaces in the user name.

Enter your user name here.
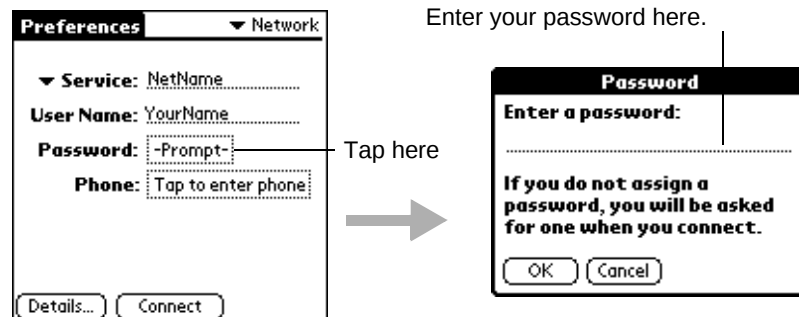
Entering your Password

Use the Password field if you want your pdQ smartphone to enter your password automatically each time you log in to your server or ISP. Check with your ISP to confirm whether or not your password is case-sensitive.

If you do not want your password entered automatically—that is, if you want the security of entering it yourself each time you log in—skip this section and continue to "Entering Phone Settings."

To enter a Password:

1. Tap the Password box.

Enter your password here.

Tap here

2. Enter the password you use to log in to your server.

If you *do not* enter a password here, the word "Prompt" remains in the Password box. Each time you log in, you will be prompted to enter your password. If you *do* enter a password here, the word "Assigned" appears in the Password box. You will not be prompted to enter the password.
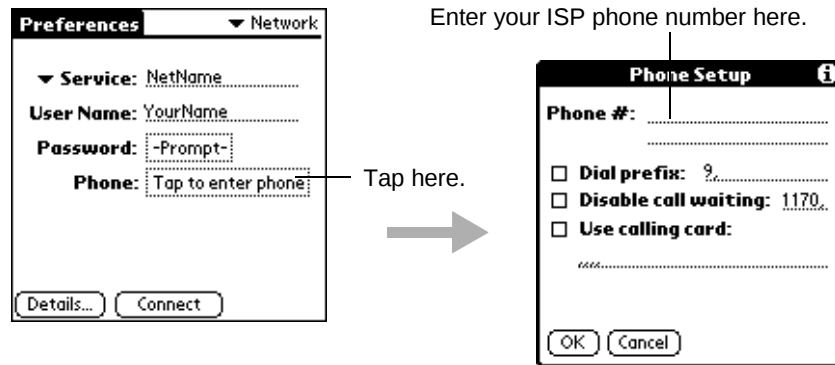
3. Tap OK.

Entering Phone Settings

In the Phone Setup dialog, enter the telephone number you use to connect with your ISP or dial-in server. Contact your carrier for the correct number.

To enter your server Phone Number:

1. Tap the Phone field to open the Phone Setup dialog.

Enter your ISP phone number here.

Tap here.
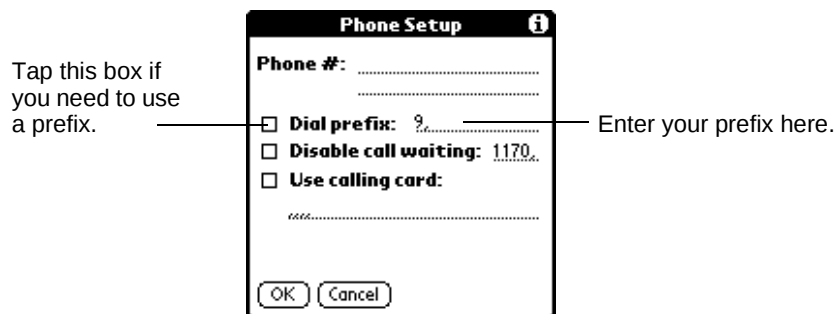
2. Enter the phone number you use to reach your ISP or dial-in server.

3. Do one of the following:
   - If you need to enter a dial prefix, disable call waiting, or use a calling card when you log in, continue to those sections.
   - If not, tap OK. Skip to "Selecting a Connection Type" on page 81.

Entering a Dial Prefix

A prefix is a number you dial before a telephone number to reach an outside line. For example, in many offices, you must dial *9* before calling any number outside the company.

To enter a prefix:

1. Tap the Dial Prefix check box.

Tap this box if you need to use a prefix.

Enter your prefix here.

2. Tap the Dial prefix line. Enter the appropriate prefix.

Disabling Call Waiting

Call Waiting can cause your network session to end if you receive another call while you are connected. If your telephone has Call Waiting, disable this feature before logging into your ISP or dial-in server.

To disable Call Waiting:

1. Tap the Disable call waiting check box.

Tap this box to turn off Call Waiting.

Enter the disable code here.

Phone Setup

Phone #: ....
....

☐ **Dial prefix:** 9.......................
☐ **Disable call waiting:** 1170..
☐ **Use calling card:**

((((....

(OK) (Cancel)

2. Tap the Disable call waiting line. Enter the disable code. Each telephone company assigns a code to disable Call Waiting. Contact your local telephone company for the code you should use.

Using a Calling Card

You can use a calling card for your calls to an ISP or dial-in server. After dialing the ISP, the pdQ smartphone enters your calling card number automatically.

However, when you connect to a server, there is usually a delay before you enter your card number. To produce this delay, you must add commas before the card number. Each comma delays the transmission of the number for two seconds. You'll need to experiment to determine the correct delay.

To use a Calling Card:

1. Tap the Use calling card check box.

2. Tap the Use calling card line. Enter your calling card number.

3. Tap OK to confirm your selection.

Adding Details to Preferences
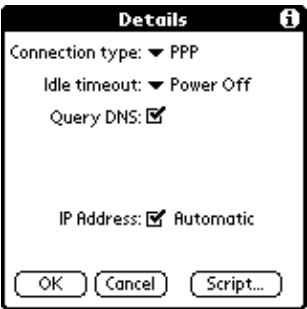
If you are using a predefined service template, you will probably only need to enter your user name and telephone number. If you are creating a new Service Template, you will need to provide additional information.

Selecting a Connection Type

There are different protocols for connecting to the Internet. Protocols are the rules for managing and transferring data.

To select a Connection type:

1. On the Network Preferences screen, tap Details.

2. Tap the Connection type pick list and select one of the following:

PPP   Point-to-Point Protocol

SLIP   Serial Line Internet Protocol

CSLIP   Compressed Serial Line Internet Protocol

Your ISP or System Administrator can provide the correct connection type. If you are not sure, try PPP.

Selecting Idle Timeout

Idle Timeout sets how long the pdQ smartphone waits before dropping the connection with your ISP or dial-in server after an application closes.

To set the Idle Timeout:

▶ Tap the Idle Timeout pick list and select one of the following:

Immediate	The pdQ smartphone drops the connection immediately when you switch to another application.
1, 2, or 3 minutes	The pdQ smartphone waits one, two, or three minutes for you to open another application before it drops the connection.
Power Off	The PPP or SLIP connection is maintained until you turn off the pdQ smartphone (or until it times out).

Setting Network Preferences

Selecting Query DNS

Your pdQ smartphone can verify the DNS (Domain Naming System) numbers of a computer before attempting a network connection. If you put a check mark in the Query DNS check box, the Primary and Secondary DNS number lines do not appear on the screen. Uncheck the Query DNS check box to display the Primary and Secondary DNS lines. Be aware that not all service providers support querying DNS.

To select Query DNS:

▶ Select the Query DNS check box to turn on this option.
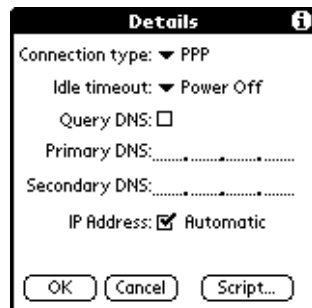
Defining Primary and Secondary DNS

The Domain Naming System (DNS) is a mechanism in the Internet for translating the names of host computers into IP addresses. When you enter a DNS number (or IP address), you are identifying a specific server that handles the translation services.

An IP address has four sections, separated by periods. Each section is a number from 0 to 255. In the Details dialog, you enter each section separately. Ask your Internet Service Provider or system administrator for the correct Primary or Secondary DNS IP numbers. Many systems do not require you to enter a DNS. If you are not sure, leave the DNS line blank.

To enter a Primary and Secondary DNS:

1. Remove the check mark from the Query DNS check box.

Tap in each of the four segments of the DNS lines and enter the appropriate numbers.
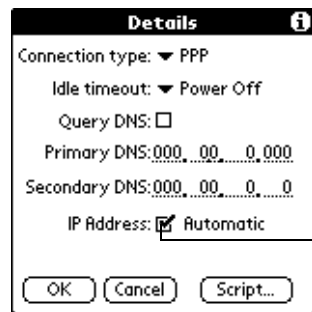
2. Tap the space to the left of the first period on the Primary DNS line. Enter the first section of the IP address.

3. Tap the second section on the Primary DNS line. Enter the second section of the IP address.

4. Tap and enter numbers in the third and fourth sections of the Primary DNS. If a Secondary DNS number is required, enter it on the Secondary DNS line. Only numbers can be entered on these lines.

Selecting an IP Address Dynamically

Everyone who logs on to the Internet must have a unique identifier (an IP address), whether permanent or temporary. Some networks dynamically assign a temporary IP address when clients log in. Use the IP Address line to identify whether your network provides automatic (dynamic) temporary IP addressing. If your IP address is permanently assigned, get that information from your system administrator. If you are not sure, select Automatic.

To identify dynamic IP addressing:

▶ If your network provider supports dynamic IP addressing, make sure that the IP Address check box is checked.

```
┌─────────────────────────────┐
│      Details            ⓘ    │
│ Connection type: ▼ PPP       │
│   Idle timeout: ▼ Power Off  │
│     Query DNS: ☐             │
│   Primary DNS: 000. 00  0.000│
│ Secondary DNS: 000. 00  0.  0│
│     IP Address: ☑ Automatic  │
│                              │
│  ( OK ) ( Cancel ) ( Script…)│
└─────────────────────────────┘
```
A check mark means that your service provides automatic IP addressing.

To enter a permanent IP address:

1. If your network provider does *not* support dynamic IP addressing, remove the check mark in the IP Address check box. The permanent IP address line appears below the check box.

2. Tap the space to the left of the first period, then enter the first section of the IP address you have received from your network provider. Each section must be a number from 0 to 255.

3. Tap and enter the remaining sections of the IP address.

Creating a Login Script
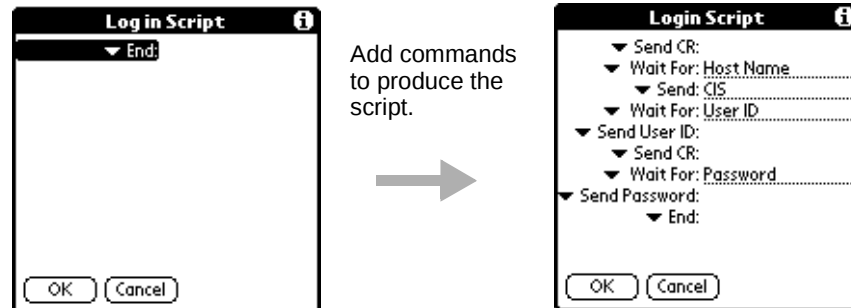
A login script is a series of commands that automates logging into your ISP. You can create a login script on the pdQ smartphone, using the Command pick list in the Login script dialog.

By selecting commands from this list—and entering the correct parameters from your service provider—you can create a script similar to the example on page 84. Notice that you can use non-ASCII and literal characters in your login script. For details, see Appendix B in the *pdQ Applications Handbook*.

Creating a login script is not a simple process. If you have any questions, contact your ISP or system administrator.

To create a Login Script:

1. In the Details dialog, tap Script. When the Login Script dialog opens, the script is blank. It contains only the word End.

Add commands to produce the script.

2. Tap the ▼ beside End to open the Command list.

3. Tap the command you want from the Command list. If the command requires additional information, a line appears to the right where you can enter the information. The following commands are available:

Wait For	Tells the pdQ smartphone to wait for specific characters from the server before executing the next command.
Send	Transmits specific characters to the server.
Send CR	Transmits a carriage return or LF (line feed) to the server.
Send User ID	Transmits the User ID information entered in the User ID line of the Network Preferences screen.
Send Password	Transmits the Password (from the Password line of the Network Preferences screen). If you did not enter a password there, this command prompts you to enter one. The Password command is usually followed by a Send CR command.
Delay	Tells the pdQ smartphone to wait a specific number of seconds before executing the next command in the login script.
Get IP	Reads an IP address and uses it as the IP address for the pdQ smartphone. This command is used with SLIP connections.
Prompt	Opens a dialog and prompts you to enter text (for example, a password or a security code).
End	Identifies the last line in the login script.

4. Repeat steps 2 and 3 until the login script is complete.

5. Tap OK.

Glossary

Auto Bcc	An option for sending a blind-copy (bcc) of your e-mail messages to another address. You set up the Auto Bcc in the More Sending Preferences dialog.
blind-copied message	A message that is copied to the specified person(s) without the knowledge of the other persons to whom that message is being sent or carbon-copied
bookmark	A Web file that lets you quickly connect to a site you have previously visited and marked (like a bookmark placed in a book)
call forwarding	A feature that permits you to reroute incoming calls to a different telephone number, either all the time or only when your phone number is busy or doesn't answer
call history	A list of the last 99 calls you have sent or received
call waiting	When you're currently engaged in a call, a signal notifying you that another call has arrived
carrier features	Options available from your telephone service provider. Since these options vary, you must contact your service provider for detailed information.
command	An instruction that causes a device (such as a pdQ smartphone or a computer) to perform an action
conduit	A program that controls how records are moved during a HotSync operation
cradle	The unit designed for storing the pdQ smartphone, recharging its battery, and synchronizing data with a computer
data transmission	The technology of transmitting and receiving information over communication channels
default domain	The name that pdQmail automatically adds to an unqualified name addressed in messages. An unqualified name is a name that doesn't have an "@" sign followed by a domain name. The default domain can be used to save time if you need to address large numbers of messages to users in the same domain you work in.
dialog	A temporary box or window of information that prompts you to enter and/or select information that is necessary for a task to continue
DNS	Domain Name System, a mechanism on the Internet for translating the domain names of host computers (**server.company.com**, for example) into IP addresses
domain name	The address of a network connection, written as a sequence of words separated by dots such as **server.business.org**

DTMF	Dual Tone Multi-Frequency, a method of using tones to communicate commands and responses to and from a master controlling unit. These are the tones you hear when you dial a telephone.
e-mail	Electronic mail, a store-and-forward service for text and graphical messages from one computer to another. The information is stored for you until you log into the system to retrieve the messages.
extension	Part of a file name or URL. An extension begins with a period and usually has three characters (for example, edu, gov, or com).
field	A location where you enter data; in your pdQ smartphone, a field is often displayed as a line where you can write information
handset	Another name for any ordinary telephone; may refer to the part of the telephone containing the mouthpiece and receiver
hard reset	A reset of the pdQ smartphone that erases all data
host name	The name given to a mainframe computer
HTML	Hypertext Markup Language, the software authoring language used on the Internet's World Wide Web
HTTP	Hypertext Transfer Protocol, the rules used by the web server and the browser to communicate (invisible to the user)
IAP	Internet Access Provider, a service that provides companies and individuals with a link to the Internet
idle timeout	The amount of time the pdQ smartphone waits before dropping a connection with your ISP or dial-in server after a network application closes
incoming server	The server that receives your incoming e-mail messages (sometimes called a POP server). All of your incoming e-mail messages are delivered to your incoming e-mail account, which resides on this server. Once your messages arrive at your mail account, pdQmail picks them up and transfers them to your pdQ smartphone.
Internet	The worldwide set of interconnected networks that share the same network address scheme and use the TCP/IP protocol
intranet	A network within a company or organization
IP Address	Internet Protocol Address, the address that identifies the network to which each computer on a TCP/IP network is attached as well as the computer's unique identification
ISP	Internet Service Provider, a vendor who provides direct access to the Internet
mail host	The computer on which e-mail messages are stored
MAPI	Mail Application Programing Interface, an Internet standard format for e-mail

MIME	Multipurpose Internet Mail Extension, an extension to Internet mail that adds support for the exchange of multi-part messages, including binary files
password	A combination of letters (or letters and numbers) used to gain access to a network and/or computer system. Passwords are security measures that help to prevent unauthorized persons from working with another person's computer resources or obtaining access to a network.
PDA	Personal Digital Assistant, such as a Palm connected organizer. In these documents, PDA refers generally to the applications you use with the keypad flipped open, as distinct from the features you use when the keypad is closed.
pick list	A list of choices that appears when you tap ▼ on the pdQ smartphone screen
point-to-point	A term used to describe a data channel which connects two—and only two—computers
POP or POP3	Post Office Protocol, the Internet standard protocol for retrieving messages on a computer
prefix	The number you dial before the telephone number to reach an outside line
protocol	A set of rules followed by two computers when they communicate with one another
proxy	A software agent that acts on behalf of the user
real name	The name assigned to your principal account in an electronic mail system. The real name is generally your first and last name. It appears in the From field of all your outgoing messages and identifies to your recipients who the mail is from.
return address	The e-mail address at which you can be reached. Along with your real name, the return address appears in the From field of all your outgoing messages. It is usually in the following form: **loginname@incomingmailserver**
roaming	Using telephone services outside of the area covered by your home service provider
script	A file used by some communications programs to automate logging onto services such as e-mail
scroll bar	A bar at the right border of a window whose contents are not completely visible. Each scroll bar contains two scroll arrows and a scroll box that you can tap to move through the contents of the window.
serial port	An input/output port used to connect serial devices, such as a mouse, external modem, or the pdQ smartphone cradle, to a computer

Glossary

SMTP

Simple Mail Transfer Protocol, the Internet standard protocol for sending electronic messages from one computer to another

Smart Keys

Two keys ⬭ located at the top of the keypad (directly below the screen when the keypad is closed). Text on the screen identifies the menus or commands that you can choose by pressing either the left or right Smart Key.

soft reset

A reset of the pdQ smartphone that restarts the telephone features and Palm applications without erasing data

TCP/IP

Transmission Control Protocol/Internet Protocol, the standard rules used for data transmission over the Internet

URL

Uniform Resource Locator, the address of an Internet location
A URL typically uses the following form:
   http://www/locationname.com

username

A name provided by your ISP or your organization's e-mail administrator. It usually consists of the text that appears before the @ sign in your return e-mail address (for example, in **Beatrix@qualcomm.com,** the login name is **Beatrix**).

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