



Sprint® Service

*Palm® Treo™ 800w Smart Device
User Guide*

www.sprint.com

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End User Notice

Microsoft® Voice Command Version 1.6 for Windows Mobile®

IMPORTANT: Do not become distracted from driving safely if operating a motor vehicle while using Device Software.

Operating certain parts of this Device requires user attention. Diverting attention away from the road while driving can possibly cause an accident or other serious consequences. Even occasional, short diversions of attention can be dangerous if your attention is diverted away from your driving task at a critical time. Do not change system settings or enter data non-verbally (using your hands) while driving. Stop the vehicle in a safe and legal manner before attempting these operations. This is important since while setting up or changing some functions you might be required to distract your attention away from the road and remove your hands from the wheel.

Microsoft makes no representations, warranties or other determinations that ANY use of the Software Product is legal, safe, or in any manner recommended or intended while driving or otherwise operating a motor vehicle.

General Operation

Voice Command Control: Many of the functions of the Device Software can be accomplished using only voice commands. Using voice commands while driving allows you to initiate the command with a button and then operate the Device mostly without removing your hands from the wheel.

Prolonged Views of Screen: If you are driving, do not access any function requiring a prolonged view of the screen. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

Volume Setting: Do not raise the volume excessively. Keep the volume at a level where you can still hear outside traffic and emergency signals while driving. Driving while unable to hear these sounds could cause an accident.

Let Your Judgment Prevail: The Device Software is only an aid. Make your driving decisions based on your observations of local conditions and existing traffic regulations. The Device Software is not a substitute for your personal judgment.

Use of Speech Recognition Functions: Speech recognition software is inherently a statistical process which is subject to errors. It is your responsibility to monitor the speech recognition functions and address any errors.

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Welcome to Sprint

Sprint and Nextel have come together, offering you more choice and flexibility to do whatever you want, whenever you want.

This powerful combination brings you access to more products, more services, and more of what you need to do more of what you want.

Welcome and thank you for choosing Sprint.

How to Use This Guide

We know you're eager to start using your Palm® Treo™ 800w smart device right away, and the sections of this guide are designed to help you do just that.

- ✓ [Section 1: Your Setup](#) guides you through the process of setting up your new Treo, your Sprint service, and your computer.
- ✓ [Section 2: Your Palm® Treo™ 800w Smart Device](#) shows you the basics of your Treo and service with quick, easy-to-follow instructions. This section also describes the phone features on your device and shows you how to use Sprint service features such as voicemail and call waiting.
- ✓ [Section 3: Your Sprint Power Vision™ and Other Wireless Connections](#) shows you how to use Web browsing, messaging, and email. It also describes other types of wireless connections, such as Wi-Fi and Bluetooth® wireless technology.
- ✓ [Section 4: Your Portable Media Device](#) shows you how to use the camera feature on your Treo and how to transfer and listen to music files on your device.
- ✓ [Section 5: Your Wireless Organizer](#) guides you through the process of using the built-in, full-featured organizer that gives you instant access to your Contacts, Calendar, Tasks, Memos, Calculator, and more.
- ✓ [Section 6: Your Information and Settings](#) describes the tools for managing files and applications and the preferences that enable you to customize your Treo.
- ✓ [Section 7: Your Resources](#) answers frequently asked questions and shows you what to do if something goes wrong. It also includes a helpful glossary of terms.
- ✓ [Section 8: Your Safety and Specifications](#) outlines recommended safety and maintenance guidelines and lists the technical specifications for your Treo.

WARNING

Please refer to "Important Safety Information" on page 383 to learn about information that will help you safely use your phone. Failure to read and follow the Important Safety Information in this phone guide may result in serious bodily injury, death, or property damage.

Where to Learn More

For a Quick Introduction

- ✓ **Quick Tour:** The *Quick Tour* highlights many features of your Treo. It is already installed on your Treo, and you can open it at any time. Press **Start** [img alt="Treosoft logo" data-bbox="400 98 420 110]], select **My Treo**, select the **Support** tab, and then select *Quick Tour*.

While Using Your Treo

- ✓ **Help:** Many of the built-in applications include on-device *Help*, so that you can learn about the tasks you can perform in that application. To access *Help*, go to the application or screen you want help with, press **Start** [img alt="Treosoft logo" data-bbox="325 175 345 187]], and select *Help*.
- ✓ **Online support from Palm:** For up-to-date downloads, troubleshooting, and support information, check out palm.com/treo800wsprint-support.
- ✓ **Setup assistance from Palm:** For help with setting up your Treo and getting up and running, call **1-866-750-PALM (1-866-750-7256)**. This service is complimentary within 90 days of purchase. (Offer subject to change without notice.)
- ✓ **My Treo:** Find setup tips and support info, including access to Palm's knowledge library and a version of this *User Guide* that you can view on your device. Press **Start** [img alt="Treosoft logo" data-bbox="535 270 555 282]], select *My Treo*.

If You Need More Information




- ✓ **Books:** Many books on Windows Mobile® devices are available from local or online book retailers (look in the computers section), or visit palm.com/treo800wsprint-support.
- ✓ **Online forums:** Consult online user discussion groups to swap information about your Treo and learn about topics you may find nowhere else. Visit palm.com/treo800wsprint-support for details.
- ✓ **Sprint Customer Service:** For questions about your account or features available on the network, contact Sprint or visit www.sprint.com for the latest information and help.

Managing Your Account

Online: www.sprint.com

- ✓ Access your account information.
- ✓ Check minute usage (depending on your Sprint service plan).
- ✓ View and pay your bill.
- ✓ Enroll in Sprint online billing and automatic payment.
- ✓ Purchase accessories.
- ✓ Shop for the latest Sprint phones.
- ✓ View available Sprint service plans and options.
- ✓ Learn more about Sprint Power VisionSM and other great products like games, ringtones, screen savers, and more.

From the Today Screen on Your Treo


- ✓ Enter ***4** and then press **Phone/Talk**  to check minute usage and account balance.
- ✓ Enter ***3** and then press **Phone/Talk**  to make a payment.
- ✓ Enter ***2** and then press **Phone/Talk**  to access a summary of your Sprint service plan or to get answers to other questions.

From Any Other Phone

- ✓ Sprint Customer Service: **1-888-211-4727**.
- ✓ Business Customer Service: **1-800-927-2199**.


Sprint 411

You have access to a variety of services and information through Sprint 411, including residential, business, and government listings; assistance with local or long-distance calls; movie listings; and hotel, restaurant, shopping, and major local event information. There is a per-call charge and you are billed for airtime.

- ✓ Go to your **Today** screen (“Accessing Your Today Screen” on page 76), enter **411**, and then press **Phone/Talk**  to dial.

Sprint Operator Services

Sprint Operator Services provides assistance with placing collect calls or with placing calls billed to a local telephone calling card or third party.

- ▼ Go to your **Today** screen, enter **0**, and then press **Phone/Talk**  to dial.

To learn more and to see the latest in products and services, visit Sprint online at www.sprint.com.

Your Setup



Setting Up Your Palm Treo 800w Smart Device

In This Section

- | What You Need
 - | Your Treo Smart Device
 - | Inserting the Battery
 - | Charging the Battery
-

What You Need

The box containing your Palm® Treo™ 800w smart device includes the following:

Hardware

- ✓ Treo.
- ✓ Rechargeable battery.
- ✓ AC charger.
- ✓ USB sync cable.
- ✓ Stereo headset.

Documentation

- ✓ Get Started.
- ✓ *Experience SprintSpeed.*
- ✓ *Basics Guide*
- ✓ *Set Up Your Email.*
- ✓ Terms & Conditions.
- ✓ Warranty.
- ✓ Software License Agreement.

Software

Getting Started CD for Palm Treo 800w smart device, which includes the following:

- ✓ Desktop synchronization software.
- ✓ Additional software for your Treo.
- ✓ *User Guide* (this guide).

You also need the following items to complete the installation and activation:

- ✓ An activated Sprint service plan.
- ✓ A location with wireless coverage for your Treo.
- ✓ An electrical outlet.
- ✓ The computer with which you want to synchronize your information.
- ✓ Microsoft® Outlook® 2003 or later (sold separately), installed on the computer with which you want to synchronize.








Tip

If you don't have Outlook 2003 or later installed on your computer, insert the Getting Started CD for Palm Treo 800w smart device into your computer's CD drive, select Palm Support Center, and then select Microsoft Outlook 2007 (60-day trial) to download a trial version of this software.

Front View

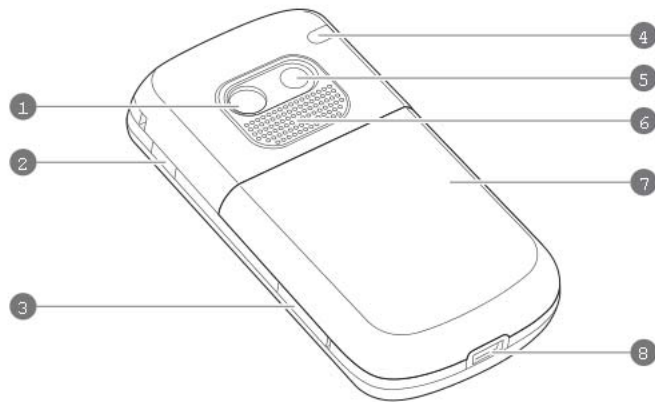


1. **Indicator Light** provides status information for your Treo based on the color of the light.
2. **Volume Button** adjust the volume level for the earpiece, speaker, and ringer.
3. **Side Button** opens the Notes application by default. You can also reassign this button to open your favorite application (see "Reassigning Buttons" on page 324).
4. **Left Softkey** gives you quick access to the options available for the current screen.
5. **Phone/Talk** dials a phone number that you select or enter, and answers an incoming phone call. When you press **Option** + **Phone/Talk**, the Internet Explorer® Mobile application opens.
6. **Start** opens the Start menu to access all the applications on your Treo. When you press and hold **Option** + **Start**, the Camera application opens, so you can take a picture or switch to video mode to record a video.

7. **Calendar** opens the Calendar application, so you can view and manage appointments. When you press and hold **Option**  + **Calendar** , the Contacts application opens.
8. **Microphone** serves as the mouthpiece on your Treo.
9. **Earpiece** lets you hear your phone calls. Hold the earpiece to your ear to listen, unless you're using the speakerphone or a headset.
10. **Right Softkey** gives you quick access to the options available for the current screen. Typically, pressing this softkey opens a menu.
11. **OK** confirms any information you entered and closes the current screen. It then returns you to the previous screen. When you press and hold **Option**  + **OK** , the Task Manager screen opens.
12. **Power/End** turns the phone feature of your Treo on and off, wakes up and turns off the screen, goes to the **Today** screen when the screen is already awake, and hangs up calls.
13. **Inbox** opens the Inbox application, so you can write and read email messages. When you press and hold **Option**  + **Inbox** , the Messaging application opens, so you can write and read text messages.
14. **5-way Navigator with Center Button** gives you one-handed access to move around on the Treo screen and select options (see "Moving Around on the Screen" on page 56). After highlighting an item with the **5-way**, you can select or activate it by pressing **Center** .
15. **Option** enables you to access the characters that appear above the letters on the keyboard.

Tip

Be careful not to scratch or crush your Treo screen. Do not store it in a place where other items might damage it. Visit palm.com/treo800wsprint-support to find a variety of useful accessories, including carrying cases that protect the screen.




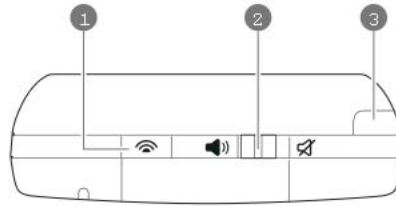
1. **Camera Lens** enables you to take pictures using the built-in camera.
2. **IR (Infrared) Port** uses infrared technology to transmit information to and receive information from other infrared-enabled devices that use compatible software.
3. **Expansion Card Slot** allows you to expand the capabilities of your Treo using a microSD card or microSDHC card.
4. **External Antenna Port** enables you to connect an optional external antenna (sold separately).
5. **Self-Portrait Mirror** enables you to include yourself in a picture.
6. **Speaker** plays ringtones and alarms, and serves as the speaker for the speakerphone feature and other audio playback.
7. **Battery Door** protects the battery compartment.
8. **MicroUSB Connector** enables you to attach the sync cable, the AC charger, or a hands-free headset to your Treo. Use only headsets that are compatible with your Treo.

Important

The Treo speaker includes a large magnet, so be sure to keep your device away from credit cards or other items that could become demagnetized.

Device Setup**Top View**

1. **Wi-Fi Button** turns the Wi-Fi feature on and off and enables you to search for and connect to available Wi-Fi networks.
2. **Ringer Switch** controls the ringer setting. When the Ringer switch is set to **Sound Off** , it silences all sounds at once, including music; so you don't need to navigate through menus to turn sounds on and off. See "System Sound Settings" on page 319 for details on changing the settings.
3. **Stylus** allows you to tap options on your Treo screen. To use the stylus, slide it out of the slot and hold it as you would a pen or pencil.

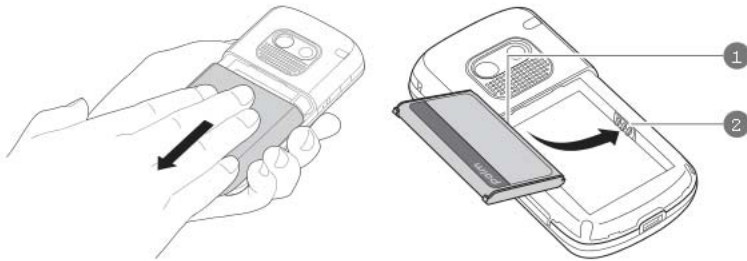


Inserting the Battery

WARNING

Use only batteries and chargers that are approved by Sprint or Palm with your device. Failure to use an approved battery or charger may prevent your device from turning on or charging; may void your Treo warranty; and may increase the risk of your device overheating, catching fire, or exploding, which may also result in serious bodily injury, death, or property damage.

1. Gently press the battery door while sliding it downward to remove it.



- 1 Battery Contacts
- 2 Device Contacts

2. Align the battery contacts with the device contacts, and then press the battery into place.
3. Slide the battery door onto the back of the Treo until it clicks into place. (Your device screen turns on and the Palm logo screen appears. Wait for the progress bar on the Palm logo screen to fill and for the Windows Mobile® screen to appear. If your Treo doesn't turn on, you need to charge it by connecting it to the AC charger. If it still doesn't start, do a soft reset. See "Resetting Your Palm® Treo™ 800w Smart Device" on page 349).

4. Follow the onscreen instructions to finish the installation.

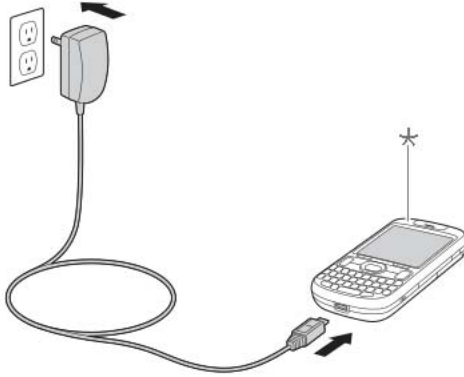
Tip

For long trips or heavy use, buy a spare battery that is approved by Sprint and is compatible with your Treo. Visit palm.com/treo800wsprint-support

Charging the Battery

The battery comes with a sufficient charge for you to complete the setup process and activate your phone. After activation, we recommend charging your Treo for 3.5 hours (or until the indicator light is solid green) to give it a full charge. See “Maximizing Battery Life” on page 31 for tips on maximizing the life of the battery.

1. Plug the AC charger into a wall outlet.



* Indicator Light

2. Connect the charger cable to the microUSB connector on the bottom of the device. Make sure the symbol on the cable is facing up, toward your Treo screen.

3. To confirm that your Treo is being charged, wait about 30 seconds and then check the indicator light.

- **Solid red:** Your Treo is being charged and the battery is less than 90% full.
- **Solid green:** Your Treo is charged and the battery is at least 90% full.

If the battery is fully drained, it may take a few minutes for the indicator light to turn on when you connect your Treo to the AC charger. If the indicator light still does not turn on, double-check the cable connection and the electrical outlet to which it is connected.

Tip

Although it takes longer to charge, you can also charge your Treo through your computer by connecting them with the sync cable (see "Synchronizing With a USB Connection" on page 50). However, if the battery is fully drained, you must use the AC charger.



Checking Battery Power

The onscreen battery icon displays the power status:



* Battery icon

- **Lightning bolt** : Battery is being charged.
- **Gray lightning bolt** : Battery is connected to a power source and is fully charged.
- **Full battery** : Battery is fully charged.


- ✓ **Partial battery** : Battery has power but is partially drained.
- ✓ **Exclamation point** : Battery needs to be charged immediately

Tip

Tapping the battery icon opens a window showing the percentage level of charge left in the battery.

Maximizing Battery Life

Battery life depends on how you use your Treo. Consumption factors include signal strength, use of accessories with Bluetooth® wireless technology, speakerphone usage, and the type of calls you make (data or voice). Increase battery life by following these easy guidelines:

- ✓ Charge your Treo whenever you're at your desk, or charge it overnight each day. The battery in your device has a much longer useful life when it is topped off frequently, versus being charged after it is fully drained.
- ✓ If you spend a lot of time using the camera, games, media players, or other applications, keep an eye on the battery icon and charge when necessary.
- ✓ The wireless features of your Treo(phone, email, messaging, Web, and any applications that use a Sprint Power Vision™ or Wi-Fi connection) generally consume more power than the nonwireless features (Calendar, Tasks, Notes). If you don't plan to use the wireless features on your device for a while, turn off your wireless services (see "Turning Wireless Services On and Off" on page 340). You can forward calls to a different number or let all calls be picked up by voicemail (see "Forwarding Calls" on page 88). To quickly turn wireless services (phone, Bluetooth, and Wi-Fi) on and off, tap the **signal-strength**  icon, and then select **Wireless Manager**.
- ✓ If you sync email and other information directly with your corporate Exchange server using Microsoft® Exchange ActiveSync®, set the synchronization interval to a maximum of every 15 minutes during peak times and every hour (or turned off completely) during nonpeak times (see "Setting the Synchronization Schedule" on page 310).
- ✓ Turn off the Bluetooth feature on your Treo when you do not need to make a Bluetooth connection.

- ✓ By default, the Wi-Fi feature on your Treo disconnects and turns off when the screen is off. If you change the default Wi-Fi settings, be sure to turn off the Wi-Fi feature when it is not in use (see “Turning Wireless Services On and Off” on page 340). You can also turn on the **Enable Power Savings** option in Wi-Fi Settings to conserve battery power (see “Customizing Wi-Fi Settings” on page 194).
- ✓ As with any wireless phone, if your phone is on and you’re in an area with no wireless coverage, your Treo continues to search for a signal, and that consumes power. If you cannot move to an area of better coverage, temporarily turn off your phone (see “Turning Your Phone On and Off” on page 35).
- ✓ Turn down the screen brightness (see “Adjusting the Brightness” on page 322).
- ✓ Set your screen to turn off automatically after a shorter period of inactivity (see “Viewing and Optimizing Power Settings” on page 338).
- ✓ Keep your battery and your Treo away from direct sunlight and other sources of heat. Temperatures over 113 degrees Fahrenheit (45 degrees Celsius) can permanently reduce the capacity and life span of any lithium-ion battery.

Did you know?

If your battery becomes fully drained, your information remains safely stored on your Treo. Recharge the battery to access your information.

Setting Up Service

In This Section

- | Turning Your Palm Treo 800w Smart Device On and Off
 - | Making Your First Call
 - | Setting Up Your Voicemail
 - | Creating Sprint Account Passwords
-

Setting up service on your new Palm® Treo™ 800w smart device is quick and easy. This section walks you through the necessary steps to unlock your Treo, set up your voicemail, and establish passwords.

Note


Throughout this guide the terms *Treo* and *device* are used to describe the physical aspects of your Treo. The term *phone* is used to describe the feature of your Treo that enables you to connect to the Sprint National Network.


You can turn the phone and the screen of your Treo off and on separately. This means you can wake up the screen to use just the organizer features of your device—such as Contacts, Calendar, and other nonwireless applications—without turning on the phone. Also, when the screen is turned off, the phone can be on and ready for you to receive calls or messages.

Waking Up the Screen and Turning It Off


Wake up the screen and leave the phone turned off when you want to use only the organizer features of your Treo, for example, when you're on a plane and want to look at your calendar. You can also turn off the screen without turning off the wireless features of your Treo.


1. To wake up the screen, press any of the following buttons:


• **Power/End** 




• **Phone/Talk** 

• **Center** 

• **Start** 

• **Calendar** 

• **Inbox** 

2. Press **Center**  to turn off **Keyguard**.
3. When you're ready to turn off the screen, briefly press **Power/End**  to go to the Today screen.
4. Briefly press **Power/End**  again to turn off the screen.







Tip


You can set how long the screen stays on during a period of inactivity. Press Start, select Settings, select the System tab, and then select Power. Select the Advanced tab, and then adjust the On battery power setting.

Turning Your Phone On and Off

When you turn on your phone, it connects to a wireless network so that you can make and receive phone calls and use other wireless services.

Setting Up Service

1. If you are not on a call and your screen is off, briefly press **Power/End**  (or one of the other wake-up keys listed in the previous section) to wake up the screen.
2. Press **Center**  on the 5-way to turn off **Keyguard**.
3. Press and hold **Power/End**  to turn on your phone. (When your Treo locates a signal, **Sprint** and the **signal-strength**  icon appear at the top of the screen, indicating that you can use the phone and Internet features, if supported by the local network.)
4. Press and hold **Power/End**  again to turn off your phone. (When your phone is off, **Phone Off** and the **phone-off**  icon appear at the top of the screen. Your Treo is not connected to any wireless network, but you can still use the organizer and other features.)

If the Ringer switch is set to **Sound On** , you hear a series of tones when you turn your phone on and off. For more information, see “Setting the Ringer Switch” on page 320.

Tip




When the phone is on and the screen is off, the date and time screen saver appears. You can disable the screen saver. Press Start, select Settings, select the System tab, and then select Power. Select the Screen Saver tab, and then uncheck the Enable Screen Saver box.

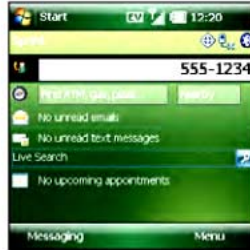
Making Your First Call

The battery comes with a sufficient charge for you to activate your Treo and make your first call. After activation, we recommend charging your device for 3.5 hours (or until the indicator light is solid green) to give it a full charge.

Before You Begin


If you purchased your Treo at a Sprint Store, it probably has already been activated. If your phone is not activated, see the Get Started poster for details on activating your new device.

1. Press **Power/End**  to display your **Today** screen (see “Using Your Today Screen” on page 72).
2. If prompted, press **Center**  to turn off Keyguard (see “Locking Your Treo and Information” on page 328 for more information).
3. Make sure your phone is on (see “Turning Your Phone On and Off” on page 35).
4. Press the numbers on the keyboard to enter the phone number you want to call.
5. Press **Phone/Talk**  to make the call.
6. If prompted, enter your four-digit lock code. (In most cases you are not prompted to enter a lock code. For security purposes, the lock code is not visible as you type.)



Note

If you can't recall your lock code, try using the last four digits of your wireless phone number. If this doesn't work, call Sprint Customer Service at 1-888-211-4727. See “Where to Learn More” on page 15 for other ways to get help from Sprint if you are having trouble with your service.

7. When your call is complete, press **Power/End**  to end the call.

Adjusting Call Volume


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



* Volume Button

Setting Up Service

What's My Phone Number?

1. Make sure your phone is on (see "Turning Your Phone On and Off" on page 35).
2. If you do not see your **Today** screen, press **Power/End**  (see "Using Your Today Screen" on page 72).



* Look Here for Your Phone Number


3. Press **Menu** (right softkey).
4. Select **Preferences > Phone Settings**.
5. On the **Phone** tab, look for your phone number below the title bar.
6. Press **OK**.

Tip If your phone number doesn't appear on the Phone Settings screen, press OK, and then turn your phone off and back on again. Repeat steps 2 through 6. If your phone number still doesn't appear, your phone has not been activated. Turn your phone off, wait a few hours, and then repeat these steps. If your phone number still does not appear, contact Sprint for assistance at 1-888-211-4727.

Setting Up Your Voicemail

All unanswered calls to your Treo are automatically transferred to your voicemail, even if your phone is in use or turned off.

To set up your voicemail:

1. If you do not see your **Today** screen, press **Power/End** .
2. Press and hold **1** on the keyboard to dial Sprint's voicemail system.
3. Follow the voice prompts to do the following:
 - Create your password.
 - Record your name announcement.
 - Record your greeting.
 - Choose whether to activate Skip Pass Code—a feature that lets you access your voicemail simply by pressing and holding **1**, bypassing the need for you to enter your password. (If you do not activate Skip Pass Code, your Treo uses the Voicemail Pass Code feature, which requires you to enter your password each time you want to access your voicemail.)



Setting Up Service

Note

If you are concerned about unauthorized access to your voicemail account, we recommend that you use the Voicemail Pass Code feature.

For more information about using your voicemail, see “Using Voicemail” on page 83.

Creating Sprint Account Passwords

As a Sprint customer, you enjoy unlimited access to your personal account information, your voicemail account, and your Sprint Power VisionSM account. To ensure that no one else has access to your information, you need to create passwords to protect your privacy.

Account Password

If you are the account owner, you create an account username and password when you sign on to www.sprint.com. (To get started, click ***Need to register for access?*** in the sign-in area of the Web site.) If you are not the account owner (if someone else receives the bill for your Sprint service), you can get a subaccount password at www.sprint.com.

Voicemail Password

You create your voicemail password when you set up your voicemail. See “Setting Up Your Voicemail” on page 39.

Sprint Power VisionSM Password

With your Treo, you can choose to set up a Sprint Power Vision password. This optional password can be used to authorize the purchase of Premium Services content and to protect personal information on multiphone accounts.

To learn more or to change your passwords, sign on to www.sprint.com or call Sprint Customer Service at **1-888-211-4727**.

Connecting to Your Computer

In This Section

- | Synchronization Methods
 - | What Can I Synchronize?
 - | Setting Up Your Computer for Synchronization
 - | Synchronizing With a USB Connection
-

Synchronizing means that information that has been entered or updated in one place—your Palm® Treo™ 800w smart device, your computer, or your corporate server—is automatically updated in the other. There's no need to enter information twice. Some types of synchronization can happen on an automated schedule, so you don't even have to think about it.

After you get into the habit of synchronizing regularly, you can see what a powerful tool synchronization is for transferring, updating, and backing up large amounts of information on your Treo.

Synchronization Methods

There are a number of ways to make synchronization occur. You can install desktop sync software on your computer to synchronize, or you may be able to synchronize wirelessly with an Exchange server. You can also maximize your sync options and sync with both an Exchange server and desktop sync software.

Synchronizing With Desktop Sync Software

To synchronize the information between your Treo and your computer, the desktop synchronization software must be installed on your computer and you must connect your device to your computer using one of the following methods:

- ▼ **Connect using the USB sync cable:** When you connect your device to your computer using the sync cable, synchronization begins automatically. (See “Synchronizing With a USB Connection” on page 50.)
- ▼ **Connect using Bluetooth® wireless technology:** You must first set up the Bluetooth connection. (See “Synchronizing Over a Bluetooth® Wireless Technology Connection” on page 312.)
- ▼ **Connect using infrared (IR) technology:** You must first set up your computer to receive infrared beams. (See “Synchronizing Over an Infrared Connection” on page 313.)

If you have a Windows® XP computer: The desktop sync software is called ActiveSync® desktop software. You must install this software from the Getting Started CD for Palm Treo 800w smart device that came with your Treo, even if you have already installed a previous version of desktop sync software. (See “Installing ActiveSync® Desktop Software: Windows XP” on page 46.)

If you have a Windows Vista® computer: The desktop sync software is called Windows Mobile Device Center. This software may already be installed on your computer. However, we recommend that you use the Getting Started CD for Palm Treo 800w smart device to ensure that the sync software is properly installed. You can also use the CD to install this *User Guide* on your computer and bonus software on your Treo.

Regardless of the desktop sync software you use, the sync application on your Treo is called ActiveSync.

Synchronizing Wirelessly With the Server

You can set up your Treo to synchronize email and other information wirelessly with Microsoft® Exchange Server 2007 or with Exchange Server 2003 upgraded to Service Pack 2 using Microsoft Exchange ActiveSync (see “Setting Up Wireless Synchronization” on page 308). If you choose this method, synchronization takes place automatically after setup. You do not need to install the software from the Getting Started CD for Palm Treo 800w smart device.

Note

If you have a Windows XP computer, we recommend that you install the desktop sync software from the CD even if you synchronize wirelessly with the server. You need the desktop sync software to synchronize pictures, videos, music files, and other information directly with your computer.

What Can I Synchronize?

You must have Microsoft® Outlook® 2003 or later installed on your computer to synchronize the information in these applications:

 Contacts  Calendar  E-mail  Tasks

The information in these applications synchronizes with Outlook by default whether you use desktop sync software or wireless synchronization with Microsoft Exchange ActiveSync.

Tip

If you don't already have Outlook installed on your computer, insert the CD into your computer's CD drive, select Palm Support Center, and then select Microsoft Outlook 2007 (60-day trial) to download a trial version of this software.

If you set up synchronization with the desktop sync software, information in the Favorites application is synchronized by default as well.

Did you know? *Synchronizing Favorites gives you an easy way to get favorites from the Web browser on your computer into the Web browser on your Treo. Just add them to the folder called Mobile Favorites, which shows up in your computer's browser. When you sync, they become available on your device as well. Backup copies of any favorites that you add on the Treo browser are also stored in the Mobile Favorites folder.*

You can choose which applications sync—provided the application appears in the sync list. For example, you can choose not to sync Tasks. See “Changing Which Applications Sync” on page 314 for details on choosing applications from the sync list.

You can also use the Files sync folder to sync files from applications that don't appear in the sync list. For example, you can sync files such as Microsoft® Word, Microsoft® Excel®, Microsoft® PowerPoint®, Microsoft® OneNote® and Adobe Acrobat® (PDF) files, as well as pictures, music, videos that originate on your Treo. See “Synchronizing Microsoft® Office and Other Files” on page 260 and “Synchronizing Your Media Files” on page 205 for details on using the Files sync folder.

If you want to synchronize music, pictures, and videos from your Windows Media® Player library, you need Windows Media Player 10 or later on your computer, in addition to desktop synchronization software.

Tip *If you don't have Windows Media Player installed on your computer, download it for free from www.microsoft.com.*

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

The following table lists the types of information you can synchronize and the methods to use.

<i>Information type</i>	<i>Method</i>	<i>Where to learn more</i>
Outlook Contacts, Calendar, Tasks	Desktop sync software (sync with computer) or Exchange ActiveSync (direct sync with server)	“Setting Up Your Computer for Synchronization” on page 46 or “Setting Up Wireless Synchronization” on page 308
Outlook Email	Desktop sync software or Exchange ActiveSync	“Setting Up Your Computer for Synchronization” on page 46 or “Setting Up Wireless Synchronization” on page 308
Word, Excel, PowerPoint, OneNote, and PDF files	Desktop sync software	“Setting Up Your Computer for Synchronization” on page 46 “Synchronizing Microsoft® Office and Other Files” on page 260
Pictures, music and video files	Desktop sync software and Windows Media Player	“Setting Up Your Computer for Synchronization” on page 46 “Synchronizing Your Media Files” on page 205
Outlook Notes	Desktop sync software	“Setting Up Your Computer for Synchronization” on page 46 “Synchronizing Microsoft® Office and Other Files” on page 260
Files to be transferred to an expansion card	Desktop sync software	“Setting Up Your Computer for Synchronization” on page 46 “Synchronizing Microsoft® Office and Other Files” on page 260

Setting Up Your Computer for Synchronization

Before you can synchronize, the desktop sync software must be installed and you must connect the sync cable to your computer. If you have a Windows XP computer, you must install the software that came with your Treo on the Getting Started CD for Palm Treo 800w smart device, even if you already have a previous version of the desktop sync software installed on your computer.

System Requirements

Your computer must meet the following minimum system requirements:

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

Tip

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

Installing ActiveSync® Desktop Software: Windows XP

If you have a Windows XP computer, the desktop sync software is called ActiveSync desktop software. The Getting Started CD for Palm Treo 800w smart device recognizes that you have a Windows XP computer and automatically directs you to install ActiveSync desktop software. On your Treo, the sync application is called ActiveSync.

Before You Begin

Do the following:

- If you are installing the software on a computer at work, make sure your company allows you to install new software. Contact your company's IT department for help.
- If you want to sync pictures, videos, and music from your Windows Media Library, you must install Windows Media Player 10 or later before you install ActiveSync desktop software.

1. Close any applications that are currently running on your computer, including those running in the background. (Your computer must have all its resources available before you can install the software.)
2. Insert the **Getting Started CD for Palm Treo 800w smart device** into the CD drive on your computer.
3. Follow the installation instructions that appear on your computer. (When offered the option to set up synchronization with an Exchange server, select **No**. See "Setting Up Wireless Synchronization" on page 308 for instructions on synchronizing with a server.)
4. Connect your Treo to your computer to sync for the first time (see "Synchronizing With a USB Connection" on page 50).

Tip

During software installation, you can select an option to synchronize email, contacts, calendar events, and tasks directly with your information stored on a server running Microsoft Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2. If you choose this option, you are prompted to enter your mail server address and domain name and your Exchange server account username and password.

Connecting Computer

Setting Up Windows Mobile Device Center: Windows Vista®

If you have a Windows Vista computer, the desktop sync software is called Windows Mobile Device Center. The Getting Started CD for Palm Treo 800w smart device recognizes that you have a Windows Vista computer, and directs you to install Windows Mobile Device Center (if it is not already on your computer). On your Treo, the sync application is called ActiveSync.

1. Close any applications that are currently running on your computer, including those running in the background. (Your computer must have all its resources available before you can install the software.)
2. Insert the Getting Started CD for Palm Treo 800w smart device into the CD drive on your computer.
3. Follow the installation instructions that appear on your computer. (When offered the option to set up synchronization, with an Exchange server, select **No**. See “Setting Up Wireless Synchronization” on page 308 for instructions on synchronizing with a server.)
4. Connect your Treo to your computer to sync for the first time (see “Synchronizing With a USB Connection” on page 50).

Using the Desktop Sync Software

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

- ✓ Install applications from your computer to your Treo (see “Installing Applications From Your Computer” on page 298) or to an expansion card inserted into the expansion card slot on your device (see “Installing Applications Onto an Expansion Card” on page 299).
- ✓ Change which applications synchronize.
- ✓ In ActiveSync desktop software on a Windows XP computer, enter settings to synchronize wirelessly with Microsoft Exchange Server 2007 or with Exchange Server 2003 upgraded to Service Pack 2.

<i>Did you know?</i>	<i>You can also change which applications synchronize (see “Changing Which Applications Sync” on page 314) and enter settings to synchronize wirelessly (see “Setting Up Wireless Synchronization” on page 308). Whether you enter changes on your Treo or on your computer, the changes are transferred to the other location the next time you synchronize.</i>
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To open the desktop sync software, do one of the following:

Windows XP: To open the ActiveSync desktop software window, double-click the **ActiveSync** icon in the taskbar in the lower-right corner of your computer screen. (If you don't see the ActiveSync icon in the taskbar, click **Start > All Programs > Microsoft ActiveSync** to open the ActiveSync window.)

Tip	You can set the ActiveSync window to open automatically when you connect your computer and your Treo. In the ActiveSync window, select File > Connection Settings, and then check the Open ActiveSync when my device connects box.
------------	--

Did you know?	The ActiveSync icon turns green when your device is connected to your computer. The icon is gray when your Treo is not connected to your computer.
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Windows Vista: To open Windows Mobile Device Center, click **Start > All Programs > Windows Mobile Device Center**.

Desktop software installation also creates a folder for your Treo on your computer. By default, this folder is named **MyTreo800 My Documents**; the folder name changes when you assign your Treo a name. When your device is connected to your computer, opening **My Computer** or **Windows Explorer** (Windows XP) or **Computer** (Windows Vista) displays an icon representing your Treo. Double-click this icon to display folders containing items you synchronized, such as music files, pictures, and videos.

Connecting Computer

Synchronizing With a USB Connection

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

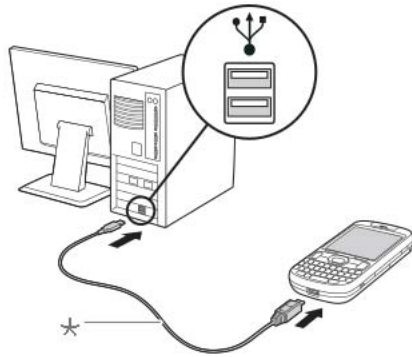
Important

Use the USB sync cable that came with your Treo. If you need to use a replacement cable, make sure it is approved by Palm for use with your Treo 800w smart device. Using an unapproved cable may cause sync errors.

Note

If you're switching from a previous Windows Mobile® device or from a device using Palm OS® by ACCESS, you can learn how to move content to your Treo by going to palm.com/treo800wsprint-support

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



* Sync Cable

Tip




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

Connecting Computer

2. Connect the sync cable to the bottom of your Treo.

Did you know?

Your Treo is being charged through your computer whenever the sync cable is connected to a powered USB port on your computer. However, it takes longer to charge your device through your computer than with the AC charger that came with your Treo.

3. Check for synchronization progress: (If you don't see the correct icons, make sure the desktop synchronization software that came with your Treo is running on your computer.)
 - On your Treo, look for the animated **ActiveSync**  icon at the top of your screen.
 - On your computer, look for the animated **Sync** icon in the taskbar:  (Windows XP) or  (Windows Vista).

If you have any problems synchronizing, see “Synchronization” on page 360 for troubleshooting suggestions.

Tip

We recommend that you also use the included Sprite Backup utility to back up your information. This backup-and-restore utility preserves the data and settings that are not backed up during synchronization. Sprite Backup also protects your data and settings if your Treo is ever lost or stolen, or if you ever need to do a hard reset.

Your Palm Treo 800w
Smart Device



Moving Around on Your Palm Treo 800w Smart Device

In This Section

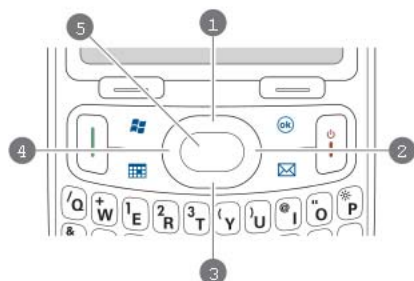
- Moving Around on the Screen
 - Using the Keyboard
 - Opening and Closing Applications
 - Using Your Today Screen
-

Moving Around

Moving Around on the Screen

To move around on the Palm® Treo™ 800w smart device screen, you can use the **5-way navigator** or you can tap items on the screen with the stylus. With use, you can find your own favorite way to scroll, highlight, and select items.

Using the **5-way**, press **Right** ►, **Left** ◄, **Up** ▲, or **Down** ▼ to move around on the screen. Press **Center** ○ to highlight and select items.



- 1 Up ▲
- 2 Right ►
- 3 Down ▼
- 4 Left ◄
- 5 Center ○

Tip

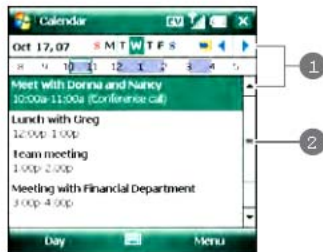
Some third-party applications may not work with the 5-way navigator, and you must use the stylus instead.

The arrow icons that indicate directions on the 5-way are different from the onscreen scroll arrows and the arrows that indicate that a list is available (see "Selecting Options in a List" on page 62).

Scrolling Through Screens

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

- On the **5-way** (see “Moving Around on the Screen” on page 56), press **Right** ►, **Left** ◄, **Up** ▲, or **Down** ▼ to move to the next field, button, or action in that direction.
- Press and hold **Option** (below the A key on the keyboard—see “Your Treo™ Smart Device” on page 24) while pressing **Up** ▲ or **Down** ▼ to scroll one screen at a time. (These keys work just like the Page Up and Page Down keys on a computer keyboard.)
- Press and hold **Option** while pressing **Left** ◄ or **Right** ► to jump to the top or bottom of the current screen.
- When viewing a screen with tabs, such as when adding a contact, press **Down** ▼ to scroll to the tabs, and then press **Left** ◄ or **Right** ► to move between tabs.
- When inside a text field, press **Right** ► or **Left** ◄ to move to the next character, and press **Up** ▲ or **Down** ▼ to move between lines.
- When inside a list, press and hold **Up** ▲ or **Down** ▼ to rapidly scroll through the list.
- Tap an onscreen scroll arrow.
- Tap and drag the slider of an onscreen scroll bar.



- 1 Scroll Arrows
- 2 Slider

Moving Around

Tip

When you are using applications such as *Inbox*, *Internet Explorer® Mobile*, and *Word Mobile*, press and hold **Option** while pressing **Left** or **Right** on the 5-way to go to the beginning or end of the current line.

Closing Screens

To accept the information you entered on a screen and to return to the previous screen, do one of the following:

- Press **OK** .
- Use the stylus to tap **ok** or **X** in the upper-right corner of the screen. (These buttons are not accessible using the 5-way.)

Note

When you close a screen, the application still runs in memory. See “*Viewing Memory Usage*” on page 338 for instructions on viewing the amount of memory in use versus viewing the available memory. See “*The Applications Are Running Slower Than Usual*” on page 353 for instructions on closing applications and freeing up memory.

Highlighting and Selecting Items

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


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

- Border:** This rectangular border highlights items such as an onscreen button (**OK**, **Dismiss**, or **Hide**), a check box, an option, or a Web link.



* Border

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

After highlighting an item with the **5-way**, you can select or activate it by pressing **Center**  or by tapping the item with the stylus.

Tip

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

Highlighting Text

You can use the stylus to highlight text on the screen:

- ✓ Tap and drag the stylus across the text you want to highlight.
- ✓ To highlight a word, double-tap it.
- ✓ To highlight a paragraph, triple-tap it.

Tip

When text is highlighted, you can press Backspace to delete the highlighted text

Using the Softkeys

The left and right softkeys give you quick access to tasks that you can do on the current screen, so the softkey items vary from application to application and from screen to screen. Look on the screen directly above the softkeys to see the actions that they make available in the current application. If you don't see a label above these keys, the keys are inactive from the current screen. In most cases the right softkey opens the menu and the left softkey activates a specific item, such as **New** or **Edit**. Remember that softkey functions vary from screen to screen, so be sure to check the onscreen label before pressing the softkeys.



- 1 Left Softkey Activates This Item
- 2 Right Softkey Activates This Item

Selecting Menu Items

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






1. Press **Menu** (right softkey).
2. Press **Up** ▲ or **Down** ▼ to highlight a menu item.
3. If an arrow appears next to a menu item, press **Center** ○ or **Right** ► to display additional options for that item, and then press **Up** ▲ or **Down** ▼ to highlight a menu item. (To return to the main menu without making a selection, press **Left** ◀.)
4. Press **Center** ○ to select the menu item, or press **Left** ◀ or **Menu** (right softkey) to close the menu and cancel your selection.



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

Selecting Items in a Shortcut Menu

Most applications also provide access to context-sensitive shortcut menus—similar to the right-click menus on a computer. The shortcut menu items vary based on the highlighted selection.

1. Highlight the item or text for which you want to see a shortcut menu.
2. Press and hold **Center**  to open the shortcut menu.
3. Press **Up**  or **Down**  to highlight a menu item.
4. Press **Center**  to select the menu item or press **Left**  to cancel your selection.



Tip You can also tap and hold the stylus on an item to open the shortcut menu.






Selecting Options in a List

Lists enable you to select from a range of options. You can identify whether a list is available when you select the field. If a rectangle appears around the field, along with a downward-pointing arrow, a list is available. Lists are different from the menus described earlier in this section.

Tip

When selecting fields, you might not see the downward-pointing arrow until you press **Center** on the 5-way. In fields where you see a downward-pointing arrow but no rectangle, you must tap the arrow with the stylus to display the list.

You can do any of the following with a list:

- Use the **5-way** to highlight the field, and then press **Center**  to display the items in the list. Press **Up**  or **Down**  to highlight the item you want, and then press **Center**  to make your selection.
- Use your stylus to tap the arrow, and then tap the item in the list.
- Press **Left**  to exit the list and cancel your selection.



Using the Keyboard

When using the keyboard, most people find it easiest to hold the Treo with two hands and to use the tips of both thumbs to press the keys.



- 1 Option
- 2 Shift
- 3 Space
- 4 Backlight
- 5 Backspace
- 6 Return
- 7 Alt




Understanding the Backlight

Your Treo includes both a keyboard backlight and a screen backlight for low light conditions. Both backlights turn on when you turn on the screen. The keyboard backlight turns off automatically after 30 seconds. When you use the keyboard again and the screen is already awake, the keyboard backlight turns on for another 30 seconds.

Moving Around

The screen backlight remains on until there is no keyboard activity for 30 seconds, and then the screen dims. The screen backlight turns off automatically when the screen turns off or when you are on a call or playing music in the background for longer than the time specified in **Backlight Settings**. The screen backlight also turns off when an application's power-saving features turn it off. You can set different shut-off intervals depending on whether the Treo is operating on battery power or is connected to an external power source.

To change the screen backlight shut-off interval, do the following:






1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Backlight** .
3. On the **Battery Power** tab, select a shut-off interval from the list.
4. Select the **External Power** tab and select a shut-off interval from the list.
5. Press **OK** .

Tip

You can also adjust the backlight brightness. See "Adjusting the Brightness" on page 322 for details.

Entering Lowercase and Uppercase Letters

By default, the first letter of each sentence or field is capitalized and the remaining text you enter is lowercase. To enter other uppercase letters, do one of the following:






- Press **Shift**  and then enter a letter. (You don't need to press and hold **Shift** while entering a letter. When Shift is active, this symbol appears at the bottom of the screen: )
- Press **Shift**  twice to turn on **Caps Lock**, and then enter a series of letters. (When **Caps Lock** is on, this symbol appears at the bottom of the screen: . To turn off **Caps Lock**, press **Shift**  again.)

Tip

You can turn off the first-letter capitalization setting. For details see "Setting Input Options" on page 326.

Entering Numbers, Punctuation, and Symbols

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

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


Did you know? When you enter a phone number in the Dial Lookup field on the Today screen, you don't need to press Option to enter numbers or the # and * symbols.

Entering Passwords



You can't see your password as you enter it, so be careful. Be sure Caps Lock and Option Lock are not on unless you need them. For information on how to enter characters, see "Entering Lowercase and Uppercase Letters" on page 64 and "Entering Numbers, Punctuation, and Symbols" on page 65.




Entering Other Symbols and Accented Characters

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

1. Press **Alt**  to display the **alternate characters** list.
2. Narrow the list by pressing the key that corresponds to the character you want. (See the following table for a list of corresponding characters.)

Tip

The alternate characters are grouped according to their similarity to the corresponding key. For example, the alternate character available for the R key is  and for the T key is . If you press the wrong key, press Backspace to return to the full list of alternate characters. You can then press another key.


3. Press **Up**  or **Down**  to highlight the desired character.
4. Press **Center**  to insert the character.

If you don't know which key to press to narrow the list when entering a symbol, you can scroll through the full list until you find the character you want.









Tip


If you want to enter an underscore (**_**), select it from the list that appears when you press Alt by itself.

Symbols and Accented Characters

Press Alt  and then press...	to select...
a	á à â ã ä å æ
A	Á Â Ã Ä Å Æ
b or B	ß
c	ç ¢ ©
C	Ç ¢ ©
d	† ‡
D	† ‡ Ð
e	é è ê ë
E	É È Ê Ë
i	í î ï
I	Í Î Ï
l or L	ℓ
n	ñ
N	Ñ
o	ó ô õ ö ø ò
O	Ó Ò Õ Ö Ø Ò
p or P	¶
r or R	®
s	ß š
S	ß Š
t or T	™

Moving Around

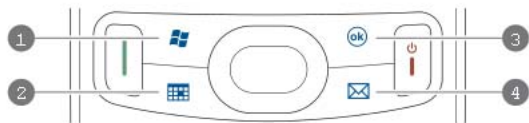
<i>Press Alt  and then press...</i>	<i>to select...</i>
u	ú û ü û
U	Ú Û Ü Û
x or X	x ð
y	ý ÿ
Y	Ý ÿ
0	°
1 ( + E)	1 ¼ ½
2 ( + R)	2
3 ( + T)	3 ¾
! ( + J)	¡
\$ ( + H)	€ £ ¥ ¢
; ( + K)	: :) :(;)
? ( + N)	¿

Press Alt  by itself to select these additional characters: _ * % = + ^ [] { } < > « » ~ \ Ø μ |

Opening and Closing Applications

Using the Buttons

The front of the Treo has four buttons that you can use to open and close applications.



- 1 Start
- 2 Calendar
- 3 OK
- 4 Inbox

Each of the buttons has two functions. To use a button's primary function, simply press the button. To use a button's secondary function, press and hold **Option** while you press the button. Pressing **Phone/Talk** or any of the buttons (except OK) automatically wakes up your Treo screen. See "Waking Up the Screen and Turning It Off" on page 34.


Button	Primary Function	Secondary Function
	Start menu	+ Camera
	Calendar	+ Contacts
	OK (close window)	+ Task Manager
	Inbox	+ Messaging

Did you know? You can open Internet Explorer Mobile by pressing and holding Option while pressing Phone/Talk. You can also customize many of the functions assigned to the buttons; see "Reassigning Buttons" on page 324 for details.

Moving Around



Using the Start Menu

You can access all the applications on your Treo through the **Start** menu:

1. Press **Start**  to open the **Start** menu.
2. Use the **5-way navigator** to highlight the application you want to use. (To view additional applications, select **Programs**.)

Note

If an application appears in the Start menu, it does not appear in the Programs folder. For example, you see File Explorer when you press Start, but you do not see File Explorer when you select Programs.

3. Press **Center**  to open the highlighted application.
4. (Optional) Press **OK**  to return to the previous screen. (The current application continues to run in the background.)



Did you know?

You can customize the Start menu. See "Arranging the Start Menu" on page 324 for details.




Tip

With the Start menu open, you can press the letter underlined in the application's name to open the application. For example, press H to open Help. You can also use the 5-way to select the shortcut icons at the top of the Start menu when you want to open recently used applications.

In Programs, press a letter to jump to the first application that begins with that letter. For example, press C to jump to Calculator. Press C again to jump to Camera, and so on.

Closing Applications

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

1. Press and hold **OK**  to open **Task Manager**.
2. Do either of the following:
 - Select the application you want to close and press **End Task**  (left softkey).
 - Press **Menu**  (right softkey) and select **End All Tasks** to close all your applications.

Note

If you press OK to leave an application, the current application continues to run in the background. Manually closing applications helps conserve battery power and frees up memory.

Using Your Today Screen




From your *Today* screen you can quickly look up a contact, make a call, see your latest calendar appointments, see the number of unread email messages, and do a Web search.

To access your *Today* screen, press **Power/End** .

Tip

You can also access your *Today* screen by pressing Start and selecting Today.





1. **Title Bar and Status Information:** See “Checking Signal Strength and Phone Status” on page 107 to learn about the icons that appear in this area.
2. **Dial Lookup:** Enter a few letters of a contact’s name to look up a number, or simply enter the number itself. Press **Phone/Talk**  or **Center**  to make the call. See “Dialing by Contact Name” on page 77 for more information.
3. **Point of Interest Lookup:** Enter the type of location you want to find and press **Center**  to view a list of search results. See “Finding a Point of Interest” on page 182 for details.

4. **Speed-Dial Entries:** Select a speed-dial button—either a picture or text—to call the number assigned to it. (Speed-dial buttons are not displayed by default; see “Selecting Which Items Appear on Your Today Screen” on page 319 to learn how to show or hide speed-dial buttons. To learn how to create your own speed-dial buttons, see “Setting Up and Managing Speed-Dial Buttons” on page 91.)
5. **Inbox Status:** View the number of unread email messages for each of your email accounts. Select this field to open the Inbox application.
6. **Messaging Status:** View the number of unread text messages. Select this field to open the Messaging application.

Scroll down to access more fields:



Moving Around

7. **Live Search:** Enter a term you want to look up, and press **Center**  or **Return**  to view a list of search results from the Internet (data services connection required).
8. **Calendar Status:** View upcoming appointments. Select this field to open the Calendar application.

You can select a picture for your **Today** screen background and select which items appear on the **Today** screen. See “Today Screen Settings” on page 318 for details.

Did you know? You can access the Today screen during a call by pressing Down to minimize Active Call view. To return to Active Call view, select it on the Today screen (just below the Dial Lookup field).


Using the Phone Features

In This Section

- | Accessing Your Today Screen
 - | Making Calls
 - | Receiving Calls
 - | Using Voicemail
 - | What Can I Do When I'm On a Call?
 - | Managing Multiple Calls
 - | Setting Up and Managing Speed-Dial Buttons
 - | Using a Phone Headset
 - | Customizing Phone Settings
 - | Controlling Your Roaming Experience
 - | Checking Signal Strength and Phone Status
-

Accessing Your Today Screen

You can make and receive calls and store speed-dial entries right from your *Today* screen.


1. To go to your *Today* screen, press **Power/End** .




Making Calls

Your Palm® Treo™ 800w smart device offers several ways to make phone calls. Try them all to discover which methods you prefer.

Dialing With the Keyboard

1. Go to your *Today* screen.
2. Using the numbers on the keyboard, enter a phone number.
3. Press **Phone/Talk**  to dial.

You do not need to press **Option** to access the numbers on the keyboard. However, when dialing short numbers, such as 411, the Dial Lookup feature may display a list of contacts that include the short number. In this case, select the entry you want and press **Phone/Talk**  to make the call.




Dialing by Contact Name


You can look up contacts quickly by entering just a few letters of a contact's name directly from your **Today** screen. Before you can dial a call by contact name, you must create some contacts (see "Adding a Contact" on page 238) or import them by synchronizing (see "Connecting to Your Computer" on page 41).



1. Go to your **Today** screen (see "Accessing Your Today Screen" on page 76).
2. Use the keyboard to type the first or last name of the contact you want to call. (If you enter both the first and last name [or the first letters of each], enter a space between the two names.)

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

3. After you find the contact you want, select the **number** you want to call.
4. Press **Phone/Talk**  to make the call.


After you look up a contact, you can select how you want to communicate with that person. Highlight the contact's name, press **Center**  (or tap and hold with the stylus), and then select the communication method you want to use.

Tip To see a contact's address, company, and other details, highlight the name, press Center on the 5-way, and then select Open Contact.







Dialing With a Speed-Dial Button

Before you can use a speed-dial button, you must create some speed-dial entries. See “Setting Up and Managing Speed-Dial Buttons” on page 91.

You can make a call with your speed-dial buttons by doing any of the following:

- Highlight a speed-dial button with the **5-way**, and then press **Center** .
- Tap a speed-dial button with the stylus.
- Press and hold a **QuickKey** that you assigned to the speed-dial button.



By default, speed-dial buttons do not appear on the **Today** screen. When your speed-dial buttons are hidden, you can still use your **QuickKeys** to call a speed-dial number. To learn how to display your speed-dial buttons, see “Selecting Which Items Appear on Your Today Screen” on page 319. When your speed-dial buttons are visible, you can see more speed-dial buttons by highlighting the picture speed-dial area and pressing **Right**  or **Left**  repeatedly, or by highlighting the text speed-dial area and pressing **Up** , **Down** , **Right** , or **Left** .

Did you know? You can dial an another number for a contact with a speed-dial button. Highlight the speed-dial button, press and hold Center on the 5-way, and then select a number from the shortcut menu.

Dialing by Company Name

1. Go to your *Today* screen.
2. Press **Menu** (right softkey) and select **Contacts**.
3. Press **Menu** (right softkey) and select **View By > Company**.
4. Press **Power/End** to return to your *Today* screen.
5. Using the keyboard, begin entering the first few letters of the company name.
6. Select the number you want to dial.
7. Press **Phone/Talk** to dial.



Dialing From a Web Page or Message

Your Treo recognizes most phone numbers that appear on Web pages or in messages (text or email).







1. Press **Up** ▲ or **Down** ▼ to highlight the phone number you want to dial on the Web page or in the message.
2. Press **Center** ○ to open the **Phone** dialog box, and then select **Yes** to dial.



Tip

If you can't dial a phone number directly from a Web page or a message, then highlight the number, press and hold Center on the 5-way, and select Copy. Open the Dial Pad, and then press and hold Center on the 5-way to Paste. Press Phone/Talk to dial.

Redialing a Recently Called Number

- **To dial the last number you called:** Go to your *Today* screen, and then press and hold **Phone/Talk** .
- **To select from your most recently dialed numbers:** Go to your *Today* screen, press **Phone/Talk** , highlight the number or contact name you want to call, and then press **Phone/Talk**  to dial. (If more than one number is associated with a contact, highlight the contact and press **Right**  to access any alternate numbers for that contact.)
- **To select from a chronological list of calls:** Go to your *Today* screen, press **Phone/Talk** , and then select **Call Log**. (Highlight the number you want to call, and then press **Call**  [left softkey] to dial.)



Tip You can also access the Call Log and Dial Pad from the Today screen by pressing Menu (right softkey) and selecting Call Log or Dial Pad.

Did you know? You can clear the list of recently dialed numbers. From the Call Log, press Menu (right softkey) and select Delete Redial List.

Dialing Using the Onscreen Dial Pad

The onscreen *Dial Pad* provides large numbers that you can tap with your finger or stylus. The numbers also include the corresponding letters so you can dial numbers that are expressed as letters.

1. Go to your *Today* screen.
2. Press **Menu** (right softkey) and select *Dial Pad*.
3. Tap the onscreen *Dial Pad* to enter the number.
4. Press **Phone/Talk** to dial.



Did you know? You can paste numbers directly into the Dial Pad. Copy a number from another application, switch to Dial Pad, press and hold Center on the 5-way, and then select Paste to insert the number in the Dial Pad.

Receiving Calls



To receive calls, your phone must be on.

To answer a call, do one of the following:

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

Tip See a picture of the person calling you. Learn how to assign a caller ID picture in "Assigning a Picture and Ringtone ID to a Contact" on page 101.




To ignore a call and send it to voicemail, do one of the following:



- Press **Power/End** .
- Press **Menu**  (right softkey) and select **Ignore**.

Tip

You can also ignore a call and send a text message. Press Menu (right softkey) and select Ignore with text message. During a voice call you can send text messages, but you cannot use data features such as Web browsing and sending and receiving email.

To silence the ringer while your device is ringing, do any of the following:

- Press any key or button except **Phone/Talk**, **Power/End**, **Start**, **OK**, or **Alt**.
- Use the **Volume** button to turn the ringer sound all the way down.
- Slide the **Ringer** switch to **Sound Off**  to immediately silence all system sounds including the ringer. (Your Treo vibrates briefly when you set the Ringer switch to **Sound Off** . All sounds remain off until you slide the **Ringer** switch back to **Sound On** .)

When you silence the ringer, you can either press **Phone/Talk**  to answer the call, press **Power/End**  to send the call directly to voicemail, or let it ring through to voicemail.

Tip

If music is playing when a call arrives, the music pauses as soon as the device starts ringing, and remains paused during your call. Music playback resumes automatically when the call ends or the ringing stops. The Windows Media® Player screen remains on if you don't answer the call, and it closes if you do. When playback resumes, the Windows Media Player screen remains in the background even after playback resumes.

Did you know?

When you are on a plane, you can turn off your phone and all wireless services using Wireless Manager (see "Turning Wireless Services On and Off" on page 340). But you can still wake up the screen and use any application that doesn't require wireless services, like the calendar, music player, and games. You can even read and write email and text messages while your phone is off, but you cannot send or receive email or text messages.

Using Voicemail

Your voicemail number is preset when you activate your device. The first time you call voicemail, you are prompted to create your voicemail password. If necessary, please contact Sprint for assistance with your voicemail password.

Setting Up Voicemail

1. Go to your **Today** screen (see “Accessing Your Today Screen” on page 76).
2. Press and hold **1** on the keyboard to dial the Sprint voicemail system.
3. Follow the voice prompts to set up your voicemail.

Tip

If your speed-dial buttons are visible, you can tap the Voicemail speed-dial button with your stylus to call the Sprint voicemail system. See “Selecting Which Items Appear on Your Today Screen” on page 319 to learn how to display your speed-dial buttons.

Retrieving Voicemail From a Notification

You can retrieve voicemail messages when you receive a notification, or you can dismiss the notification and retrieve the messages later.



When you have a new voicemail message, the following notification appears:

- ✓ To hear your message now, press **Listen** (right softkey).
- ✓ To retrieve your message later, press **Dismiss** (left softkey).



Retrieving Voicemail Messages From the Today Screen

When you have unretrieved voicemail messages, the **Missed Call** icon appears on the screensaver, and when the screen is awake, a **Voicemail** icon also appears at the top of your screen.

1. Go to your **Today** screen.
2. Press and hold **1** on the keyboard to call the Sprint voicemail system.
3. Enter your voicemail password using the keyboard, or press **Extra Digits**  (left softkey) if you defined this option (see “Creating a Speed-Dial Button” on page 92 for details).
4. Select **Play**  to listen to your messages.
5. Use any of the following onscreen controls while listening to your messages:

-  Play the previous message.
-  Save the current message.
-  Play the current message.
-  Delete the current message.
-  Repeat the current message.
-  Play the next message.






You do not need to press **Option** to enter numbers, *, or # while checking voicemail or during any other call that requires interaction with an automated voice system.

Tip When a Voicemail icon appears at the top of the screen, you can tap the icon to retrieve your voicemail.

Note If you have trouble accessing a voicemail system, try changing the Dial Pad tone setting. See “Selecting Your Call Settings” on page 101.

Clearing the Voicemail Icon

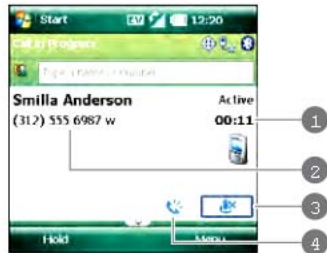
After you retrieve your voicemail messages, the **Voicemail** icon at the top of your screen usually disappears. If it doesn't, you can clear the **Voicemail** icon manually.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab.
4. Select **Clear Voicemail Icon** and then press **Center** .



What Can I Do When I'm On a Call?

When you make or receive a call, Active Call view appears on your **Today** screen.



- 1 Current Duration of Call
- 2 Caller's Name and Number
- 3 Mute
- 4 Speakerphone

Tip

When a call lasts longer than 30 seconds, the screen dims. To wake up the screen, press any key, except Power/End.

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

- **Navigate around the Today screen:** Press **Down** ▼ to minimize Active Call view into a field on the **Today** screen (just below the Dial Lookup field). Then press **Up** ▲ or **Down** ▼ to move around on the **Today** screen. To expand Active Call view to its original size, highlight it and press **Center** ○.
- **Put the call on hold:** Press **Hold** ☐ (left softkey). (To take the call off hold, press **Off Hold** ☐ [left softkey].)
- **Use the speakerphone:** Select **Speakerphone** ☐. (To turn off the **Speakerphone**, select ☐.)
- **Mute the microphone so you can't be heard:** Select **Mute** ☐. (To turn the microphone back on, select **Mute** ☐.)
- **Switch to another application:** Press **Start** ☐ and select the application. (You can also press **Calendar** ☐ or **Inbox** ☐ to switch to those applications.)

Did you know? You can send and receive text messages during a call. This is a great way to stay connected with colleagues during a long call.

Returning to a Call From Another Application

You can use many other applications on your Treo while holding a phone conversation, including the organizer and **Messaging** features. However, to browse the Web or check email during a call, you must connect to a Wi-Fi network. You cannot use the Sprint network to open a Mobile Broadband (EVDO) or Sprint 1xRTT data connection during a call; you can use the Sprint network for one activity at a time: phone or data. How can you tell which kind of network you're connected to? See "Checking Signal Strength and Phone Status" on page 107.

From any application, press **Phone/Talk** ☐ to return to Active Call view on your **Today** screen.


Ending a Call

Do one of the following:

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

Saving Phone Numbers

After you complete a call, you are prompted to add the number if it is not already in your **Contacts** list.

- To create a new contact for this number, select **Create New Contact**.
- To add this number to an existing contact, select **Copy and Add** and then select a contact name.
- To decline adding the number, press **Dismiss**  (left softkey).
- To permanently disable the **Add Contact** prompt, select **Don't show this again**.





Did you know? If an incoming call uses caller ID blocking, you do not see the Add Contact prompt.

Tip You can turn the Add Contact prompt on and off at any time. From your Today screen, press Menu (right softkey) and select Preferences > Phone Settings. On the Phone tab, check the After calls from numbers that are not in Contacts, ask if I want to add them box to turn on the Add Contact prompt, or uncheck this box to turn off the Add Contact prompt.

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

- Go to the **Call Log** (see "Redialing a Recently Called Number" on page 80).
- Highlight the number you want to save.



3. Press and hold **Center**  to open the shortcut menu, and then select **Save to Contacts**.
4. Enter the information for the entry.
5. Press **OK** .

Tip

You can also save contact information from other applications, such as Messaging.

Forwarding Calls

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

1. Go to your **Today** screen (see “Accessing Your Today Screen” on page 76).
2. Enter ***72** followed by the number to which you want to forward your calls. (For example: *724155551234)
3. Press **Phone/Talk** . (A confirmation tone sounds.)
4. When you’re ready to turn off call forwarding, dial ***720** and then press **Phone/Talk** .

Tip

If *72 and *720 do not turn call forwarding on and off, please contact Sprint to obtain the forwarding codes for your area.

After you turn on call forwarding, call your Treo to confirm that call forwarding is active.

Managing Multiple Calls

Your Treo offers many advanced telephone features, including call waiting and three-way calling. When you’re handling multiple calls at the same time, keep the following in mind:

- ✓ When you’re on a call, you can make a second call and create a three-way conference call, but you cannot swap between the two calls.

- When you're on a call and a second call comes in, you can swap between the two calls, but you cannot create a three-way conference call.
- When two calls are active, you can return to the first call by asking the person on the second call to hang up, or you can hang up both calls by pressing **Power/End** [1].

Answering a Second Call (Call Waiting)

When you're on a call and you receive a second call, the call-waiting notification appears. You can do any of the following:

- **Place the first call on hold and answer the new call:** Press **Answer** [2] (left softkey) or **Phone/Talk** [1].
- **Send the new caller a text message:** Press **Menu** [3] (right softkey) and select **Ignore with text message**.
- **Hang up the first call:** Press **Power/End** [1]. (The second call becomes an incoming call alert, which you can choose to answer or ignore.)
- **Send the new call to voicemail:** Press **Menu** [3] (right softkey) and select **Ignore**.

Making a Second Call

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




1. Press **Hold** [4] (left softkey) to put the first call on hold.
2. To dial a second number, use any of the methods described in "Making Calls" on page 76. (If you're dialing by contact name or with the keyboard, you must first use the **5-way** to select the **Dial Lookup** field.)

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



Making a Conference Call

When you're on a call, you can make a second call and create a three-way conference call. Additional charges may apply, and minutes in your account may be deducted for each active call. Please contact Sprint for more information.


1. Put the first call on hold, and then place a second call.
2. Press **Conference**  (left softkey); this joins you and the two other calls in a conference.
3. After you finish, press **End conference**  (left softkey); this ends the second call and returns you to the first call. (If you're ready to hang up both calls, press **Power/End**  instead.)







Did you know? If one of the people you called hangs up, you and the remaining caller stay connected. The screen does not change to indicate that one of the callers has hung up. If you initiated the call and are the first to hang up, all three callers are disconnected.

Using Flash Mode During a Call

Flash mode is an alternate way to manually manage your calls while one or more calls are active. The preferred methods are described in “Making a Second Call” on page 89, “Answering a Second Call (Call Waiting)” on page 89, and “Making a Conference Call” on page 90. Flash mode is often used during a conference call when one of the calls has ended but the other remains connected.

1. While a call is in progress, press **Phone/Talk**  from **Active Call** view.
2. Select **Send Key (Flash)** to enter **Flash** mode.

3. Depending on the state of your active call, pressing **Flash**  (left softkey) or the headset button (if the headset is attached and has a button on it) does one of the following:
 - If you have two independent active calls (not a conference call), you can swap between them if the second call is an incoming call.
 - If you have one active call, you can dial another number. You can press **Flash**  (left softkey) again to set up a conference call.
 - If you have two calls in conference with you, press **Flash**  (left softkey) to hang up the second call, and then dial another number to create a new three-way conference call.
4. Press **Power/End**  to exit **Flash** mode and end all calls.

Setting Up and Managing Speed-Dial Buttons


Your Treo lets you create both picture and text speed-dial buttons so that you can use Quick Keys or select a button on the **Today** screen to quickly dial a number.

Did you know?

When you highlight a speed-dial button and press and hold Center on the 5-way, you can choose another number for that contact. For example, if you create a speed-dial button for your friend Steve's home phone number, you can highlight Steve's speed-dial button, press and hold Center, and then choose his wireless number instead of his home number.

Creating a Speed-Dial Button

You can create up to 20 picture buttons and 50 text buttons. By default, speed-dial buttons do not appear on the **Today** screen. To learn how to display your speed-dial buttons, see “Selecting Which Items Appear on Your Today Screen” on page 319.

1. Go to your **Today** screen (see “Accessing Your Today Screen” on page 76).
2. Press **Menu**  (right softkey) and select **New Speed Dial**.
3. Do either of the following:
 - Select **Link to contact**, select the contact you want to link to this button, and then select the number you want to dial with this button.
 - Select **Label** and enter a name for this button, and then select **Number** and enter the phone number you want to dial with this button.



Did you know? You can enter additional numbers to dial, such as a password or extension. (You can also enter the star [*] and pound [#] symbols.) To enter a one-second pause, enter a comma [,]. To enter a two-second pause, enter p. To indicate that you want to press the Extra Digits softkey before dialing the additional numbers, enter w followed by the additional numbers.

4. If this button is linked to a contact entry with a picture, select either **Text Speed Dial** or **Picture Speed Dial** to indicate which type of button you want to create.


Tip You can add a special ringtone to a contact associated with the speed-dial button. See “Adding a Contact” on page 238.

5. (Optional) Select the **Advanced** tab and set any of the following options:

- **Quick Key.** When the **Today** screen is displayed, you can press and hold the **Quick Key** to instantly dial this number—even if your speed-dial buttons are hidden. (**Quick Keys** can be letters or numbers, but you can't use both the letter and number for the same key. For example, the voicemail **Quick Key** is 1. The letter equivalent for that key is E, so you cannot assign E as a **Quick Key** to another speed-dial button. You can create up to 50 **Quick Keys** for speed-dial buttons and 20 **Quick Keys** for picture speed-dial buttons.)

- **Show voice mail buttons:** Display voicemail playback controls after you dial this speed-dial number. (When this option is checked, you can enter numbers below each control to tailor the controls to your voicemail system. You cannot select these controls with a stylus.)

-  Play the previous message.
-  Save the current message.
-  Play the current message.
-  Delete the current message.
-  Repeat the current message.
-  Play the next message.




6. Press **OK** .



Tip

The playback controls for the Sprint Voicemail speed-dial button are already set up for the Sprint voicemail system. You can also create speed-dial buttons for other voicemail systems, such as your office or home, and you can set the voicemail playback controls to work with those voicemail systems.



Editing a Speed-Dial Button

1. Go to your *Today* screen.
2. Press **Menu**  (right softkey) and select **Speed Dial Options**.
3. Highlight the speed-dial button you want to edit.
4. Press **Menu**  (right softkey) and select **Edit**.
5. Make the desired changes.
6. Press **OK** .




Tip

If your speed-dial buttons are visible, you can edit a speed-dial button by highlighting the button you want to edit, pressing and holding Center to open the shortcut menu, and then selecting Edit Speed Dial.

Deleting a Speed-Dial Button

1. Go to your *Today* screen.
2. Press **Menu**  (right softkey) and select **Speed Dial Options**.
3. Highlight the speed-dial button you want to delete.
4. Press **Menu**  (right softkey) and select **Delete**.
5. Select **Yes** to confirm deletion.

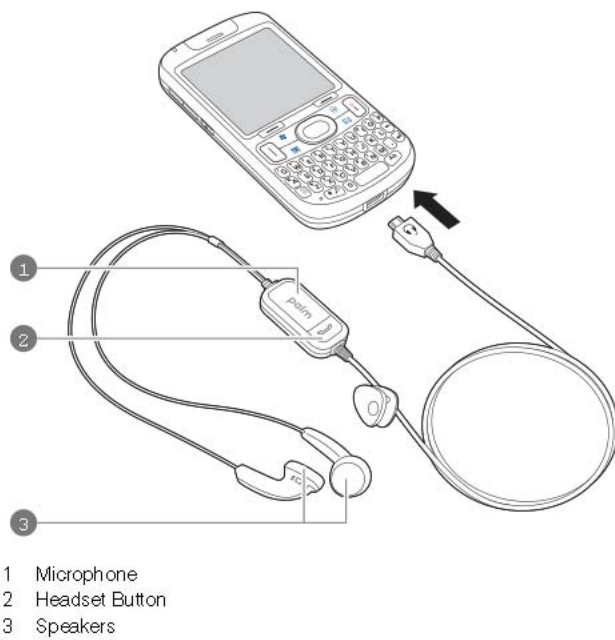
Arranging Your Speed-Dial Buttons

1. Go to your *Today* screen.
2. Press **Menu**  (right softkey) and select **Speed Dial Options**.
3. Highlight the button you want to move.
4. Press **Option**  + **Up** ▲, **Down** ▼, **Right** ►, or **Left** ◀ to move the button in that direction.
5. Press **OK** .

Using a Phone Headset

You can connect a phone headset for hands-free operation.

Important	<i>If driving while using a phone is permitted in your area, we recommend using a headset or a hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and use the headset only if it is legal and you can do so safely.</i>
Note	<i>To charge your Treo while using a wired headset you must use a Palm Treo 800 Power/Audio Adapter (sold separately). For information on this accessory, visit palm.com/treo800wsprint-support</i>



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

- ✓ Answer an incoming call.
- ✓ Respond to call waiting.
- ✓ Hang up all calls.
- ✓ Swap between calls if the second call is an incoming call.
- ✓ Create a conference call if the second call is an outgoing call.

Headset Specifications

You can use the headset that came with your Treo or compatible third-party headsets. Here are tips for selecting a headset:

- ✓ Your Treo works with headsets that have a microUSB standard B connector that is USB 2.0 compatible. To use a headset with a 2.5mm, 3-pin connector, you must attach an adapter (sold separately).
- ✓ When in doubt, ask the third-party headset manufacturer if the product is compatible with your Treo 800w smart device. (If you hear a headset buzz or poor microphone performance, your headset may be incompatible with your Treo.)
- ✓ Headsets designed for previous Treo smart devices are not compatible with the Treo 800w smart device.

Tip

The stereo headset included with your device allows you to listen to music in stereo. You do not need to use a stereo adapter. For more information on compatible audio accessories, visit palm.com/treo800wsprint-support

Using a Hands-Free Device With Bluetooth® Wireless Technology

Your Treo is also compatible with many headsets enabled with Bluetooth® wireless technology version 1.2 or 2.0. For a list of compatible hands-free devices with Bluetooth wireless technology, go to palm.com/treo800wsprint-support.

Note

You can use a stereo Bluetooth headset that is A2DP-enabled to listen to MP3 files on your Treo. You cannot, however, use a mono Bluetooth headset to listen to MP3 files.

Before You Begin

Before you can transfer a call between your Treo (with or without a wired headset) and a Bluetooth hands-free device, the Bluetooth device must be within range of your Treo and you must have previously set up a partnership with the Bluetooth device. To learn how to set up and connect to Bluetooth devices, see "Connecting to Devices With Bluetooth" Wireless Technology" on page 196.

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

- ✓ To answer a call from a Bluetooth hands-free device, press the button on the hands-free device when the phone rings. (If you answer a call from your Treo, the call audio stays on your Treo, unless you transfer the call to your hands-free device.)
- ✓ To make a call using a Bluetooth hands-free device, enter the number on your Treo and then press **Phone/Talk** .
- ✓ To transfer a call from the handset to a Bluetooth hands-free device during a call, press **Menu**  (right softkey) and select **Connect Bluetooth**. (To transfer the call back to the handset, press **Menu**  [right softkey] and select **Cancel Bluetooth**.)
- ✓ To transfer a call from a wired headset to a Bluetooth hands-free device, unplug the wired headset and press the button on the Bluetooth hands-free device.
- ✓ If you have more than one compatible Bluetooth hands-free device, the one you connected to your Treo last becomes the active device.

Before You Begin



Turn on your phone to access your phone settings. See "Turning Your Phone On and Off" on page 35.

Selecting Ringtones and Vibrate Settings

You can set various tones for various types of incoming phone calls and notifications.

Did you know?

You can download MP3, MIDI, QCELP, WAV, and WMA ringtones directly to your Treo (see "Downloading Files and Images From a Web Page" on page 176). You can also download ringtones to your computer and then email them to your device.



1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Sounds & Notifications** .
3. Select the **Notifications** tab.
4. Select the **Event** list, and then select which type of call or notification you want to set the ringtone for:
 - **Phone: Known Caller:** The ringtone for an incoming call from someone in your contact list or speed-dial list. (The caller's name appears on the screen when you receive the call.)
 - **Phone: Missed call:** The notification tone for a call you did not answer.
 - **Phone: Roaming:** The ringtone for a call that comes in when you're outside the Sprint National Network.
 - **Phone: Unknown Caller:** The ringtone for an incoming call from someone who is not in your contact list or speed-dial list.



- **Phone: Voice mail:** The notification tone for a new voicemail.

Tip

For the Missed call and Voice mail options, you can select sound and display options instead of ring type and ringtone options.

5. Select the **Ring type** list, and then select the ring style for the selected type of call.
6. Select the **Ring tone** list, and then select the sound for the selected type of call.
7. (Optional) Select **Play**  to preview the sound.
8. Check the **Vibrate when...** boxes to turn the vibrate feature on or off based on the Ringer switch setting.
9. Repeat steps 4 through 7 to select ringtones for other types of calls.
10. Press **OK** .

Tip

To record, preview, delete, and send sounds on your Treo, select the Manage tab. To record a sound, press Menu (right softkey) and select New Sound. To play a sound, select it. To delete a sound, highlight it and press Backspace. To send a sound, highlight it, press Menu (right softkey), and select Send Sound.

Did you know?

You can also select tones for events other than phone calls. For example, select a tone to let you know when a new email message arrives, or when your Treo detects a wireless network.

Adjusting Volume Settings

- ✓ **Call volume:** While a call is in progress, press the **Volume** button (on the side of your Treo) to adjust the call volume.
- ✓ **Music/Video volume:** While playing music or a video, press the **Volume** button to adjust the music/video volume.

- **Ringer volume:** When a call is not in progress and you are not playing music or a video, press the **Volume** button to adjust the ringer volume.

Did you know? You can also set sounds for messaging notifications and calendar reminders. See “Selecting Sounds & Notifications” on page 320.

Assigning a Picture and Ringtone ID to a Contact


1. Go to your **Today** screen (see “Accessing Your Today Screen” on page 76).
2. Press **Menu** (right softkey) and select **Contacts**.
3. Highlight the contact that you want to give a picture caller ID.
4. Press **Menu** (right softkey) and select **Edit**.
5. Select **Picture**.
6. Select **Camera** to take a picture and add it to this contact entry, or select an existing picture for this contact entry.
7. Scroll down to the **Ring tone** field and then select a tone for this contact entry.

Selecting Your Call Settings

1. Press **Start** (right softkey) and select **Settings**.
2. On the **Personal** tab, select **Phone**.
3. On the **Phone** tab, set any of the following options:
 - **Dialpad:** Set the style for the Dialpad tones (DTMF) when making calls.
 - **Short tones:** Set the tones to sound briefly as you dial.
 - **Long tones:** Set the tones to continue to sound until you release the key.



Phone Features


- **After calls from numbers that are not in Contacts, ask if I want to add them:** Set whether you are prompted to add contact entries for numbers that are not already in your **Contacts** list.
4. Press **OK**  to finish.

Tip

If you have trouble accessing a voicemail system, try changing the Dialpad tone setting.

Setting Your Dialing Preferences

Dialing preferences let you assign a prefix to your phone numbers. For example, you can automatically dial a 1 before all 10-digit phone numbers. You can add a different prefix based on the length of the phone number.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. On the **Dialing** tab, set any of the following options:
 - **Dialing from North America:** Format phone numbers using North American conventions (XXX-XXX-XXXX) and set the International Dialing Prefix to 011. If you travel outside North America and service is available in your location, remember to disable this option before you place phone calls.
 - **Always dial 1 in front of area code:** Add a 1 in front of 10-digit phone numbers. This option is available only when Dialing from North America is enabled.
 - **International Dialing Prefix:** Add the specified number in front of international phone numbers when you dial from outside North America. (When you dial an international number beginning with + [plus sign], the + is replaced by the number in this field.)
4. Press **OK** .






Setting Your Abbreviated Dialing Preferences

Abbreviated dialing lets you simulate dialing numbers from your office's phone system, so that you can dial an extension number rather than the complete number.





For example, if your co-worker's phone number is 1-555-222-1234, you may need to dial only the last five digits when you're using a phone that's part of your company's phone system. In that case, you would dial 21234. If your co-worker's phone number appears as 21234 in your contact list or corporate Global Address List (GAL), your Treo can dial that number once you configure abbreviated dialing settings to complete shortened numbers, so that you don't need to modify your office phone list.

For example, if all the phone numbers in your office begin with 1-555-22, followed by a five-digit extension, set your Treo to automatically enter 1-555-22 as the prefix before any five-digit number. When you dial your co-worker's five-digit extension, your device automatically dials 1-555-22 plus the 5-digit extension. The complete number is 1-555-222-1234.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Dialing** tab, and then select **Abbreviated Dialing**.
4. Check the box that corresponds to the number of digits you must dial (4, 5, 6, or 7) when you dial an extension.
5. Enter the prefix you want to add to the abbreviated numbers.
6. Press **OK** .



Selecting Your Data Settings

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab and then select **Data Settings**.
4. Select any of the following:
 - **Do not allow a voice call to interrupt my data session:** Set whether you can receive calls during a Sprint Power VisionSM data session.
 - **Allow connection to the Internet:** Set whether an approval message appears each time you connect to the Internet.
5. Press **OK**  to return to **Phone Settings**.
6. Press **OK**  to finish.



Selecting Your Privacy Settings

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab and **Location Privacy**.
4. Set whether your Treo broadcasts your location at all times, or only during a 911 call.
5. Press **OK**  to return to **Phone Settings**.
6. Press **OK**  to finish.



Tip





For quick access to the Location Privacy setting, tap the Location Privacy icon on your Today screen. For more information on the Location Privacy icon, see "Checking Signal Strength and Phone Status" on page 107.

Selecting Your HAC Settings

Your Treo complies with Hearing Aid Compatibility (HAC) standards and includes an HAC setting. If you use a hearing aid that is equipped with a telecoil and the HAC setting is on, your device sends the audio from your phone calls to the telecoil rather than to the microphone of your hearing aid. You are likely to hear calls much better because volume is increased and background noise and feedback are diminished. The HAC setting improves only the calls you listen to through the earpiece. It does not affect calls heard on the speakerphone or with a headset. HAC requires extra battery power, so watch your battery consumption when it's turned on.

Caution

Do not turn on the HAC setting unless you use a hearing aid with a telecoil. Using this setting without a hearing aid or with a hearing aid without a telecoil may be harmful to your hearing.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Phone** .
3. Select the **Services** tab and then select **Hearing Aid Compatibility (HAC)**.
4. Indicate whether you want HAC set to **On** or **Off**.
5. Press **OK**  to return to **Phone Settings**.
6. Press **OK**  to finish.



Controlling Your Roaming Experience

Your device is digital dual-band. This means that you can make and receive calls while on the Sprint National Network. It also means that you can connect to other digital networks (called *roaming*) if Sprint has implemented a roaming agreement with the network provider.

When you roam outside the Sprint National Network, the **Roaming** ▲ icon appears at the top of your screen. Additional charges may apply if you use your Treo while roaming. To learn more about roaming, visit www.sprint.com.

Feature Availability

- You can make and receive calls while roaming.
- You can access voicemail while roaming.
- Other features that are standard on the Sprint National Network, such as call waiting, and Sprint Power Vision, may be available depending upon your roaming network.
- Data services may not be available when you are roaming on partner networks.

Setting Roaming Preferences

Use Roaming Preferences to set specific options for using your phone while roaming. For example, you can set options to be notified that you are roaming before placing a call or making a data connection, so that you are aware that you might incur extra charges.


1. Press **Start** [] and select **Settings**.
2. On the **Personal** tab, select **Phone** ☎.
3. Select the **Services** tab, and then select **Roaming**.
4. Select the **Network selection** list and select the networks with which you want to allow your phone to make a connection:
 - **Allow roaming:** Set your phone to determine the best network—either home or roaming—with which to connect.
 - **Home network only:** Set your phone to connect only to the Nationwide Sprint PCS network.
 - **Roaming networks only:** Set your phone to connect to roaming networks only.



5. Select the following roaming warning options:

- **Before outgoing calls:** Set an alert to appear, warning you that you are on a roaming network when you attempt to dial an outgoing call. (Select **Auto**, **Always**, or **Never**. **Auto** displays a warning when you roam outside the U.S., and **Always** displays a warning when you roam outside your home network.)
- **Before data connections:** Prevent data connections while roaming. (Select **Automatic**, **Always**, or **Never**. **Automatic** displays a warning when you attempt to make a data connection while roaming outside the U.S., and **Always** displays a warning when you attempt to make a data connection while roaming outside your home network. To dismiss the warning and allow data connections, select the **Don't show this again**. **Always connect when roaming** box. You can then attempt to make a data connection again. If you want to restore your previous roaming selection, you must return to this screen and select **Automatic** or **Always** again.)



6. Press **OK** .

Checking Signal Strength and Phone Status

You can monitor the status of the signal strength and several other items on your Treo, using icons at the top of your **Today** screen:

Sprint Your phone is on and you're inside the Sprint National Network. If you are outside a coverage area, **No Service** or **Roaming** appears instead. **No Service** means that there is no coverage at all, and **Roaming** means that another wireless service provider's network is available. When you turn off your phone, **Phone Off** appears.



You missed an incoming call.



You have a voicemail message.



You have a new email message.



You have a new text message.



You have more than one of the preceding conditions.



An error occurred during synchronization.



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



Your phone is on and you are outside a coverage area. To save battery power, consider turning off your phone.



Your phone is off.



A call is in progress.



A call is on hold.



You are outside a Sprint coverage area and are roaming on another wireless service provider's network.



You are outside an area that supports data services, or your phone is off, and therefore a data connection is not available.



You are in an area that supports mobile broadband (EVDO) data services. EVDO (Evolution Data Optimized) is a wireless broadband technology that is designed for very high-speed data transfer, with average download speeds of 400 to 600Kbps. It is capable of reaching download speeds up to 3.2Mbps and upload speeds up to 1.8Mbps.



Your phone is on and is connected to a mobile broadband network, but you are not actively transmitting data. You can still make and answer calls.



Your phone is on, and a mobile broadband data connection is active. You can still make or answer calls. When you make or answer a call, the data transmission is automatically interrupted.



You are in an area that supports Sprint 1xRTT data services. The 1xRTT (single-carrier [1x] radio transmission technology) wireless technology can provide fast data transfer and Internet access with average speeds of 60 to 80Kbps and bursts up to 144Kbps.



Your phone is on and is connected to a Sprint 1xRTT network, but you are not actively transmitting data. You can still make and answer calls.



Your phone is on, and a Sprint 1xRTT data connection is active. When you make or receive a call, the data transmission is automatically interrupted.



The Wi-Fi feature on your Treo is turned on, but you are not connected to a Wi-Fi network.



You have a Wi-Fi notification waiting. For example, if Wi-Fi is turned on, and you are not within range of a preferred network, you can tap this icon to view available networks.



Your Treo is connected to a Wi-Fi network, and you are actively transmitting data.



Your Treo is connected to your computer, and you are actively transmitting data using your computer's Internet connection instead of a Sprint Power Vision connection. You can still make and receive calls.



Synchronization is in progress with ActiveSync® technology.



The battery is empty and needs to be charged.



The battery is low.



The battery is being charged.



The device is connected to a power source and the battery is fully charged.



The battery is fully charged.



Location privacy setting is set to **Location On**. Your location is available to the Sprint network and to other applications. Tap the icon to quickly access the **Location privacy** settings. See “Selecting Your Privacy Settings” on page 104 for additional information.



Location privacy setting is set to **911 only**. Your location is available to the Sprint network during emergency calls only. Tap the icon to quickly access the **Location privacy** settings. See “Selecting Your Privacy Settings” on page 104 for additional information.



An **Internet Sharing** connection is active. To end the connection, tap this icon and press **Disconnect** (left softkey). See “Setting Up an Internet Connection With Your Computer” on page 116 for additional information.



An **Internet Sharing** connection is not active. To establish a connection, tap this icon and press **Connect** (left softkey). See “Setting Up an Internet Connection With Your Computer” on page 116 for additional information.



The **Bluetooth** icon appears in gray when this feature is off, in blue when this feature is on, and as white with a blue B when your Treo is connected to another Bluetooth device. To quickly turn the **Bluetooth** feature on and off, select the **Bluetooth** icon to access the **Bluetooth Settings** screen.



A call is in progress and the call audio is on a Bluetooth hands-free device that is connected to your Treo.



You have a reminder. If you do not see the reminder on your **Today** screen, tap the icon to open the reminder.



You have an alert from Microsoft. If you do not see the alert on your **Today** screen, tap the icon to open the alert.

Your Sprint Power VisionSM and Other Wireless Connections



Sprint Power VisionSM The Basics



In This Section

- | Getting Started With Sprint Power Vision
 - | Accessing Sprint Power Vision
 - | Using Your Palm Treo 800w Smart Device as a Modem
 - | Using Sprint TV
 - | Using Pocket Express
-

Getting Started With Sprint Power Vision

Sprint Power VisionSM provides wireless access to the Internet anywhere on the Sprint National Network. To sign up for Sprint Power Vision services or to access complete instructions, visit www.sprint.com. For information on charges associated with features that use a Sprint Vision connection, refer to your Sprint service plan.

Enabling Sprint Power Vision

1. Make sure that the phone of your Palm[®] Treo[™] 800w smart device is turned on, as described in “Turning Your Phone On and Off” on page 35.
2. Press **Start**  and select **Internet Explorer** to open the Web browser.
3. Wait until the one-time setup process is complete.
4. Press **OK**  to close **Internet Explorer[®] Mobile** and then reopen to begin browsing the Web.

Tip



To see a connection approval message each time you connect to the Internet, go to your Today screen, press Menu (right softkey), and select Preferences > Phone Settings. Select the Services tab, and then select Data Settings. Uncheck the Allow connection to the Internet box.

Once your Treo is activated, you are signed in and ready to connect to Sprint Power Vision services at any time.

Sprint Power Vision Username

Your Sprint Power Vision username is automatically assigned to you. Your username, which resembles an email address (for example, name@sprintpcs.com), is used with Sprint Mail and Messaging services. Your Sprint Power Vision username is simply an additional address that identifies your Sprint Account. When your Treo is enabled with Sprint Power Vision services, your username automatically appears on the **About** screen.

To find your username:

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **About** .
3. Select the **Phone** tab, and then scroll down to **Data user name**.

Sprint Power Vision Symbols on Your Screen

When you are connected to Sprint Power Vision services, a data connection icon appears at the top of the **Today** screen. See “Checking Signal Strength and Phone Status” on page 107 for a description of the various data connection icons.

Sprint Power Vision Billing Information

See your service plan or contact Sprint for details on Sprint Power Vision billing.

Using Your Palm® Treo™ 800w Smart Device as a Modem

Internet Connection Sharing (ICS) is the feature that converts your Treo into a modem so that you can access the Internet from your laptop computer anywhere on the Sprint advanced wireless high-speed data network. You can use this feature to send and receive email, browse the Internet, and access your company's network anywhere on the Sprint National Network.

Note

To use this service, you may be required to sign up on a Sprint Phone as Modem plan. Go to www.sprint.com or visit a Sprint Store for Phone as Modem plan details and more information.

Setting Up an Internet Connection With Your Computer

You can set up Internet Connection Sharing in one of two ways:

- ✓ Connect your Treo to your computer using the USB sync cable.
- ✓ If your computer is enabled with Bluetooth® wireless technology, you can set up your Treo as a wireless modem using the built-in Bluetooth technology.

Note


While your mobile broadband data connection is active, you can receive incoming calls and place outgoing calls; however, doing either of these suspends the data connection until you hang up the call.

Sprint Power Vision services are available on the Sprint National Network; mobile broadband (EVDO) services work anywhere on the Sprint National Network, but broadband-like download speeds are available only in areas covered by the mobile broadband network. For information about mobile broadband services in your area, contact Sprint.

To set up a USB Internet Sharing connection:



1. Connect your Treo to your computer, using the sync cable. (If you're prompted to set up synchronization, see "Setting Up Your Computer for Synchronization" on page 46 for

details, or you can cancel synchronization. The sync software is not required when you use your device as a modem.)

2. Make sure the phone on your Treo is turned on (see “Turning Your Phone On and Off” on page 35) and that one of the data services icons (**EV** or **IX**) appears at the top of the screen. (If you don’t see either of these icons, then you cannot use your Treo as a modem.)
3. On your Treo, go to your **Today** screen (see “Accessing Your Today Screen” on page 76) and select the **Internet Sharing**  icon.

Tip

You can also open *Internet Sharing* by pressing Start, selecting Programs, and then selecting *InternetSharing*.

4. Select the **PC Connection** list, and then select **USB**.
5. In the **Network Connection** list, make sure that **Power Vision** is selected.
6. Press **Connect**  (left softkey). (When your computer detects the connection, a connection  icon appears in the taskbar in the lower-right corner of your computer screen.)
7. On your computer, open your Web browser to confirm that you can connect to the Internet.



You now have an Internet connection on your computer via your Treo, and you can do anything you would do using your usual Internet connection.

Before You Begin

Create a partnership between your Treo and your computer, and be sure to check the Make this device discoverable to other devices box. We recommend that you initiate the partnership from your Treo (see "Setting Up a Bluetooth Connection" on page 196).

1. On your computer, double-click the icon to open the Bluetooth connections window. (For instructions, check the documentation included with your computer.)
2. Select the option to view devices within range.
3. You should see an icon representing your Treo. Double-click this icon to make sure that "Network Access Point" or "Personal Access Networking" or something similar appears in the list of Bluetooth services associated with your Treo.


Tip

Don't see your Treo icon on the list of services? Check the documentation included with your computer, or contact your computer manufacturer for help. Various computer models use various terms for the Bluetooth connection features.

4. On your Treo, go to your **Today** screen and select the **Internet Sharing**  icon.

Tip

You can also open Internet Sharing by pressing Start, selecting Programs, and then selecting InternetSharing.

5. Select the **PCConnection** list, and then select **Bluetooth PAN**.
6. Press **Connect**  (left softkey) and follow the wizard to set up Internet Sharing.
7. On your computer, follow the steps to accept or enable a Bluetooth PAN connection with your Treo. Check the documentation included with your computer for instructions.
8. On your computer, double-click the **Network AccessPoint** icon to establish the Bluetooth PAN connection.



9. After you have connected, on your computer, open your Web browser to confirm that you can connect to the Internet.

You now have an Internet connection on your computer via your Treo, and you can do anything you would do using your usual Internet connection.

Using Sprint TV

With Sprint Power Vision, you can watch live TV on the go right on your Treo. Accessing your Sprint TV channels is as easy as using the remote control in your living room. Browse through the available free channels or subscribe to one of the premium offerings. Wherever you go on the Sprint National Network, you can get more out of your Sprint TV service.

To access your Sprint TV channels:

1. Press **Start**  and select **Programs**.
2. Select **Sprint TV** .
3. Select **Sprint TV**, **Premium Channels**, or **Sprint TV En Vivo** to proceed to the channel listings.
4. Browse through the available programming and select a clip or channel to view the program.







Note

*The first time you access a channel that requires a subscription, you are prompted to purchase access. Select **Subscribe** to purchase access, or select **Preview** to see a preview of the selected channel.*

Using Pocket Express

With Sprint Power Vision's exclusive Pocket Express feature, you can personalize the data services on your Treo to suit your needs. The Pocket Express feature makes it easier than ever to retrieve the most popular Web information and categories instantly. Pocket Express uses the ZIP code you provide to customize the content you receive, so you can get the information you want, when you want it.

Initializing Your Pocket Express Service

1. Press **Start**  and select **Programs**.
2. Select **Get Pocket Express** .
3. Select **View Terms & Conditions**, review the terms for your account, and then press **OK** .
4. Enter your preferred ZIP code.
5. Press **I Agree**  (left softkey).
6. When the **Would you like to add Pocket Express to your Today screen** prompt appears, press **Yes**  (left softkey) or press **No**  (right softkey). (If you press No, you can access Pocket Express from the Programs folder.)
7. Wait for Pocket Express to retrieve information based on your selected location.

Accessing Pocket Express Information

Finding the information you're looking for with Pocket Express is as easy as navigating a Web browser on your computer. (The following example illustrates how to access News information.)

1. Press **Start**  and select **Programs**.
2. Select **Pocket Express** .

3. Select **Breaking NewsPhotos & Opinion**. (As you highlight a category name, the description expands. For example, when highlighted the **News** category becomes **Breaking NewsPhotos & Opinion**.)
4. Depending on which category you select, a menu appears with additional options. (For this example, you can select from subcategories such as Top News, US News, World News, Red's Blog, Today in History, Politics, etc.)
5. Select a subcategory, and then select an article. (The article is then displayed.)
6. Do any of the following to navigate through the content:
 - Scroll to the bottom of the screen to access options that allow you to go back, view the full story, email the link, view associated images, or select additional navigation options.
 - Use the **5-way** to scroll through the article.
 - Select **Back** (at the bottom of the screen) to return to the article list.
 - Select **Full** to view the full article.
 - Select **Mail** to send a link to the article via email.
 - Select **PageOne** to return to the category list.

From the main screen, select and explore other categories, such as Weather, Sports, and Money, and enjoy the feature-rich content. The Showbiz category lets you see which movies are playing near you, including showtimes; for select theaters, you can even purchase tickets right from your Treo.

In addition to the standard categories, you can select optional categories for a fee, such as Maps and TV Guide. Optional categories bring the information you want right to your screen without doing a traditional Web search. For additional free and fee-based options, check the **Extras** page. Check in often to see what's being offered.



Updating Pocket Express Information

You can set Pocket Express to update news and information automatically, or you can retrieve updates manually.

To manually retrieve updates:

From any Pocket Express category page, select **Update** at the bottom of the screen.

To automatically retrieve updates:

1. From any Pocket Express screen, press **Menu**  (right softkey) and select **Express Settings**.
2. Select the **Account** list in the upper-left corner, and select **Auto-Updates**.
3. Set the **Frequency** and **Begin Time**.
4. Press **Done**  (left softkey).

Using the Email Features

In This Section

- | Getting Started With Email
 - | Getting Email and Microsoft® Outlook® Information From Your Corporate Microsoft® Exchange Server
 - | Setting Up an IMAP or POP Email Account
 - | Sending and Receiving Email Messages
 - | Working With Email Messages
 - | Working With Meeting Invitations
 - | Sending Email Messages From Within Another Application
-

Email

Getting Started With Email

Just like on your computer, you can choose between email applications to manage your email. Your Palm® Treo™ 800w smart device includes two options for reading and sending email. (Additional fees may apply for email services.)

- ✓ **Inbox:** Check email from your corporate Exchange server, from your POP/IMAP accounts with your ISP (Internet service provider), and from Internet mail accounts such as AOL or Gmail (see “Setting Up an IMAP or POP Email Account” on page 130 or “Setting Up an Exchange Server Account” on page 126).
- ✓ **Windows Live:** Check your Windows Live Hotmail account (see “Setting Up Windows Live Mail” on page 165).

If you want to, you can set up more than one application to work with separate email accounts.

Tip

You can receive email messages in various formats, including HTML, RTF, and plain text. If your email provider offers a Web interface, you can also use Internet Explorer Mobile to manage email from your Treo. To learn about using Internet Explorer Mobile, see “Browsing the Web” on page 171.

Did you know?

If your email account requires a VPN connection for establishing a secure connection, your VPN server may require that you install specific VPN software (sold separately) on your Treo before you can access your email. See “Connecting to a VPN” on page 341 for details.

Getting Email and Microsoft® Outlook® Information From Your Corporate Microsoft® Exchange Server

You can wirelessly synchronize email, contacts, appointments, and other information on your Treo with Microsoft® Exchange Server.

Microsoft® Direct Push Technology

If you are using Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2, you may be able synchronize email wirelessly and take advantage of the additional features of Microsoft® Direct Push technology.

Microsoft Direct Push is a two-way wireless delivery method that keeps your Outlook information always up-to-date and provides more efficient communication between the server and your device. It includes features such as Global Address List (GAL), Tasks Over The Air (OTA), and IP-based push updating of Microsoft® Outlook® information (Inbox, Calendar, Contacts, and Tasks).

For delivery of Outlook email using Direct Push technology, make sure that your company uses Microsoft® Exchange Server 2007 or Microsoft® Exchange Server 2003 upgraded to Service Pack 2, and ask your system administrator if synchronization features are enabled.

Email

Setting Up an Exchange Server Account

Before You Begin

To wirelessly synchronize your Treo with an Exchange server, you must activate Sprint Power Vision data services. See "Enabling Sprint Power Vision" on page 114 for more information.

Work with your system administrator to gather the following information:

- Exchange server address and domain name.
- Are the Exchange server settings detectable?
- Security connection: Does your server use an encrypted (SSL) connection?
- Your username and password.
- Security measure: Is it OK to store your corporate email password on your Treo?

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu**  (right softkey) and select **Add Server Source**. (If you see **Configure Server** in the menu instead of **Add Server Source**, then your Exchange server account is already set up, and you do not need to complete the rest of the setup steps.)
4. Enter the email address that you want to set up.
5. Do either of the following, and then press **Next**  (right softkey).
 - If the Exchange server is detectable, keep the check in the **Attempt to detect Exchange Server Settings automatically** box.
 - If the Exchange server is not detectable, uncheck the **Attempt to detect Exchange Server Settings automatically** box.



6. Enter the **Server address**, check the **This server requires an encrypted (SSL) connection** box if your server uses an encrypted connection; then press **Next** (right softkey).

Note

If your Treo was able to detect the Exchange server settings, this screen does not appear.

7. Enter the username and password you use to access your corporate mail server, and enter the Exchange server domain.

Tip

The Exchange Server settings are case-sensitive. Be sure to enter uppercase and lowercase letters properly. Be especially careful when entering the password, because it does not appear on the screen as you enter it. See "Entering Lowercase and Uppercase Letters" on page 64 and "Entering Numbers, Punctuation, and Symbols" on page 65.

Email



8. Do either of the following and then press **Next** (right softkey):
 - If you want to enter your password each time you access this account, uncheck the **Save password** box.

- If you want your password entered automatically and your system administrator said it is OK to store your password on your Treo, keep the check in the **Save password** box.

Tip

For increased security, you may need to enter your password each time you access your email.

9. Check the boxes for the types of information you want to sync with the Exchange server.
10. (Optional) Highlight an item and select **Settings** to change the synchronization settings for that type of information. (Press **OK** [OK] to return to the Edit Server Settings screen.)

Note

If you want to download more than the email message header, select E-mail and increase the KB setting. If you don't increase this setting, you can manually download the rest of the message at your convenience.

Not all information types have settings.



11. (Optional) Press **Menu** (right softkey) and select **Advanced** to set the rules for fixing sync conflicts, and then press **Save** (right softkey).
12. Press **Finish** (left softkey). (Synchronization with your Exchange server begins automatically. A status bar appears onscreen indicating sync progress.)

You can set a schedule for synchronization to take place anytime information is updated on either your Treo or the server, or at specific intervals. See the next section for instructions on setting your sync schedule.



Email

Setting a Sync Schedule With an Exchange Server

Before You Begin

Set up an Exchange Server email account. See "Setting Up an Exchange Server Account" on page 126.

Follow these steps to set your sync schedule:

1. Press **Start** and select **Programs**.
2. Select **ActiveSync**.
3. Press **Menu** (right softkey) and select **Schedule**.
4. Set your schedule for peak and off-peak times. (To conserve power, we recommend that you change your settings to synchronize every 30 or 60 minutes instead of as items arrive.)
5. Set your roaming preference. (If roaming charges are not a concern, select **Use above settings when roaming**.)
6. Press **OK**.



Setting Up an IMAP or POP Email Account

You can use the Inbox application (Microsoft Outlook Mobile) to send and receive email messages. To use Inbox, you must have an email account with an Internet service provider (ISP), an email account that you access using a VPN server connection (such as a work account), or any other IMAP (Internet Message Access Protocol) or POP (Post Office Protocol) email account.

Note If you have multiple email accounts, you must enter settings for each email account.





Setting Up Inbox to Work With Common Providers

Use the following steps if you have a common email provider such as AOL, EarthLink, Yahoo! Mail Plus, or Gmail. If you are setting up the Inbox application to work with your corporate email account, or if you have a less-common email provider, see “Setting Up Inbox to Work With Other Providers” on page 132.

Before You Begin Ask your email provider or system administrator for your account username and password if you don't know them.

1. Make sure your phone is on (see “Turning Your Phone On and Off” on page 35).
2. Press **Inbox** .
3. Select **Setup E-mail**.
4. Enter the email address and password for the email account that you want to set up.
5. If you want to enter your password each time you access this account, uncheck the **Save password** box. (If you want your password entered automatically, check this box.)



6. Press **Next** .
7. Do either of the following:
 - If the setup process finds your account settings, press **Next** .
 - If the setup process does not find your account settings, see “Setting Up Inbox to Work With Other Providers” on page 132 and continue with step 8 of that procedure.
8. Enter your name and a name that identifies this account, such as “AOL,” and then press **Next** . (The account name appears on the **Today** screen along with the number of unread messages for this account.)
9. (Optional) Select either of the following:
 - **Automatic Send/Receive:** Change the time interval for automatically downloading email, from every five minutes to once a day. If you do not want to automatically download messages, select **Manually**.
 - **Review all download settings:** Select this link to change download settings; see “Changing Email Download Settings” on page 149 for details.
10. Press **Finish** .
11. If prompted, select **OK** to download messages for this account now.



Email






Did you know? On the Accounts tab in Inbox Options, an asterisk appears next to the account that was active when you opened Inbox Options.


Setting Up Inbox to Work With Other Providers

You can set up an account in the Inbox application to send and receive email messages, using an email account that you have with an Internet service provider (ISP), an email account that you access using a VPN server connection (such as a work account; see “Connecting to a VPN” on page 341), or any other IMAP or POP email account.

Before You Begin Work with your email provider or system administrator to gather the following information: account type (POP3 or IMAP), mail server name for receiving mail, your username and password, and any special security requirements, including whether it is OK to store your password on your Treo.

1. Make sure your phone is on (see “Turning Your Phone On and Off” on page 35).
2. Press **Inbox** .
3. Select **Setup E-mail**.
4. Enter the email address and password for the email account that you want to set up.
5. If you want to enter your password each time you access this account, uncheck the **Save password** box. (If you want your password entered automatically, check this box.)
6. Press **Next**  (right softkey).
7. Uncheck the **Try to get e-mail settings automatically from the Internet** box, and then press **Next**  (right softkey).



8. Select one of the following as your email provider, and then press **Next**  (right softkey):



- n **Internet e-mail:** Select this option if you access email from an Internet provider's domain name, such as aol.com.
- n **Exchange server:** Select this option if you access email from a corporate email account using an Exchange server, and then go to "Setting Up an Exchange Server Account" on page 126 for the remaining setup steps.
- n **Custom domain:** Select this option if you access email from your own domain name, such as johndomedomain.com.



Email

Note

You can set up multiple email accounts, but you can set up only one Exchange server account. If you have already set up an Exchange server account, this option does not appear.

9. If you selected Custom domain in the previous step, enter your custom domain name, and then press **Next**  (right softkey).
10. Enter your name and a name that identifies this account, and then press **Next**  (right softkey). (For example, if this is your work email account, you can name the account "Work" or your company's name. The account display name appears on the **Today** screen along with the number of unread messages for this account.).



11. Enter your incoming mail server address, select your account type, and then press **Next** (right softkey).
12. Enter your account username and password.
13. If you want your password entered automatically, check the **Save password** box; if you want to enter your password each time you access this account, do not check this box. (For a corporate email account, ask your system administrator if it is OK to store your corporate email password on your Treo. If it is not OK, don't check the **Save password** box.)



14. Press **Next** (right softkey).
15. Enter the following outgoing mail settings:
 - n **Outgoing (SMTP) mail server:** Enter the server name.
 - n **Outgoing server requires authentication:** Check the box if your outgoing mail server requires authentication.
 - n **Use the same user name and password for sending e-mail:** Check the box if the server requires you to use your account username and password when sending email.



16. (Optional) Select the **Advanced Server Settings** link, select the following settings, and then press **Done** (left softkey):
 - n **Require SSL for Incoming e-mail:** Check the box if your account requires SSL for incoming messages.
 - n **Require SSL for Outgoing e-mail:** Check the box if your account requires SSL for outgoing messages.
 - n **Network connection:** Select the type of connection to use for sending and receiving email.



17. On the Outgoing (SMTP) mail server screen, press **Next** (right softkey).

18. (Optional) Set any of the following:

- **Automatic Send/Receive:** Change the time interval for automatically sending and downloading email, from every five minutes to once a day. If you do not want to automatically download messages, select **Manually**.
- **Review all download settings:** Select this link to change download settings; see “Changing Email Download Settings” on page 149 for information.

19. Press **Finish** (right softkey). If prompted, select **OK** to download messages for this account now.



Email

Tip

To delete an email account, press OK to close the Inbox application if it is open. Press Inbox, highlight the account you want to delete, press Menu (right softkey), and then select Delete. (To delete an Outlook Email account, use the ActiveSync® application, not the Inbox application.) To edit an account—for example, if you need to change the name of the outgoing mail server—press Menu (right softkey) and select Tools > Options, select the account, and press Next (right softkey) to reach the screens where you want to change the settings.

Sending and Receiving Email Messages

Selecting Which Email Account to Use

If you set up more than one email account on your Treo (see “Getting Started With Email” on page 124), you can choose one of two ways to select the account that you want to use to view or send messages:



- ✓ By default, when you open the Inbox application, a list of all your email accounts appears. Select the account you want.
- ✓ If you turn off the option to display the list of accounts (see “Customizing Your Inbox Settings” on page 147), you see the last account you used when you open the Inbox application. Press **Left** ◀ or **Right** ▶ to cycle through your accounts until the name of the account you want appears in the title bar.

Tip

You can also to switch to a different account after you finish working in the first account you selected. From the message list, press Left or Right.

Creating and Sending an Email Message

You can receive plain text and HTML messages.

1. Press **Inbox** .
2. Select the account you want to use to send a message.
3. Press **Menu**  (right softkey) and select **New**.
4. Do one of the following to address the message:
 - If the recipient's name and email address are in your **Contacts** list, enter the first few letters of the recipient's first or last name, or the recipient's first and last initials separated by a space, and then select the recipient's name.
 - If the recipient's name is in an online address book, you can find the name and add it. (For more information, see “Using an Online Address Book” on page 142.)

- If the recipient's name and email address are not in your **Contacts** list, enter the full email address.

Tip

To address a message to multiple recipients, separate the addresses by pressing Option + K to enter a semicolon (;). To enter an underscore (_) in an address, press Alt and select the underscore symbol from the list.

5. Select **Subject** and enter a title for the message.
6. Press **Down** ▼ to go to the body of the message.
7. Enter your message, or press **Menu** (right softkey), select **My Text**, and then select a predefined phrase you want to insert.
8. (Optional) Press **Menu** (right softkey) and do any of the following:
 - Select **Insert**, select the type of item you want to attach, and then select the file or record a voice note.
 - Select **Spell Check**.
 - Select **Message Options**, select the **Priority** list, select a setting for the message, and then press **OK** (center softkey).
9. Press **Send** (left softkey).



Email

Tip

To save storage space on your Treo, turn off the option to save sent messages in the Sent folder. In the Inbox application, press Menu (right softkey) and select Tools > Options. Select the Message tab, and then uncheck the Keep copies of sent items in Sent folder box.

Receiving Email Messages

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

- ▼ **Microsoft Exchange ActiveSync®:** New email messages are sent to your Treo when they appear on the server, according to the schedule you set up, or when you manually initiate a sync (see “Sharing Information” on page 300).

Tip



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

Did you know?

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

- ▼ **Desktop synchronization software:** If you synchronize your Treo with your computer, messages in Microsoft Outlook on your computer are transferred to your Treo when you connect your computer and your device (see “Synchronizing With a USB Connection” on page 50).
- ▼ **All other POP or IMAP accounts:** These include ISP accounts and accounts you access using a VPN server connection (typically a work account; see “Connecting to a VPN” on page 341). Message retrieval depends on the option you chose from the Automatic Send/Receive list during account setup (see “Setting Up Inbox to Work With Common Providers” on page 130 or “Setting Up Inbox to Work With Other Providers” on page 132), as follows:
 - **If you chose a time interval:** Your Treo automatically checks for and downloads new messages according to that interval.

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

1. Press **Inbox** .
2. Select the account for which you want to receive email messages.
3. Press **Menu**  (right softkey) and select **Send/Receive** to synchronize your Treo with your email server.

Tip

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

Did you know?

You can view messages sent as HTML with the HTML formatting intact.

Email

Receiving Attachments

You can receive and open attachments in a number of different formats, including Word®, Excel®, OneNote®, PowerPoint®, ZIP, and PDF. To receive and open attachments, do the following:





1. Highlight the attachment name below the subject to mark it for download.
2. Synchronize the email account that contains the message as described in the previous sections.
3. Select the attachment name (below the subject) to open the attachment.

Tip






To store attachments on an expansion card, insert the card into the expansion card slot on your Treo, press **Menu** (right softkey), and select **Tools > Options**. Select **Storage** and check the **When available, use this storage card to store attachments** box.

Downloading Attachments Automatically

If you are synchronizing with Outlook on your computer and want to download attachments automatically, do the following:

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu**  (right softkey) and select **Options**.
4. Select **E-mail** and then select **Settings**.
5. Check the **Include file attachments** box.
6. (Optional) To automatically download attachments up to a certain size only, check the **Only if smaller than** box and enter the maximum attachment size.
7. Press **OK** .




To automatically download attachments from an IMAP4 email account (typically an ISP account) or an account that you access using a VPN server connection (typically a work account; see “Connecting to a VPN” on page 341), do the following:

1. Press **Inbox** .
2. Do one of the following:
 - If you see the account list, press **Menu**  (right softkey) and select **Options**.
 - If you see the message list for a specific account, press **Menu**  (right softkey) and select **Tools > Options**.
3. On the **Accounts** tab, select the IMAP4 account name.
4. Select **Download Size Settings**.
5. Select the **Message download limit** list and select **Entire message**.
6. Select the **Download attachments** list and then select either **All attachments** or one of the size limit options.
7. Press **Done**  (left softkey) twice, and then press **OK** .

Working With Email Messages

Adding a Contact From an Email Message

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

1. In an open message, highlight the name or address of the contact you want to add.
2. Press **Center** .
3. Do either of the following:
 - n Press **Menu**  (right softkey) and select **New Contact** to create a new contact entry for this name or address.
 - n Select an existing contact to add the name or address to the selected entry.
4. Enter or edit the contact information.
5. Press **Save**  (left softkey).



Email



Adding an Online Address Book

Many email servers can verify names with an online address book, also called a directory service or a Global Address List (GAL). When you set up an Exchange Server account on your Treo, you automatically set up access to the Global Address List for that Exchange server. After you sync with the Exchange server for the first time, the *Inbox* application checks your contact list and then the directory service to verify names that you enter in the *To*, *Cc*, and *Bcc* fields.

If your organization provides an online address book but does not use Exchange Server, follow the steps in this section to enable Inbox to verify the names that you enter in the **To**, **Cc**, and **Bcc** fields.

Before You Begin

Ask your system administrator for the name of the directory service and the server, and whether authentication is required for accessing an online address book.

1. In the message list, press **Menu**  (right softkey) and select **Tools > Options**.
2. Select the **Address** tab.
3. Select **Add**.
4. Enter the name of the **Directory** service.
5. Enter the **Server** name.
6. If your server requires authentication, check the box and enter your username and password.
7. (Optional) Check the **Check name against this server** box to enable this directory service.
8. Press **OK** .

Tip




To delete a directory service, highlight it, press and hold Center on the 5-way, and select Delete.

Using an Online Address Book

You can access contact information, such as an email address or phone number, from your organization's online address book or Global Address List (GAL). To access a GAL, make sure you are accessing either Microsoft Exchange Server 2007 or Microsoft Exchange Server 2003 upgraded to Service Pack 2.

Before You Begin

Add access to an online address book to your Treo (see "Adding an Online Address Book" on page 141).

1. In a new message, select **To**.
2. Press **Menu**  (right softkey) and select **Add Recipient**.
3. Press **Menu**  (right softkey) and select **Company Directory**.
4. Enter the contact name (in part or in full) as it appears in the directory, and then press **Find** . (You must spell the contact name correctly.)

If your organization's GAL uses abbreviated extension numbers, you can set your Treo to automatically dial the complete number. See "Setting Your Abbreviated Dialing Preferences" on page 103 for more information.

Did you know?


You can use the Global Address List to find a contact. In Contacts, press Menu (right softkey), and then select Company Directory. When sending a meeting request, select Attendees, select Add Required Attendee or Add Optional Attendee, and then press Menu (right softkey), and select Company Directory.

Tip

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

Finding Messages

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

1. Press **Inbox** .
2. Select the account you want.
3. Begin typing the word or phrase you want to find. (The list changes to show only those messages containing the letters you enter, and those letters are highlighted.)

4. Continue entering letters to narrow the list until the message you want appears.

Tip




To clear the search filter and display all messages for this account, press Backspace.

Using Links in Messages

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

1. Select a message in the list.
2. Select the phone number, email address, or URL (appears as underlined blue text).

Replying to a Message

1. Open the message to which you want to reply.
2. Do one of the following:
 - To reply to only the sender of the message, press **Reply**  (left softkey).
 - To reply to all the recipients of the message, press **Menu**  (right softkey) and select **Reply > Reply All**.
3. Enter any text you want to add.
4. (Optional) Select **Edit sender's message** to edit the original sender's message text that you include in your reply.
5. Press **Send**  (left softkey).

Did you know?

If you reply to a message sent as HTML, the reply is sent in HTML also.

Forwarding a Message

- 1. Open the message you want to forward.
- 2. Press **Menu** (right softkey) and select **Reply > Forward**.
- 3. Address the message and enter any text you want to add.
- 4. Press **Send** (left softkey).

Deleting Messages

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

To delete a message you are reading:

Press **Menu** (right softkey) and select **Delete**.

To delete messages from the message list:

- 1. Highlight the message(s) you want to delete. (To highlight multiple messages, tap and drag the stylus across the messages in the list.)
- 2. Press **Delete** (left softkey).
- 3. Select **Yes** to confirm the deletion.

Using Inbox Shortcuts

You can perform common email tasks for messages you’ve received by pressing and holding certain keys on the keyboard. Either highlight a message on the message list or open a message from the list, and then press and hold any of the following:

<i>Press and hold...</i>	<i>To...</i>
H	View all email shortcuts.
A	Reply to the sender of a message and to all other recipients.
R	Reply to the sender only.




<i>Press and hold...</i>	<i>To...</i>
K	Mark a message as read or unread.
F	Flag a message as high priority.
M	Move a message between folders.
O	Forward a message.
D	Delete a message.
L	Fully download a partially downloaded message.
S	Synchronize your Treo with the server to receive and send new messages.

Adding a Signature to Your Messages

You can use a different signature with each email account.




1. Press **Inbox** .
2. Do one of the following:
 - If you see the account list, press **Menu**  and select **Options**.
 - If you see the message list for a specific account, press **Menu**  and select **Tools > Options**.
3. On the **Accounts** tab, select **Signatures**.
4. Select the account for which you want to create a signature.

5. Check the **Use signature with this account** box to add this signature to new messages you create with this account.
6. (Optional) Check the **Use when replying and forwarding** box to add this signature to messages you reply to and forward with this account.
7. Highlight the text in the signature field at the bottom of the screen, and enter the signature text you want to use.
8. Press **OK** .



Email

Customizing Your Inbox Settings

1. Press **Inbox** .
2. Do one of the following:
 - If you see the account list, press **Menu**  (right softkey) and select **Options**.
 - If you see the message list for a specific account, press **Menu**  (right softkey) and select **Tools > Options**.
3. On the **Accounts** tab, set either of the following options:
 - **Security**: Set whether you receive a warning message before you navigate to a URL or a file link that is not on your Treo.
 - **Display account picker when opening Inbox**: Set whether a list of your email accounts appears when you open the Inbox application, allowing you to select the one you want to use. (If the box is unchecked, the Inbox application opens to the last account you used.)



Tip

If the **Display account picker when opening Inbox** box is unchecked, open the Inbox application and then repeatedly press **Inbox** or press **Left** or **Right** on the 5-way to cycle through your accounts.

4. Select the **Message** tab and set any of the following options:

- **When replying to e-mail, include body:** Set whether the body of a message you received appears in your response to that message.
- **Keep copies of sent items in Sent folder:** Set whether messages you send are stored in the Sent folder.
- **Warn when deleting messages in the message list:** Set whether a confirmation message appears when you delete messages from the message list.
- **After deleting or moving a message:** Set what you want to see after you delete or move an email message you are reading: the account Inbox or the next message.



5. Select the **Address** tab and set any of the following options:

- **In Contacts, get e-mail addresses from:** Set whether you want to check Contacts in addition to any directory services for email addresses.
- **Check names using these address books:** Set which directory services you want to check for email addresses.
- **Add:** Add directory services to the list of online address books.



6. Select the **Storage** tab and set either of the following options:

- **When available, use this storage card to store attachments:** Set whether you want to automatically store email attachments on an expansion card. (You must have a card inserted into the expansion card slot on your Treo to select this option.)
- **Empty deleted items:** Select **Immediately** to have the Deleted folder emptied anytime you delete a message. Select **On connect/disconnect** to have the folder emptied anytime you open or quit the Inbox application. (Select **Manually** to manually empty the Deleted folder.)



Email

Tip

If you choose to manually empty the Deleted folder, you delete messages from this folder in the same way that you delete any other messages (see "Deleting Messages" on page 145).

7. Press **OK** [OK].

Changing Email Download Settings

You can customize the download options for each email account.

1. Press **Inbox** [Inbox].
2. Do one of the following:
 - If you see the account list, press **Menu** [Menu] (right softkey) and select **Options**.
 - If you see the message list for a specific account, press **Menu** [Menu] (right softkey) and select **Tools > Options**.
3. Select the email account you want.

4. Do one of the following:
 - If you see the **Contents** list, select **Send/Receive Schedule**.
 - If you see the **Enter Email Address** screen, press **Next** (right softkey) until you see the screen to the right.






5. Select either of the following:
 - **Automatic Send/Receive:** Set the time interval for automatically downloading email, from every five minutes to once a day. (If you do not want to automatically download messages, select **Manually**.)
 - **Download messages:** Set the number of days' worth of email to be retrieved for each automatic or manual retrieval.

Tip

To save memory, limit the number of emails you download to your Treo by selecting a long interval for the Automatic Send/Receive setting or a short interval for the Downloaded messages setting.

6. Select **Advanced Settings** and then select any of the following:
 - **Send/receive when I click Send:** Set whether you can manually send and receive messages, in addition to automatically downloading them.
 - **Use automatic send/receive schedule when roaming:** Set whether automatic downloading takes place when you are roaming. (This may result in higher connection charges than downloading while in your home network.)
 - **When deleting messages:** Set whether messages should be deleted from the mail server when you delete them on your Treo, or whether messages you delete on your device should remain on the server.





7. Press **Done**  (left softkey).
8. Press **Next**  (right softkey).
9. Select any of the following:
 - **Message format:** Set the format for sending and receiving messages. (If you select **HTML**, messages sent to you as HTML are received with their formatting intact. If you select **Plain Text**, all messages are received as plain text.)
 - **Message download limit:** Set the size of an incoming message that is automatically downloaded. For any message that exceeds this size, you must manually download the rest of the message. (Selecting a higher limit means more of your messages are fully downloaded, but message retrieval might take longer. You can also choose to download message headers only, regardless of size.)
 - **Download attachments:** Set whether attachments are automatically downloaded with messages.
10. Press **Finish**  (right softkey).




Email

Did you know? Messages sent to you as plain text are always received as plain text, even if you select HTML.

Setting Email Delivery Preferences

1. Press **Inbox** .
2. Select the email account you want.
3. Press **Menu**  (right softkey) and select **Delivery Preferences**.

4. On the **Auto Sync** tab, set any of the following:
 - **Connect and check for messages every:** Set how frequently the Inbox application checks for new email messages.
 - **Connection:** Set which connection settings to use when checking for email, such as Internet or Work.
5. Select the **Filters** tab and set any of the following:
 - **Only display messages from the last [] day(s):** Set the number of days' worth of email to be retrieved for each automatic or manual retrieval.
 - **Get...:** Set whether to download the full message or only the message header.
 - **Include [] KB of message body:** Set the size of an incoming message that is automatically downloaded. For any message that exceeds this size, you must manually download the rest of the message. (Setting a higher limit means that more of your messages are fully downloaded, but message retrieval might take longer. You can also choose to download message headers only, regardless of size.)
 - **When getting full copy, get attachments:** Set whether attachments are automatically downloaded with the message text.
 - **Only if smaller than:** Limit the size of attachments that are downloaded automatically.
6. Press **OK** .

Working With Meeting Invitations



You can receive meeting invitations on your Treo in the same way that you receive email messages. Here are the key features of meeting invitations:

- ✓ Meeting invitations appear on your Treo in the Inbox application, not in Calendar.
- ✓ From within the Inbox application, you can accept, decline, or tentatively accept a meeting invitation.
- ✓ If you accept an invitation, the meeting shows up as an appointment in Calendar.

- You can reply to and forward meeting invitations in the same way as email messages.

Note

You can create meeting invitations on your Treo; see “Sending a Meeting Request” on page 246.

1. Press **Inbox** .
2. Select the account you want.
3. Select a meeting invitation to open it. (Meeting invitations appear with this icon: )
4. Do either of the following:
 - To accept the invitation, press **Accept**  (left softkey), select whether to edit (include comments with) your response, and then select **OK**.
 - To decline or tentatively accept the invitation, press **Menu**  (right softkey) and select **Decline** or **Tentative**.

Email

Tip

If you receive an updated meeting invitation, you can again choose to accept, decline, or tentatively accept. If you receive a meeting cancellation, you can press **Remove** (left softkey) to delete the meeting from your calendar.

Sending Email Messages From Within Another Application

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

Did you know?

You can send files such as Microsoft Office documents (Word, PowerPoint, Excel, and OneNote), PDF documents, pictures, videos, and ringtones as attachments to email messages (see “Creating and Sending an Email Message” on page 136).

Using Messaging

In This Section

- | About Messaging
 - | Sending and Receiving Messages
 - | Managing Your Messages
 - | Customizing Your Messaging Settings
 - | Using Windows Live™
-

Messaging

About Messaging

Your Palm® Treo™ 800w smart device offers a few ways for you to send and receive messages:

SMS: Enables you to use the Messaging application to exchange brief text messages with other wireless devices and email addresses that support this form of messaging.

IM: Enables you to exchange instant messages with friends and colleagues who use Microsoft® Windows Live™.

Tip

To exchange instant messages with people who use other IM services, such as Yahoo! and AOL, press Start, select Programs, and then select Instant Messaging. Select Yes to download the application, and then press Install (left softkey), to complete the installation. When the installation is complete, press Start, select Programs, and then select Instant Messaging to sign in to your IM account(s).

Before you use your Treo to send or receive messages, consult Sprint for pricing and availability of text and instant messaging, as well as for data services.

Before You Begin

Make sure your phone is on and that you're inside a coverage area before you try to send or receive messages.

This chapter describes the various messaging options and walks you through setting them up, so that you can use your Treo to send and receive messages.

Sending and Receiving Messages



Creating and Sending a Text Message

Each text message can hold up to 160 characters. To save time, you can select from predefined **My Text** phrases, such as “Call me” or “On my way.” You can add your own **My Text** phrases, and if you prefer, you can enter the full message text too.

1. Go to your **Today** screen (see “Accessing Your Today Screen” on page 76) and press **Messaging**  (left softkey).

Tip

You can also open the Messaging application by pressing and holding Option + Inbox, or by pressing Start, selecting Programs, and then selecting the Messaging icon.

2. Press **New**  (left softkey).
3. Do one of the following to address the message:
 - a. If the recipient's name and wireless number are in your **Contacts** list, type the first few letters of the first or last name, or simply enter the first initial, followed by a space and then the last initial, to find a name. (You can also enter the first few numbers of a contact's wireless phone number.)
 - a. Press **Center**  to view a list of recently used addresses, and select the recipient from the list. (Select **Add Recipient** to add a recipient from your Contacts list.)
 - a. If the recipient's name and wireless number are not in your **Contacts** list, enter the full wireless number (including area code) or email address.






Messaging

Tip

If you enter the recipient's name, make sure you select a phone number that accepts text messages.

You can also address a message to a name that is in an online address book. See "Using an Online Address Book" on page 142 for details.

To address a message to multiple recipients, separate the addresses with a semicolon (;). If you address a single text message to three people, you are billed for three messages.

4. Enter your message, or select , and then select a predefined phrase you want to insert.
5. (Optional) Select  and then select an emoticon to add to your message.
6. Press **Send**  (left softkey).

Did you know?

You can send and receive text messages even while you are on a phone call. This is easiest when using a headset or the speakerphone.

Tip


Some symbols can't be used in text messages. Invalid characters are automatically replaced by the Messaging application.


Setting Message Options

You can set options for individual text messages that you send.

Did you know?

You can set general preferences that apply to all incoming and outgoing messages (see "Customizing Your Messaging Settings" on page 163). If you set options for an individual message, those options override your general preferences for that message only.

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

3. Set the following options:
 - **Message Priority:** Set this message as normal or urgent.
 - **Add Call Back number:** Enter a number where the recipient can call you back.
4. Press **OK** .



Receiving Text Messages

When your phone is on and you are in a wireless coverage area, you automatically receive new text messages.

Did you know? Message notifications include the message text unless you have turned on privacy mode (see “Customizing Your Messaging Settings” on page 163). If privacy mode is on, the notification states only the type of incoming message.

The new message notification may include the following options:

- **View:** Open a text message so you can view its full contents.
- **Dismiss:** Close the notification and put the message into your Inbox.



If you have multiple messages, the notification includes the number of messages.

Tip The Messaging status field on the Today screen also shows you the number of unread messages.

Viewing a Message

There are several ways to view a text message.

1. Do one of the following to open a message:
 - From a notification, select **View**.
 - From the **Today** screen, select the **Messaging status** field, and then select the message you want to view.
 - From the **Today** screen, press **Messaging** (left softkey) and then select the message you want to view.
 - Press **Start**, select **Programs**, select **Messaging**, and then select the message you want to view.
2. (Optional) After you open the message, press **Menu** (right softkey) and select an item to reply to the sender, reply to everyone sent the message, forward the message, call the sender, or add the sender's information to Contacts.
3. Press **OK**.

Using Messaging to Chat

When you exchange more than one message with a single contact, the messages you exchange with that person are grouped into a chat session. When you select a chat session from your message list, the upper part of the screen displays all the messages you've exchanged with this contact, and the lower part provides a text entry area.

1. From your **Messaging** Inbox folder, do one of the following:
 - **Start a new chat:** Select a message and reply to it.
 - **Continue an existing chat:** Select a message with the **chat** icon.
2. Enter your message.
3. Press **Send** (left softkey).



Using Links in Messages





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

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

Managing Your Messages

Message Status Icons

The status icons that appear next to each message in the *Inbox* and *Outbox* indicate the following:

-  An unread text message.
-  A read text message.
-  Multiple messages exchanged with a single recipient (chat).
-  An urgent message. (This icon appears below the message size on the right side of the screen.)

Messaging

Tip Unread messages appear in bold. Messages you've read appear in plain text

Sorting Your Messages

You can arrange the messages in any folder by date or sender.

1. Go to the **Inbox** or other folder you want to arrange.
2. Press **Menu** (right softkey) and select **Sort**.
3. Select **By Date** or **By Name**.

Deleting a Single Message





1. Go to the **Inbox** or other folder containing the message you want to delete.
2. Highlight the message.
3. Press **Menu** (right softkey) and select **Delete**.
4. Select **Yes** to confirm the deletion.

Deleting Multiple Messages

1. Go to the **Inbox** or other folder containing the messages you want to delete.
2. Press **Menu** (right softkey) and select **Purge**.
3. Select the age of messages to be deleted, or select **Delete all messages**.
4. Select **Purge** (left softkey).



Customizing Your Messaging Settings

1. Go to your **Today** screen (see “Accessing Your Today Screen” on page 76) and press **Messaging**  (left softkey).
2. Press **Menu**  (right softkey) and select **Options**.
3. On the **Messages** tab, set the following options:
 - **Confirm message deletions**: Set whether you see deletion confirmation messages.
 - **Signature**: Add a signature to outgoing messages. Select the button; then, on the Signature screen, check the **Use signature with new messages** box, enter your signature text, and press **OK** .
4. Select the **Chat** tab and set any of the following options:
 - **Create chats from messages**: Set the conditions under which a chat session starts.
 - **Show time stamps of each message**: Set whether chat session items display a date and time indicator.
5. Select the **Notification** tab and set whether notifications for a single incoming message display the text of the message or only the message type.
6. Press **OK** .






Using Windows Live™

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

- **Live Search for Windows Mobile®:** A search application that enables you to find local information such as movie times and traffic conditions. You can also configure this application to take advantage of the built-in GPS features on your Treo.
- **Windows Live Mail:** The next generation of the Hotmail Web-based email application. Windows Live Mail offers more storage, greater message security, and easier filing of messages.
- **Windows Live Messenger:** An instant messaging application that enables you to see who's online, to exchange instant messages (IM), to make calls to phones and computers (including video calls), and to exchange pictures and other files.




Using Live Search for Windows Mobile®

1. Press **Start**  and select **Programs**.
2. Select **Live Search** .
3. The first time you use Live Search, follow the onscreen prompts to initiate use.
4. In the search bar at the top of the screen, enter the item you want to find.
5. Press **Down** ▼ to highlight the location field, and press **Left** ◀ and **Right** ▶ to scroll through the location list. (To enter a new location, select the **Choose a new location** link.)
6. Press **Search**  (left softkey).
7. Select the item you want from the search results.

Setting Up Windows Live Mail

Before You Begin

You must have an existing Hotmail account to use Windows Live Mail. If you do not have an account, use the Web browser on your Treo to go to www.mobile.live.com/hm, and follow the steps to set up an account.

1. Press **Start**  and select **Programs**.
2. Select **Windows Live** .
3. Select **Sign in to Windows Live**.
4. The first time you sign in to Windows Live, press **Accept**  (left softkey).
5. Enter your Hotmail email address and password. (Check the box if you want to have your password entered automatically every time you log in.)



Messaging

6. Press **Next**  (left softkey).

7. Set the following options:
 - Check the **Live Search bar** box to have the Live Search bar appear on your **Today** screen.
 - Check the **Windows Live services** box to have Windows Live Email and Windows Live Messenger appear on your **Today** screen.



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

Note

If you synchronize email, your Windows Live email account also appears in the Inbox application. If you synchronize contacts, your Windows Live contacts also appear in the Contacts application.





10. Press **Next** (left softkey).
11. Press **Done** (left softkey) to display your Windows Live main page.

Tip

You can later change your Windows Live setup selections. Open Windows Live, press Menu (right softkey), and then select Options. Change which items appear on the Today screen or which applications sync, set up a sync schedule, and more.

Before You Begin

Make sure that your phone is on and that you're inside a coverage area (see "Turning Your Phone On and Off" on page 35).






1. Press **Start**  and select **Programs**.
2. Select **Windows Live** .
3. To synchronize email, contacts, and/or Windows Live Messenger information, press **Right**  or **Left**  until **Sync** is highlighted, and then press **Center** . (Information is synchronized for any of the three applications you selected during setup.)
4. To read your email, go to your Windows Live main page, and select **Mail**. (The Inbox application opens and displays your Windows Live mail.)

You can view, send, and work with messages in your Windows Live account in the same way as with messages for any other email account (see "Using the Email Features" on page 123).

Using Windows Live Messenger

Before You Begin

You must have an existing Hotmail account to use Windows Live Messenger. If you do not have an account, use the Web browser on your Treo to go to www.mobile.live.com/hm, and follow the steps to set up an account. Make sure that your phone is on and that you're inside a coverage area (see "Turning Your Phone On and Off" on page 35).




1. Press **Start**  and select **Programs**.
2. Select **Windows Live** .
3. Highlight Messenger by pressing **Right**  or **Left** , and then press **Center** .

4. Press **Sign in**  (left softkey).
5. If you have not already set up a Windows Live Mail account (see “Setting Up Windows Live Mail” on page 165), the first time you sign in to Windows Live Messenger, press **Accept**  (left softkey).
6. If prompted, enter your Hotmail email address and password.
7. To send an instant message to a contact who is online, highlight the contact name and press **Send IM**  (left softkey).



Tip

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

8. Do any of the following:
 - **Enter text:** Highlight the text entry bar and enter your message text.
 - **Record a voice note:** Press **Voice clip**  (left softkey) and record a voice note by speaking clearly with your Treo held up and facing you.
 - **Add an emoticon to your message:** Press **Menu**  (right softkey), select **Add emoticon**, and then select the emoticon you want.
 - **Add a picture or other file:** Press **Menu**  (right softkey), select **Send**, select the type of file you want to send, and then capture or select the picture or other file you want.



* Text Entry Bar

9. Press **Send** (left softkey).
10. (Optional) To exchange messages with more than one person, press **Menu** (right softkey), select **Options > Add participant**, and then select the participant you want to add.
11. To end the messaging session, press **Menu** (right softkey) and select **End conversation**. (If you are exchanging messages with more than one person, select **End all conversations** to stop all the sessions at once.)

Tip

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

Browsing the Web

In This Section

- Viewing a Web Page
- Working With Favorites
- Working With Web Pages
- Customizing Your Internet Explorer Mobile Settings
- Searching the Web From Your Today Screen

To browse the Web, you must activate Sprint Power VisionSM data services (see “Enabling Sprint Power Vision” on page 114), or you must establish a connection to a Wi-Fi network (see “Connecting to a Wi-Fi Network” on page 188).

Internet Explorer[®] Mobile provides quick and easy access to Web pages. You can view most of the sites you use on your computer, including those with security and advanced features, such as JavaScript and frames. Internet Explorer Mobile supports JavaScript, Secure Sockets Layer (SSL), and cookies, but does not support plug-ins (Flash, Shockwave, and so on) or Java applets.

Browsing the Web

Note

For additional information on features supported by Internet Explorer Mobile, visit www.microsoft.com.



Viewing a Web Page

By default, Internet Explorer Mobile scales Web page content to fit your Palm® Treo™ 800w smart device screen so that you can view most of the information without scrolling left or right.













Did you know? You can also start a Web search from your Today screen by selecting the Web Search field, entering the item you want to find, and then pressing Center on the 5-way.

1. Make sure your phone is on (see “Turning Your Phone On and Off” on page 35).
2. Press **Start**  and select **Internet Explorer**.

Tip You can also open Internet Explorer by pressing and holding Option + Phone/Talk.

3. Highlight the address line, enter the address of the Web page you want to view, and then press **Center** . (If you browse to a secure Web page, the **Lock** icon in the address line appears closed instead of open.)
4. Press **Menu**  (right softkey), select **View**, and then select any of the following:
 - **Zoom Level:** Set the size of the text and images on Web pages.
 - **One Column:** Display Web pages in one column that is as wide as the screen, so that you don't have to scroll horizontally.
 - **Fit to Screen:** Maintain a layout similar to what you see on a desktop computer, but items appear smaller and the content is arranged so that you can see most of it without scrolling horizontally.




- **Desktop:** Keep the same layout and size as on a desktop computer, which requires both horizontal and vertical scrolling.
 - **Full Screen:** Hide the title bar and toolbar and fill the entire screen with the contents of the Web page.
 - **Show Pictures:** Show or hide pictures on Web pages. (Hiding pictures speeds up the time it takes to load pages.)
5. Do any of the following:
- To view the previous page, press **Back**  (left softkey) or **Backspace** .
 - To refresh the page with the latest content from the Internet, press **Menu**  (right softkey) and select **Refresh**.
 - To scroll through the page, press **Up**  or **Down** . (In **Desktop** view, press **Up** , **Down** , **Left** , and **Right**  to scroll in all directions.)
 - To follow a link to another Web page, press **Up**  or **Down**  to highlight the link, and then press **Center**  to go to the selected page. (You can also tap the link on the screen with your stylus.)

Tip

To send a link to the current Web page, press **Menu** (right softkey) and select **Tools > Send Link**. Select the Inbox or Messaging account you want to use to send the link.

- To view a Web page's properties, press **Menu**  (right softkey) and select **Tools > Properties**.
- To view each item in a list, tap the list with your stylus.
- In a list, press **Down**  or **Left**  to cycle between items, and press **Center**  to make a selection.
- In a form, such as a browser search field, press **Center**  to interact with the form, and then press **Center**  to stop interacting with the form.

Did you know? You can send email from a Web page. Email addresses appear as links on Web pages. After you configure an email application on your Treo, you can select an email link to create a message to send to that address.

6. Press **OK**  to close *Internet Explorer Mobile*.

Tip To return to a recently viewed page, select the address line list, and then press Down. Use the 5-way to select a Web address from the list.

Did you know? The security certificates and 128-bit SSL strong encryption let you browse secure sites, such as online shopping, banking, and email. Remember that some secure sites also require specific browsers and may not work with *Internet Explorer Mobile*. Ask the organization for an alternate Web address (URL) that is compatible with *Internet Explorer Mobile*.

Working With Favorites

Favorites lets you bookmark a Web page so that you can instantly access it without entering the Web address. If you set up synchronization with the desktop sync software, your favorites synchronize by default.

Did you know? To get favorites from the Web browser on your computer into the Web browser on your Treo, just add them to the Mobile Favorites folder, which shows up in your computer's browser. When you sync, they become available on your Treo as well. Backup copies of any favorites that you add on the Treo browser are also stored in the Mobile Favorites folder.

Creating a Favorite

Before You Begin

Create the folders where you want to store your favorites. Once you create a favorite, you can't move it to another folder.

1. Go to the page you want to mark as a favorite.
2. Press **Menu** (right softkey) and select **Add to Favorites**.
3. (Optional) Select **Name** and enter a different description.
4. (Optional) Select **Create in** and select the folder where you want to create the favorite.
5. Select **Add**.



Viewing a Favorite

1. Press **Start** and select **Internet Explorer**.
2. Press **Favorites** (left softkey).
3. Press **Down** to highlight the page you want to view in the list, and then press **Center** to go to the selected page.

Organizing Your Favorites

You can create folders for organizing your favorites. For example, you can store travel links in one folder, stock links in another, and business links in a third folder.

1. Press **Start** and select **Internet Explorer**.
2. Press **Favorites** (left softkey).
3. Select the **Add/Delete** tab.
4. Select **New Folder**.
5. Enter a name for this folder, and then press **OK**.

Working With Web Pages

Downloading Files and Images From a Web Page

You can download files that are usable on your Treo, such as new applications, MIDI ringtones, or pictures that are specifically tagged for download.

1. Go to the page that contains the link to the item you want to download.
2. Do either of the following:
 - To download a file, press **Left** ◀ or **Right** ▶ to highlight the link to the file, press **Center** ○, and then select **Save As**.
 - To download an image, tap and hold the image, select **Save Image**, and then select **Save As**.
3. Select **Name** and enter a new name for the file.
4. Select the **Location** list, and then select where you want to store the file: **Main memory** or **Storage card**.
5. Select the **Folder** list, and then select the folder where you want to save the file.
6. Select **Save**.

Copying Text From a Web Page

You can copy text from a Web page and paste it in other applications.

1. Use the stylus to highlight the text you want to copy.
2. Press **Menu** ☰ (right softkey) and select **Edit > Copy**.
3. Go to the application in which you want to paste the text, and then position the cursor at the location where you want to paste the text.

4. Press **Menu** (right softkey) and select **Edit > Paste**.

Tip

You can copy the text from the entire Web page. Tap and hold the page, and select **SelectAll Text**. Tap and hold the page again, and select **Copy**.

Using the History List

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

1. Press **Menu** (right softkey) and select **Tools > History**.
2. (Optional) Select the **Page Title** list in the upper-left corner, and then select how you want to sort the **History** list.
3. Select the Web page you want to view.

Tip

For information on clearing the History list, see "Customizing Your Internet Explorer® Mobile Settings" on page 177.

Customizing Your Internet Explorer® Mobile Settings

1. Press **Menu** (right softkey) and select **Tools > Options**.
2. On the **General** tab, set the following options:
 - **Home Page:** Set the page that appears when you open Internet Explorer Mobile. (To use the page you were on when you opened the menu, select **Use Current**. To select the original Sprint Power Vision home page, select **Use Default**.)
 - **Encoding:** Set the character set for the Web pages you view.



3. Select the **Memory** tab and set any of the following options:


- **Save links to pages visited in the past:** Set how many days of activity the History list stores.
- **Clear History:** Empty the *History* list.
- **Delete Files:** Remove saved pages and *Web* files that you viewed or synchronized with your computer.



4. Select the **Security** tab and set any of the following options:


- **Allow cookies:** Set whether your Treo accepts cookies (small files containing information about your identity and preferences). (The page sends the file and stores it on your Treo.)
- **Clear Cookies:** Delete any cookies stored on your Treo.
- **Warn when changing to a page that is not secure:** Set whether a message appears when you switch from a secure page to one that is not secure.
- **Warn when page content is blocked due to security settings:** Set whether a message appears when you attempt to open a page that does not meet the security standards of your Treo.



5. Press **OK** .

Searching the Web From Your Today Screen

Need to find information quickly? Search the Web directly from your *Today* screen.

1. Make sure your phone is turned on and that you are inside a coverage area (see “Turning Your Phone On and Off” on page 35).
2. Go to your *Today* screen (see “Accessing Your Today Screen” on page 76).
3. Select the **Live Search** field and enter the word or phrase you want to find.
4. Press **Search**  (left softkey).
5. Use the **5-way** to scroll through the results, and select the information you’re looking for.



* Live Search Field

Browsing the Web

Using GPS

In This Section

- | Finding a Point of Interest
 - | Using Maps
 - | Using Sprint Navigation
-


Finding a Point of Interest

The next time you find yourself in unfamiliar territory, you can use your Palm® Treo™ 800w smart device to get directions to a contact's address, find the nearest pizza place, or view a map of the area.

Before You Begin

Make sure Location Privacy is set to Location On. Go to your Today screen and press Menu (right softkey). Select Preferences > Phone Settings. Select the Services tab, select Location Privacy, and then make sure Location On is selected.


Finding a Point of Interest Near Your Current Location

1. Make sure your phone is turned on and that you are inside a coverage area (see "Turning Your Phone On and Off" on page 35).
2. Go to your **Today** screen (see "Accessing Your Today Screen" on page 76).
3. Select the **Point of Interest** lookup field and enter the type of place you want to find. (For example, to find a pizza place, enter **pizza**; to find a post office, enter **post office**; or to find an automated teller machine, enter **ATM**.)
4. Press **Center** .



* Point of Interest Field





Finding a Point of Interest Near Another Location

1. Make sure your phone is turned on and that you are inside a coverage area (see “Turning Your Phone On and Off” on page 35).
2. Go to your **Today** screen.
3. Select the **Point of Interest** lookup field and enter the type of place you want to find. (For example, to find a pizza place, enter **pizza**; to find a post office, enter **post office**; or to find an automatic teller machine, enter **ATM**.)
4. Select the list next to the **Point of Interest** lookup field and select **Near other location** to open the Maps application.
5. In the **Maps** application, enter the zip code, city, state, or address you want to use for your search.
6. Press **Find**  (left softkey).



Before You Begin

Make sure *Location Privacy* is set to *Location On*. Go to your *Today* screen and press *Menu* (right softkey). Select *Preferences > Phone Settings*. Select the *Services* tab, select *Location Privacy*, and then make sure *Location On* is selected.

1. Make sure your phone is turned on and that you are inside a coverage area (see “Turning Your Phone On and Off” on page 35).
2. Press **Start**  and select *Programs*.
3. Select *Maps* .
4. Do one of the following:
 - Select the *Map a street address* link, enter the address information, and then press *Map*  (left softkey).
 - Select the *Map a contact's address* link, select the contact, and then press *Find*  (left softkey).
 - Select the *Map your current location* link.
 - Select the *Map a recent location* list, and select a location from the list.



Tip

You can also find directions to a contact's address from the *Today* screen (see “Viewing a Map of a Contact's Address” on page 240).

Using Sprint Navigation

Sprint Navigation is a GPS navigation system that gives you turn-by-turn directions by map and by voice right from your Treo. Get audible GPS directions for an appointment, a sales call, or even a coffee shop close by. Sprint Navigation requires a monthly subscription. Contact Sprint for information and rates.


Before You Begin

Make sure Location Privacy is set to Location On. Go to your Today screen and press Menu (right softkey). Select Preferences > Phone Settings. Select the Services tab, select Location Privacy, and then make sure that Location On is selected.

1. Press **Start**  and select **Programs**.
2. Select **Sprint Navigation** .

Tip

Sprint Navigation is powered by Telenav satellites. For optimum performance, use Sprint Navigation outdoors or close to a window. The satellite signal is diminished when your Treo is indoors. Also, hold the bottom portion of your Treo to avoid blocking the internal antenna, which is located in the upper third of your Treo.

3. Follow the onscreen prompts to download the software and establish a subscription.
4. After you set up a subscription, and your account is verified, press **Go**  (right softkey) to continue.
5. Use the **5-way** to select the icon that best describes what you want to do:
 - **Drive To:** Get turn-by-turn driving instructions to a specific location.
 - **Maps & Traffic:** View a map and traffic information for your current location or another location of your choice.



Using GPS

- **Search:** Locate nearby services, such as the most inexpensive gas station in the area or the closest bank or ATM.
- **Tools & Extra:** Set Sprint Navigation options and to access other tools. For example you can view a compass and assign your current location a name, such as home.

Note

The External GPS settings described in "Setting Up an External GPS Device" on page 337 do not affect Sprint Navigation.

Using Wireless Connections

In This Section

- | Connecting to a Wi-Fi Network
 - | Connecting to Devices With Bluetooth Wireless Technology
 - | Beaming Information With IR
-

Connecting to a Wi-Fi Network

Many environments, such as corporate offices, coffee shops, airports, and libraries offer access to a Wi-Fi network. A Wi-Fi network is a wireless local area network (WLAN) that is based on the 802.11b/g standard. When you're within range of an accessible Wi-Fi network, you can use the Wi-Fi feature of your Palm® Treo™ 800w smart device to connect to that network and access the Web.

Why Use a Wi-Fi Connection?

A Wi-Fi connection is especially helpful in the following situations:

- ✓ You're outside a coverage area and you want to access the Web.
- ✓ Your Sprint service plan incurs additional charges for data services and you want to minimize data service charges by using a Wi-Fi connection instead.
- ✓ You're inside a coverage area but outside a Sprint Mobile Broadband Network. (A Wi-Fi connection may provide faster throughput than a 1xRTT data connection.)
- ✓ You want to maintain a Web connection while talking on the phone.

Note

You can use a Wi-Fi connection for scheduled synchronization with an Exchange server, but you must use the Sprint Mobile Broadband Network to take advantage of Microsoft Direct Push technology for wireless synchronization with an Exchange server.

Are there different types of Wi-Fi networks?

There are two types of Wi-Fi networks:

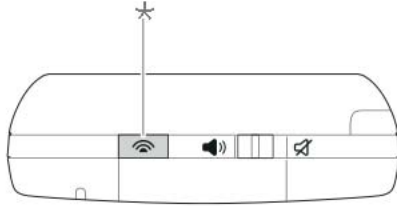
- ✓ **Open networks:** These networks broadcast their name (SSID) and do not require you to enter a password or other settings. To learn how to connect to an open network, see "Connecting to an Open Network" on page 190.

- Secure networks:** These networks may broadcast their name, but at the very least, they may also require you to enter a password that you get from a system administrator. Secure networks may also require you to get other network settings from the system administrator and enter them during setup. To learn how to connect to a secure network, see “Connecting to a Secure Network” on page 191. If you’ve already set up a connection to a secure network and want to reconnect to it, see “Connecting to an Open Network” on page 190.



Key term

Wi-Fi access point (also called a hotspot) A network device with an antenna that provides wireless connections to a larger network.

Turning the Wi-Fi Feature On and Off



* Wi-Fi button

- To turn Wi-Fi on, press **Wi-Fi** .
- To turn Wi-Fi off, press and hold **Wi-Fi** .

You can adjust the **Wi-Fi Prefs** settings to keep Wi-Fi on all the time. See “Customizing Wi-Fi Settings” on page 194 for details.

Wi-Fi Status Icons

The Wi-Fi icon on your Today screen indicates the status of the Wi-Fi feature.



The Wi-Fi feature on your Treo is turned on, but you are not connected to a Wi-Fi network.



You have a Wi-Fi notification waiting. For example, if Wi-Fi is turned on and you are not within range of a preferred network, you can tap this icon to view available networks.




Your Treo is connected to a Wi-Fi network, and you are actively transmitting data.

Connecting to an Open Network

You can connect to an open network or to a secure network for which you already set up a connection. If you have access to multiple Wi-Fi networks, you can select which network you want to connect to.

Note


The WEP (wired equivalent privacy) encryption method is enabled by default and may interfere with your ability to connect to a network that broadcasts its name. See "Connecting to a Secure Network" on page 191 to learn how to disable WEP encryption.

1. Press **Wi-Fi**  on the top of your Treo. (Your Treo scans for available networks and automatically connects when possible.)

Tip

You can narrow or expand the list of networks that appear on the Configure Wireless Networks screen. Select the Networks to access list, and then select the type of networks you want to view.

2. If your device was not able to automatically connect, the Configure Wireless Networks screen appears; highlight the network to which you want to connect.



3. Press **Connect**  (left softkey) to connect to the selected network.
4. Do one of the following:
 - If **Connected** appears next to the network name, you are ready to use the Wi-Fi connection. (For example, open *Internet Explorer® Mobile* to browse the Web.)
 - If you are prompted to enter network settings, continue with step 3 in the next section.




Some locations, such as airports and coffee shops, provide an open network, but charge a fee to use it. After you connect your Treo to the network, you need to open Internet Explorer Mobile and register with the Wi-Fi service provider before you can browse the Web.

Connecting to a Secure Network


To set up a connection to a secure network, do the following:

1. Press **Wi-Fi**  on the top of your Treo. (Your device scans for available networks and automatically connects when possible.)
2. When the Configure Wireless Network screen appears, do one of the following:
 - Highlight the network to which you want to connect, press **Connect**  (left softkey), and then skip ahead to step 4 to enter security settings for the selected network.
 - Select **Add New** if the network you want to connect to does not appear in the list.

3. Enter the following settings, and then press **Next**  (right softkey):

- **Network name:** If this field is blank, enter the SSID provided by the system administrator. (This field is case sensitive.)
- **Connects to:** Set whether this network connects to the Internet or to Work. (You may need to select **Work** to access a corporate intranet.)
- **This is a hidden network:** If you had to enter the network name, this is a hidden network. Check this box to connect to this network now and in the future.
- **This is a device-to-device (ad-hoc) connection:** Leave this box unchecked if you're connecting to a network (Wi-Fi access point). (Check this box only if you're connecting to another device.)



4. Enter the following settings, and then press **Next**  (right softkey):

- **Authentication:** Set the method used to identify devices that connect to the network:
 - **Open:** The network uses open authentication.
 - **Shared:** The network uses shared authentication.
 - **WPA:** The network is a WPA network that uses 802.1x protocols.
 - **WPA-PSK:** The network is a WPA network that requires a password that is shared between the network and your Treo. This password is also known as a *pre-shared key* (PSK).
 - **WPA2:** The network provides government grade security with an AES encryption algorithm.
 - **WPA2-PSK:** The network is a WPA2 network that requires a pre-shared key.








-



If you also need to create a custom security certificate, see "Customizing Wi-Fi Settings" on page 194 for instructions.



Disconnecting From a Wi-Fi Network

To disconnect from a Wi-Fi network, do one of the following:

- To save any settings you entered, press and hold **Wi-Fi**  to disconnect from the Wi-Fi network. The next time you're within range and the Wi-Fi feature is turned on, your Treo automatically connects to this network.
- Press **Start** , select **Settings**, select the **Connections** tab, and then select **Wi-Fi** . Highlight the network from which you want to disconnect, and then press **Disconnect**  (left softkey).
- To remove the network settings from memory, press **Menu**  (right softkey) and select **Remove Settings**. The next time you're within range and the Wi-Fi feature is turned on, you must re-create the connection to connect to this network.

Customizing Wi-Fi Settings

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **WiFi Prefs** .
3. On the **Power** tab, set any of the following:

- **Enable Power Save Mode:** Conserve battery power when Wi-Fi is turned on. For optimum battery performance, leave this option enabled.
- **Connection:** Set when the Wi-Fi feature is on and when your Treo attempts to search for networks.
- **On Button Press:** Leave the Wi-Fi feature off until you press **Wi-Fi**  to turn it on. After you turn the Wi-Fi feature on, your Treo searches for available networks.
 - **Always On:** Leave the Wi-Fi feature on. Your Treo searches for available networks whenever the screen is awake. If a network to which you previously connected is available, your device automatically connects to that network. To prevent your Treo from searching for networks, press and hold **Wi-Fi**  to turn the Wi-Fi feature off.



Connecting to Devices With Bluetooth® Wireless Technology

With the Bluetooth® wireless technology feature of your Treo, you can connect to a number of Bluetooth devices, such as a headset, printer, other phones and handhelds, and more. For a list of hands-free devices with Bluetooth wireless technology that are compatible with your Treo, go to palm.com/treo800wsprint-support.

If your computer is enabled with Bluetooth wireless technology, you can also synchronize wirelessly.

The Bluetooth status icon

The Bluetooth icon on your *Today* screen indicates the status of the Bluetooth feature:



Bluetooth off.



Bluetooth on.



Connected to a Bluetooth device.



Call in progress with a Bluetooth hands-free device.

Setting Up a Bluetooth Connection

After you set up a connection with a Bluetooth device, you can communicate with that device whenever it is within range and the Bluetooth feature on your Treo is turned on. Bluetooth range is up to 30 feet (10 meters). Performance and range are affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

1. If necessary, prepare the device you want to connect with to accept a new connection. (Check the device's documentation for details.)
2. Go to your **Today** screen (see "Accessing Your Today Screen" on page 76), and then tap **Bluetooth**.
3. Select the **Mode** tab and check the **Turn on Bluetooth** box to turn on the Bluetooth feature on your Treo. (Wait about 10 seconds for the Bluetooth feature to activate.)
4. If you're setting up a connection with a computer, check the **Make this device discoverable to other devices** box.



Tip

To prevent unwanted devices from connecting to your Treo, leave the **Make the device visible to other devices** box unchecked except when you're connecting with a computer or receiving information from another device.

5. Select the **Devices** tab, and then select **Add new device**.
6. Wait for your Treo to search for devices and to display the device list.
7. Select the device you want to connect with, and then press **Next** (right softkey).
8. If you're prompted to enter a passkey, enter the same passkey on your Treo and on the other Bluetooth device, and then press **Next** (right softkey).

Important

Some Bluetooth devices have a predefined passkey. If your Bluetooth device has a predefined passkey, your Treo attempts to enter the passkey for you. If the attempt is unsuccessful, you can find the predefined passkey in the documentation for your Bluetooth device.

Other Bluetooth devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your Treo and the Bluetooth device. We recommend that where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your Treo. The longer the passkey, the more difficult it is for the passkey to be deciphered.

9. Press **Done** (left softkey), and then press **OK** (OK).

You can now communicate with this device whenever it is within range and the Bluetooth feature on your Treo is turned on. The range varies greatly, depending on environmental factors. The maximum is about 30 feet (10 meters).

Tip

To modify or delete an established partnership with a device, go to the Bluetooth Settings screen and select **Devices**. Highlight the connection you want to change or remove, press and hold Center on the 5-way, and then select **Edit** or **Delete**. A deleted device can no longer automatically connect with your Treo.

Sending Information Over a Bluetooth Connection

You can send an individual entry or file.

1. Make sure the receiving device is ready to receive a Bluetooth connection.
2. Highlight the entry or file you want to send.
3. Press **Menu** (right softkey) and select **Beam**. (If you don't see a Beam command, select **Send... > Beam** instead. The Beam and Send menu items change names based on the type of item you highlighted.)
4. Select the receiving device in the list.







When the transmission is complete, **Done** appears next to the name of the receiving device.

Tip

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

Receiving Information Over a Bluetooth Connection

1. Go to your **Today** screen, and then tap **Bluetooth** .
2. Select the **Mode** tab and check the **Turn on Bluetooth** box to turn on the Bluetooth feature on your Treo.
3. If you haven't already set up a partnership with the transmitting device, check the **Make this device discoverable to other devices** box to let the device find your Treo and request a connection.
4. Press **OK** .
5. When your Treo is receiving information, a notification tells you that a transmission is in progress. (To stop the transmission, press **Cancel**  [left softkey]; to close the notification, press **Dismiss**  [right softkey].)

Tip

If you have trouble receiving information over a Bluetooth connection, press Start and select Settings. Select the Connections tab, and then select Beam. Make sure the Receive all incoming beams box is checked.







Remember to uncheck the Make the device visible to other devices box when you are done receiving information from the other device.

Synchronizing Over a Bluetooth Connection

Before You Begin

Make sure your computer is equipped with Bluetooth wireless technology and that your computer is set up for synchronization. See "Setting Up Your Computer for Synchronization" on page 46.

1. Set up your computer for Bluetooth wireless communication. (For details, see the documentation that came with your computer. In most cases your computer must support the Virtual Serial Port profile, and this profile must be turned on.)
2. Set up the **Microsoft® ActiveSync®** software on your computer for Bluetooth wireless communication. See **ActiveSync Help** on your computer for details.

3. Go to your *Today* screen, and then tap *Bluetooth* .
4. Select the *Mode* tab and check the *Turn on Bluetooth* box to turn on the Bluetooth feature on your Treo.
5. Press *OK* .
6. Press *Start*  and select *Programs*.
7. Select *ActiveSync* .
8. Press *Menu*  (right softkey) and select *Connect via Bluetooth*.
9. If this is the first time you're making a Bluetooth connection to this computer, follow the onscreen prompts to set up a Bluetooth partnership with this computer.
10. Select *Sync*.
11. When synchronization has finished, press *Menu*  (right softkey) and select *Disconnect Bluetooth*.

Tip

Wi-Fi routers, microwaves, and wireless telephones using the 2.4GHz band may interfere with Bluetooth connections. For best results, move away from this equipment when making a Bluetooth connection. If you cannot move away, move the Bluetooth devices closer to improve the reception.

Beaming Information With IR

Your Treo is equipped with an IR (infrared) port that lets you beam information to another device that has an IR port. The IR port is located on the side of your device closest to the stylus, near the top.



Tip

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

The type of information you can beam depends on the type of device you are beaming to. Other Windows Mobile® 6.1 Professional devices are compatible with your Treo.

Beaming a Record

1. Highlight the entry or file you want to beam.
2. Press **Menu** (right softkey) and select **Beam**. (If you don't see a Beam command, select **Send... > Beam** instead. The Beam and Send menu items change names based on the type of item you highlighted.)
3. Point the IR port on your Treo directly at the IR port of the receiving device.
4. When the name of the receiving device appears, select it to begin the transfer.
5. Wait for "Done" to appear next to the name of the receiving device before you continue using your Treo.






Receiving Beamed Information

1. Turn on your screen.
2. Point the IR port on your Treo directly at the IR port on the transmitting device.
3. When the **Receiving Data** message appears, select **Yes** to receive the beam.

Tip

If you can't receive beamed information, press Start and select Settings. Select the Connections tab, and then select Beam. Make sure the Receive all incoming beams box is checked. If you still can't receive information, try a soft reset (see "Resetting Your Palm® Treo™ 800w Smart Device" on page 349).

Synchronizing Over an Infrared Connection

1. Set up your computer to receive infrared beams. (See *ActiveSync Help* on your computer for details.)
2. Point the IR port on your Treo directly at the IR port on your computer.
3. On your Treo, press **Start**  and select **Programs**.
4. Select **ActiveSync** .
5. Press **Menu**  (right softkey) and select **Connect via IR**.
6. Select **Sync**.

Your Portable Media Device



Synchronizing Your Media Files

In This Section

- | Synchronizing Your Pictures, Videos, and Music
 - | Synchronizing Pictures, Videos, and Music: Windows XP
 - | Synchronizing Pictures, Videos, and Music: Windows Vista
-

Synchronizing Your Pictures, Videos, and Music

You can synchronize pictures, videos, and music files between your Palm® Treo™ 800w smart device and your computer. How synchronization happens, however, depends on two conditions:

- ✓ **Sync direction:** Are you transferring the files from your Treo to your computer or from your computer to your Treo?
- ✓ **Operating system:** Do you use Windows XP or Windows Vista®?

Note

These procedures do not apply to files in your Windows Media® Player library. See “Synchronizing Windows Media® Player Library Files” on page 227 for details on synchronizing your library files.

Tip

For best results, use Windows Media Player to sync your music files—for both Windows XP and Windows Vista computers.

Synchronizing Pictures, Videos, and Music: Windows XP

Do the following to synchronize pictures, videos, and music files that you capture on or copy to your Treo.

Before You Begin

Install Microsoft® ActiveSync® desktop software from the Getting Started CD for Palm Treo 800w smart device (see “Installing ActiveSync® Desktop Software: Windows XP” on page 46).

1. Sync as you normally would with the ActiveSync desktop software (see “Using the Desktop Sync Software” on page 48 for details).
2. To find synchronized pictures and videos on your computer, go to: **C:\Documents and Settings\<Username>\My Documents\<device name>\My Documents**. This folder has subfolders for My Music, My Pictures, and My Videos.

Do the following to sync pictures, videos, and music files that *originate on your computer*.

1. Connect your Treo to your computer with the USB sync cable.

Note

Most ActiveSync desktop software options are available only when your Treo is connected to your computer.

Synchronizing Media

2. On your computer, double-click the **ActiveSync** icon in the taskbar in the lower-right corner of your computer screen to open the ActiveSync desktop software window. (If you don't see the ActiveSync icon in the taskbar, click **Start > All Programs > Microsoft ActiveSync** to open the ActiveSync window.)
3. Under **Information Type**, double-click **Files** to view a list of the files in the Files sync folder. (If you don't see the Files option, open the **Tools** menu, select **Options**, and make sure the **Files** box is checked.)



4. Do any of the following:
 - To copy a file from your computer to your Treo, click **Add**, browse to and highlight the file, and then click **Open**.
 - To delete a file from the Files sync folder on your computer and from your Treo, highlight the file name and click **Remove**.

Tip

If you receive an error while synchronizing files, make sure that all of the files you're trying to sync are closed on both your computer and on your Treo.

If a Treo My Documents sync folder has been created on your computer, you can also sync by dragging files into the appropriate subfolder under that folder.

Synchronizing Pictures, Videos, and Music: Windows Vista®

Do the following to synchronize pictures, videos, and music files that you capture on or copy to your Treo.

Before You Begin

Make sure Windows Mobile Device Center is installed on your computer (see "Setting Up Windows Mobile Device Center: Windows Vista®" on page 47).

1. Connect your Treo to your computer with the USB sync cable.
2. If Windows Mobile Device Center does not open automatically, on your computer, click **Start > All Programs > Windows Mobile Device Center**.
3. Select **Connect without setting up your device**.
4. Select **Pictures, Music and Video**.
5. Select **X new pictures/video clips are available for import**.
6. (Optional) Add a tag name for the pictures and videos you are importing.
7. Click **Import**.
8. To find all synchronized (imported) pictures and videos on your computer, click **Start > Pictures**, or go to: **C:\Users\<Username>\Pictures**

Note

Each time you import pictures and videos from your Treo, Windows Mobile Device Center creates a subfolder in the Pictures folder based on the current date and any tag you select during the import process.

To synchronize music files that originate on your Treo, and pictures, videos, and music files that originate on your computer, use Windows Media Player (see “Synchronizing Windows Media® Player Library Files” on page 227).

Working With Your Pictures and Videos

In This Section

- | About Your Camera
 - | Taking Pictures and Videos
 - | Viewing Pictures and Videos
 - | Sending Pictures and Videos
 - | Organizing Pictures and Videos
 - | Using a Picture as the Today Screen Background
 - | Editing Pictures
 - | Customizing Your Pictures & Videos Settings
-

About Your Camera





Your Palm® Treo™ 800w smart device comes with an easy-to-use, built-in, 2.0-megapixel camera with 2x digital zoom. You can use the camera to take and view pictures and videos and send them to your friends and family. To add a personal touch to your Treo, use your pictures as your **Today** screen background and as caller ID images.

Taking Pictures and Videos

Taking a Picture

By default, pictures are stored in the **My Pictures** folder on your Treo. If you want to store your pictures on an expansion card (sold separately), you can change where pictures are stored (see “Customizing Your Pictures & Videos Settings” on page 222). For information on accessing your pictures on your computer, see “Synchronizing Your Media Files” on page 205.

<i>Did you know?</i>	Pictures are captured and stored in 16-bit color, JPG format. Resolution settings range from a low end of 160x120 pixels to a high end of 1600x1200 pixels. You can change the default setting. See “Customizing Your Pictures & Videos Settings” on page 222 for details.
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1. Press **Start**  and select **Pictures & Videos**.
2. Select **Camera** . (If you see a **camcorder**  icon below the preview image, video mode is on. To turn on the still camera, press **Menu**  (right softkey) and select **Still**.)

<i>Tip</i>	You can also access the camera feature by pressing Option + Start.
------------	--

3. Aim your Treo, as you would any camera, to frame the subject in the device's screen. (Your Treo has a self-portrait mirror next to the camera lens on the back of your device. Use the mirror when you're taking a picture or video and you want to be in the picture too.)



4. (Optional) Adjust any of the following:

- **Zoom:** Press **Up** ▲ to zoom in, or **Down** ▼ to zoom out.
- **Brightness:** Press **Right** ► to increase the brightness, so you can take pictures in low-light environments, or press **Left** ◀ to decrease the brightness.
- **Resolution:** Press **Menu** (right softkey) and select **Resolution** to change the image quality.

Tip

You can also adjust the zoom and brightness by pressing Menu and selecting Zoom or Brightness.





5. (Optional) Set a five-second timer: Press **Menu** (right softkey), select **Mode**, and then select **Timer**.
6. Press **Center** (center button) to capture the picture or start the timer.
7. Hold your Treo still until the picture renders, and then press **OK** (OK button) to save the picture, or press **Menu** (right softkey) and select **Delete** to discard the picture.
8. Do either of the following:
 - Press **Center** (center button) to take another picture.
 - Press **Thumbnails** (left softkey) to return to **Thumbnails** view.

Did you know?

After three minutes of inactivity when you are previewing an image, the camera goes into standby mode. Press any key or tap the screen to return to the image preview.

Taking Pictures in Burst Mode

Burst mode takes five pictures in quick succession, with one button press. Burst mode is particularly useful for taking pictures of situations where there is movement, for example, while photographing children, sports, or animals.

1. Press **Start**  and select **Pictures & Videos**.
2. Press **Camera**  (left softkey).
3. Press **Menu**  (right softkey) and select **Mode > Burst**.
4. Press **Center** .

Recording a Video

By default, you can capture 30-second videos and store them in the **My Pictures** folder on your Treo. If you want to store your videos on an expansion card or capture longer videos (provided you have ample storage space), see “Customizing Your Pictures & Videos Settings” on page 222 to change your video settings. For information on transferring your videos to your computer, see “Synchronizing Your Media Files” on page 205. Videos are captured and stored in 3G2 format. Video resolution settings range from 176 x 144 pixels to 320 x 240 pixels.

Before You Begin

You must have QuickTime Player version 6.5 or later installed on your computer to play videos recorded by your Treo.

1. Press **Start**  and select **Pictures & Videos**.
2. Select **Camera** .

3. Press **Menu** (right softkey) and select **Video**.
4. Aim your Treo, as you would any camera, to frame your subject in the device's screen.
5. (Optional) Adjust the following settings:
 - **Brightness:** Press **Right** (right arrow) to increase the brightness or **Left** (left arrow) to decrease the brightness.
 - **Resolution:** Press **Menu** (right softkey) and select **Quality** to change the video resolution.



6. Press **Center** (center button) to start recording.
7. To stop recording, press **Stop** (left softkey) or **Center** (center button).
8. Press **Thumbnails** (left softkey) to return to **Thumbnails** view.
9. (Optional) To review the video in **Windows Media® Player Mobile**, highlight the video in **Thumbnails** view, and then press **Play** (left softkey) or **Center** (center button). (Press **OK** (right softkey) to return to **Thumbnails** view.)

Tip

If you don't like a video you recorded, delete it. See "Deleting a Picture or Video" on page 221 for details.



Did you know?

If you pause your recording for more than three minutes, the recording is stopped and the video clip is automatically saved.

Viewing a Picture

In addition to viewing the pictures you capture with the built-in camera, you can view pictures that are captured on many popular digital cameras or downloaded from the Internet. Your Treo supports the following picture formats:

- ▼ JPG, JPEG, JPE
- ▼ GIF
- ▼ BMP
- ▼ WBMP
- ▼ PNG

1. Press **Start**  and select **Pictures & Videos**.
2. Select the picture you want to view.
3. Press **OK**  to return to **Thumbnails** view.



Tip

To view pictures that are stored in a different folder, select the list in the upper-left corner, and then select the album you want to view.

Viewing a Video

In addition to viewing the videos you capture with the built-in camera, you can view videos captured on many popular digital cameras or streamed from Web sites. Your Treo supports MPEG-4, H.264, H.263, and Windows Media videos with the following file extensions:

- ▼ MP4 (M4V)
- ▼ 3GPP (3GP)
- ▼ 3GPP2 (3G2)
- ▼ Windows Media (WMV, ASF)

1. Press **Start**  and select **Pictures & Videos**.
2. Select the video you want to view. (For more information on viewing videos, see “Playing Media Files” on page 229.)
3. Press **OK**  to return to **Thumbnails** view.

Tip

To view videos that are stored in a different folder, select the list in the upper-left corner, and then select the album you want to view.

Viewing a Slide Show

You can view your pictures as a slide show on your Treo. Each picture displays for five seconds before changing to the next slide.

1. Press **Start**  and select **Pictures & Videos**.
2. Select the list in the upper-left corner and select the folder containing the pictures you want to view as a slide show.
3. Press **Menu**  (right softkey) and select **Play Slide Show**.
4. Press **Center**  to display the slide show toolbar.
5. Use any of the following icons to control the slide show: **Rotate** , **Play** , **Pause** , **Reverse** , **Forward** , and **Stop** .

Pictures & Videos



Tip

You can also press Right and Left on the 5-way to move forward or backward through the pictures.

Sending Pictures and Videos




You can send a picture or video to other picture-enabled wireless devices or to an email address.

Did you know? You cannot send copyrighted pictures or videos that appear with a Lock icon in Thumbnails view.

1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture or video you want to send.
3. Press **Menu**  (right softkey) and select **Send**.
4. Select the Inbox or Microsoft® Windows Live™ account you want to use to send the picture or video.
5. Address and send the message. (See “Creating and Sending an Email Message” on page 136 for details.)

Organizing Pictures and Videos

You can move or copy pictures and videos to other folders or between your Treo and an expansion card.

1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture or video you want to move or copy.
3. Do one of the following:
 - To move the picture or video, press **Menu**  (right softkey) and select **Edit > Cut**.
 - To copy the picture or video, press **Menu**  (right softkey) and select **Edit > Copy**.

4. Select the list in the upper-left, and select the location where you want to place the picture or video you selected in step 2.
5. Press **Menu** (right softkey) and select **Edit > Paste**.

You can also view a specific folder or expansion card and arrange the pictures and videos by name, date, or size.

1. Press **Start** and select **Pictures & Videos**.
2. Select the list in the upper-left corner, and then select the folder you want to view.
3. Select the list in the upper-right corner, and then select the sort method: **Name**, **Date**, or **Size**.

Tip

When you capture new pictures and videos, they appear as the last items in *Thumbnails* view. To place the new items in the appropriate sort order, refresh the screen by selecting a different sort method or closing and reopening *Pictures & Videos*.

Using a Picture as the Today Screen Background

1. Press **Start** and select **Pictures & Videos**.
2. Highlight the picture you want to use.
3. Press **Menu** (right softkey) and select **Set as Today Background**.
4. Select the **Transparency Level** list and select the appropriate level. (Use a higher percentage for a more transparent picture or a lower percentage for a more opaque picture.)
5. Press **OK** to return to *Thumbnails* view.





Tip

You can also use the *Today Settings* screen to set the *Today* screen background. See "Selecting Your *Today* Screen Background" on page 318 for details.

Adding a Picture to a Contact Entry

1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture you want to use.
3. Press **Menu**  (right softkey) and select **Save to Contact**.
4. Select the contact you want to add the picture to.

Editing Pictures

1. Press **Start**  and select **Pictures & Videos**.
2. Open the picture you want to edit.
3. Press **Menu**  (right softkey) and select **Edit**.
4. Do any of the following:
 - To rotate a picture 90 degrees counterclockwise, press **Rotate**  (left softkey).
 - To crop a picture, press **Menu**  (right softkey), select **Crop**, and then tap and drag the stylus to highlight the area to crop. (Tap inside the cropped area to accept the crop. Tap outside the box to cancel the crop.)
 - To adjust the brightness and contrast levels of a picture, press **Menu**  (right softkey) and select **AutoCorrect**.
 - To keep both your original image and the revised image, press **Menu**  (right softkey) and select **Save As**.
5. Press **OK**  to save your changes.



Tip

To undo an edit, press **Menu** (right softkey) and select **Undo**. To cancel all unsaved edits you made to the picture, select **Revert to Saved**.

Tip

For more extensive edits, sync your picture or video to your computer and edit it in your favorite graphics program. Then sync the picture or video back to your Treo.

Deleting a Picture or Video


1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture or video you want to delete.
3. Press **Menu**  (right softkey) and select **Delete**.
4. Select **Yes** to confirm the deletion.

Renaming a Picture or Video


1. Press **Start**  and select **Pictures & Videos**.
2. Highlight the picture or video you want to rename.
3. Press **Menu**  (right softkey) and select **Tools > Properties**.
4. Enter a new name for the picture or video.
5. Press **OK**  to return to **Thumbnails** view.

Customizing Your Pictures & Videos Settings

You can customize the camera on your Treo as described in the following section.

1. Press **Start**  and select **Pictures & Videos**.
2. Press **Menu**  (right softkey) and select **Tools > Options**.
3. On the **General** tab, set the following options:
 - **Use this picture size:** Set the size of pictures you send via email.
 - **When rotating a picture, rotate 90 degrees:** Set the direction in which pictures rotate.
4. Select the **Slide Show** tab and set the following options:
 - **During slide shows, optimize for viewing:** Set whether pictures are optimized for portrait or landscape format during slide shows.
 - **Play screensaver when connected to my PC and idle for 2 minutes:** Set whether the pictures in your **My Pictures** folder are used as a screensaver on your Treo when your Treo is connected to your computer and the desktop synchronization software is not running.



5. Select the **Camera** tab and set the following options:
 - **Type filename prefix:** Assign a name to a series of pictures to be captured, such as Seattle001, Seattle002, and so on.
 - **Save files to:** Set whether pictures and videos are stored on your Treo or on an expansion card.
 - **Still image compression level:** Set the default size for newly captured pictures.
6. Select the **Video** tab and set the following options:
 - **Include audio when recording video files:** Turn the microphone on and off so that you can record videos with or without sound.
 - **Time limit for videos:** Limit the length of videos you record. (You can also select the *No limit* option.)
7. Press **OK**  to return to the *Thumbnails* view.



Playing Media Files

In This Section

- | Synchronizing Windows Media Player Library Files
 - | Playing Media Files
 - | Working With Libraries
 - | Working With Playlists
 - | Customizing Windows Media Player Mobile
-

Windows Media® Player Mobile can play music, audio, and video files that are stored on your Palm® Treo™ 800w smart device or on an expansion card (sold separately) in any of the following file formats:

- ▼ WMA
- ▼ WMV
- ▼ WAV
- ▼ MP3
- ▼ MP4
- ▼ M4A
- ▼ 3GP
- ▼ 3G2
- ▼ AAC
- ▼ AMR
- ▼ QCP

Because music, audio, and video files are so large, we recommend that you use a microSD or microSDHC expansion card to store the files you want to play on your Treo. You can listen to these music, audio, and video files through the speaker on the back of your Treo or through the included microUSB stereo headset. To use a headset with another type of connector, you must attach an adapter (sold separately).

Before You Begin

Do the following:

- *Make sure you have Windows Media Player 10 or later installed on your computer. See "My Windows Media® Player Library Won't Sync" on page 364.*
- *(Optional) Obtain an expansion card to store your media files.*

Note

On a Windows XP computer, Windows Media Player must be installed on your computer before you install Microsoft ActiveSync desktop software. You can install ActiveSync desktop software from the Getting Started CD for Palm Treo 800w smart device that came with your Treo. Windows Media Player 11 is already installed on Windows Vista* computers.

Synchronizing Windows Media® Player Library Files

Use the **Sync** feature in the desktop version of Windows Media Player to transfer your Windows Media Player library files from your computer to an expansion card or your Treo. Your library can include digital music, audio, video, and playlist files. Using **Sync** ensures that your Windows Media Player library files transfer correctly.

Note

The pictures and videos you create with the camera on your Treo are not part of your Windows Media Player library. See "Synchronizing Your Media Files" on page 205 for information on transferring pictures and videos from the built-in camera to your computer.

During setup, Windows Media Player selects the sync method (automatic or manual) that works best for your Treo:

- ✓ **Automatic:** If you're using an expansion card that is larger than 4GB and your entire library can fit on the card, Windows Media Player automatically syncs your entire library when you connect your Treo to your computer or when you change sync settings. You can also choose which playlists you want to sync automatically.
- ✓ **Manual:** You indicate which files or playlists you want to transfer each time you update the digital media files on your Treo. To remove files from your Treo, you must delete them manually.

After you complete initial setup, you can switch between automatic and manual sync.

Note

The following steps are for Windows Media Player 11. If you're using another version of Windows Media Player, the steps may vary.



1. On your computer, open *Windows Media Player*.
2. (Optional) Insert a 32MB or larger expansion card into your Treo.
3. Connect your Treo to your computer with the USB sync cable.
4. Wait for the *Device Setup* wizard to open on your computer, and then click *Finish*.
5. In Windows Media Player on your computer, click the *Sync* tab and select *Portable media device > Set Up Sync*.
6. Select the playlists and files you want to sync, and then click *Add*.
7. Click *Finish*, and then click *Start Sync*.

Be patient; transferring media files to an expansion card can take several minutes. To find your synchronized files, update the library in Windows Media Player (see “Working With Libraries” on page 231). The files appear in the updated libraries.

Tip


For tips on using the desktop version of Windows Media Player, go to the Help menu in Windows Media Player on your computer.

Playing Media Files

1. Press **Start**  and select **Windows Media**.
2. If you don't see **Library** in the upper-left corner, press **Menu**  (right softkey) and select **Library**.

Tip

To play a file that is not in a library, go to the Library screen, press Menu (right softkey), and select Open File.

3. Select the folder that contains the item you want to play, (such as a video, song, album, or artist name), and if necessary select a subfolder to select a specific item.
4. Press **Play**  (left softkey).

Tip

To repeat the current video or song, press Menu (right softkey) and select Shuffle/Repeat.

5. Use any of the following onscreen and keyboard controls during playback:





or **Center** : Play the current file.





or **Center** : Pause the current file.



or **Left** : Skip to the beginning of the current file or to the previous file. (Press and hold **Left**  to rewind.)



or **Right** : Skip to the next file. (Press and hold **Right**  to fast forward.)



: Set the point from which playback begins. (Tap and drag the slider to change the current position.)





Windows Media


 or **Volume button**: Increase the volume level.

 or **Volume button**: Decrease the volume level.






: Turn the sound on or off.

: Display a video using the full screen.

: Display a Web site where you can find music and videos to play.

: Set your rating of the current file. (Select the stars in the upper-right corner to change the rating.)

6. Press **Menu**  (right softkey) and select any of the following during playback:

-  **Library**: Display the **Library** screen so you can select a different video or song to play.
-  **Play/Pause**: Stop playback temporarily and restarts playback.
-  **Shuffle/Repeat > Shuffle**: Play the **Now Playing** playlist in random order.
-  **Shuffle/Repeat > Repeat**: Play the **Now Playing** playlist repeatedly.
-  **Stop**: End playback.

Did you know?

If you close the Windows Media Player Mobile window, your music continues to play in the background. Your music pauses automatically when you receive a call. To stop the music, slide the Ringer switch to Sound Off, or open Windows Media Player Mobile and press Center on the 5-way.

Tip



To play a file from the Web, press Menu on the Library screen, and then select Open URL. Select URL and enter the Web site address, or select History and select a site you've visited before.

Working With Libraries

A library represents each of the storage locations available to Windows Media Player Mobile, such as your Treo or an optional expansion card (sold separately). Each library contains links to the media files in that location. Windows Media Player Mobile usually creates and updates the library automatically when you add media files for the first time. For example, when you add media files to your Treo, the **My Device** library is created. When you insert an expansion card containing media files, the **Storage Card** library is created. When you update a library, it automatically updates video files (WMV, MP4, M4V, 3G2, and 3GP) and audio files (WMA, MP3, M4A, QCP, WAV, AMR, and AAC).

Tip

If you move files between your Treo and an expansion card, be sure to update your libraries, or you won't be able to see the files in their new location.

1. Press **Start**  and select **Windows Media**.
2. If you're not on the Library screen, press **Menu**  (right softkey) and select **Library** to go to the Library screen.
3. Press **Menu**  (right softkey) and select **Update Library**.
4. Wait for the files to be added, and then select **Done**. (If you don't see a media file that you added, manually update the library.)

Tip

To delete an item from a library: Highlight the item and then press and hold Center on the 5-way to open the shortcut menu. Then select Delete from Library. Select Yes to confirm the deletion.

Windows Media

Working With Playlists

A playlist is a list of media files that play in a specific order. You can use playlists to group audio files together or video files together for convenient playback. For example, in the desktop player, you can create a playlist of upbeat songs for when you exercise and a playlist of soothing songs for a long flight. When you synchronize, your favorite playlists are automatically copied to your Treo. Your playlists appear in your libraries (in the My Playlists category).

A temporary playlist, called *Now Playing*, appears on the *Now Playing* menu. It lists the currently playing file, as well as any files that are queued up to play next. You can add to, modify, or clear the files on the *Now Playing* playlist.

1. Go to the *Now Playing* screen:

- If you are on the *Library* screen, select the *Now Playing* category.
- If you are on the *Playback* screen, press *Now Playing* (left softkey).

2. Do any of the following:

- **Move a file up or down one slot:** Highlight the file and then select *Move Up* (up arrow) or *Move Down* (down arrow).
- **Add a file to the playlist:** Select *Add* (plus icon) to go to your Library list, highlight the file you want to add, press *Menu* (right softkey), and then select *Queue Up*. (To return to your playlist, press *Menu* (right softkey) and select *Now Playing*.)
- **Delete a file from the playlist:** Highlight the file and then select *Remove* (X icon).
- **View more information about a file:** Highlight the file and select *Properties* (info icon).
- **Remove all items from the Now Playing playlist:** Press *Menu* (right softkey) and select *Clear Now Playing*.




- **Keep the playlist so you can play it later:** Press **Menu** (right softkey), select **Save Playlist**, and then enter a name for the playlist.

Did you know? You can also move a file on the NowPlaying playlist by tapping and dragging it to a new position.

Customizing Windows Media Player Mobile

1. If necessary, go to the **Playback** screen by pressing **OK** (right softkey) to close the current screen.
2. Press **Menu** (right softkey) and select **Options**.
3. On the **Playback** tab, set any of the following options:
 - **Show time as:** Set whether the time remaining or time elapsed appears on the **Playback** screen.
 - **Pause playback while using another program:** Set whether playback continues if you switch to another application.
 - **Resume playback after a phone call:** Set whether playback continues after you finish a phone call.
4. Select the **Video** tab and select either of the following options:
 - **Play video in full screen:** Set whether videos automatically play in full-screen format.
 - **Scale to fit window:** Set whether videos are automatically scaled to fit the **Playback** screen.
5. Select the **Network** tab and set the following options:
 - **Protocol:** Set the available protocols. (You must select at least one protocol. You can also set a UDP port.)
 - **Internet Connection Speed:** Set the speed of your network connection and whether you want the device to detect connection speed.



6. Select the **Library** tab and set whether the **Library** screen or the **Playback** screen appears when you open *Windows Media Player Mobile*.
7. Select the **Skins** tab and select **Previous** or **Next** until you display the skin you want as the player's background.
8. Select the **Buttons** tab and do any of the following to change any of the available button settings:
 - **Assign a button:** Highlight the item you want to set, select **Assign**, and then press the button you want to use for that item.
 - **Restore an item's factory setting:** Highlight the item and select **Reset**.
 - **Unassign an item:** Highlight the item and select **None**.
9. Press **OK** .



Did you know? You can preserve battery life by assigning a button to toggle the screen off and on during playback. On the Buttons tab, set the Toggle option, and then press the assigned key (for instance, S) to turn the screen on and off during playback.

Your Wireless Organizer



Using the Organizer Features


In This Section

- | Contacts
 - | Calendar
 - | Tasks
 - | Notes
 - | Calculator
-

Adding a Contact





Tip

If you have many contacts to enter, it's best to enter them in Microsoft® Outlook® on your computer and then sync. See "Connecting to Your Computer" on page 41 for details.




1. Go to your **Today** screen (see "Accessing Your Today Screen" on page 76).
2. Press **Menu**  and select **Contacts**.

Tip

You can also open the Contacts application by pressing and holding Option while you press Calendar.

3. Press **New** .
4. If prompted, indicate whether this is an Outlook contact or a Windows Live contact.
5. Use the **5-way navigator** to move between fields as you enter information.
6. To enter complete name or address (work, home, or other) information, move the cursor to the appropriate field (such as **Work addr** or **Home addr**), press **Center** , and then press **Right**  (or tap the arrow on the right side of the line) and enter the information in the box that appears. (To accept the information and close the box, press **Left**  or tap outside the box.)
7. To add a caller ID picture that appears when that person calls, select **Picture**, select **Camera**, and then take a picture, or select an existing picture from **Thumbnails** view.






8. To assign the entry to one or more categories, select **Categories** and then check the categories under which you want this entry to appear. (To add a new category, press **New** , enter the category name, and then press **OK** .)
9. To assign a ringtone to the entry, select **Ring tone** and select a tone.
10. To add a note to an entry, select the **Notes** tab.
11. After you enter all the information, press **OK** .

Tip

Be sure to enter wireless numbers and email addresses in the correct fields so that Inbox and Messaging can find this information when you address a message, and Calendar can find your contacts when you want to invite them to meetings.

To enter an international phone number, enter a + (plus sign) in front of the country code.

Viewing or Changing Contact Information


1. Go to your **Today** screen.
2. Begin entering one of the following for the contact you want to view or edit:
 - First name.
 - Last name.
 - First initial and last initial separated by a space.
3. Highlight the contact's *name* and press **Center** .
4. Select **Open Contact**.
5. Press **Menu**  and select **Edit**.
6. Make changes to the entry as necessary.
7. Press **OK** .

Did you know? You can find a contact by company name. From your **Today** screen, press Menu (right softkey) and select **Contacts**. Press Menu (right softkey) and select **View By > Company**. Select a company name to see the contacts who work there.

Tip To view a particular group of contacts, press Menu (right softkey), select **Filter**, and then select the category you want to view.



Viewing a Map of a Contact's Address

You can view a map of a contact's address directly from your **Today** screen.




1. Make sure your phone is turned on and that you are inside a coverage area (see "Turning Your Phone On and Off" on page 35).
2. Go to your **Today** screen.
3. Using the keyboard, begin entering one of the following for the contact you want to map:
 - First name.
 - Last name.
 - First initial and last initial separated by a space.
 - First and last name.
4. Highlight the contact's *name* and press **Center** .
5. Select **Find**. (The Maps application opens and displays the contact's location on a map.)

Did you know? If you subscribe to the Sprint Navigation service, you can also get driving directions. Press Menu (right softkey) and select **Directions To/From** or **Drive To**. See "Using Sprint Navigation" on page 185 for additional information.

Deleting a Contact

1. Go to your **Today** screen.
2. Press **Menu**  (right softkey) and select **Contacts**.
3. Highlight the contact you want to delete.
4. Press **Menu**  (right softkey) and select **Delete Contact**.
5. Select **Yes**.

Customizing Contacts

1. Go to your **Today** screen.
2. Press **Menu**  (right softkey) and select **Contacts**.
3. Press **Menu**  (right softkey) and select **Options**.
4. Set any of the following options:
 - **Show alphabetical index:** Display the alphabet at the top of the **Contacts** list. Select a letter range to jump to that part of the alphabet.
 - **Show contact names only:** Hide everything but the contact's name, which enables you to fit more names on the screen when viewing your **Contacts** list.
 - **Area code:** Set the default area code for new contact entries.
5. Press **OK** .




Finding a Contact in an Online Address Book

In addition to having contacts on your Palm® Treo™ 800w smart device, you can also access contact information from your organization's online address book or Global Address List (GAL).

Before You Begin



Do the following:

- Make sure you are accessing Microsoft® Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2.
- Add access to the online address book; see “Adding an Online Address Book” on page 141 for details.
- Synchronize with the Exchange server after you add the online address book; see “Getting Email and Microsoft® Outlook® Information From Your Corporate Microsoft® Exchange Server” on page 125. (Otherwise the Company Directory option does not appear.)

1. Go to your **Today** screen.
2. Press **Menu**  (right softkey) and select **Contacts**.
3. Press **Menu**  (right softkey) and select **Company Directory**.
4. Enter the contact's name (in part or in full), and then press **Find**  (right softkey). (You must spell the contact's name correctly to find it in the online address book.)

Calendar

Displaying Your Calendar

1. Press **Calendar** .
 2. Press **Menu**  (right softkey) and select **View**.
 3. Select one of the following views:
 - **Agenda**: View your daily schedule in list format. (Upcoming appointments are bold; past appointments are dimmed.)
 - **Day**: View your daily schedule in day-planner format.
 - **Week**: View your schedule for an entire week.
 - **Month**: View your schedule for a whole month.
- A morning appointment.

- ▲ An afternoon or evening appointment.
 - Both morning and afternoon or evening appointments.
 - An all-day event.
- **Year:** View the first nine months of the current year. (Press **Down** ▼ to see the next set of months, or press **Up** ▲ to see the previous set.)
4. Use the **5-way** to move to another day, week, month, or year (based on the current view).

Tip

You can also scroll through the various views (Agenda, Day, Week, Month, and Year) by pressing Calendar repeatedly.

Creating an Appointment

Tip

If you have several appointments to enter, it's most efficient to enter them in Microsoft Office Outlook on your computer and then synchronize your Treo with your computer. For more information, see "Connecting to Your Computer" on page 41.

1. Press **Calendar** .
2. Press **Menu**  (right softkey) and select **New Appointment**.
3. Enter a **Subject** (description) and a **Location**.
4. Select **Starts** and select the starting date and time.
5. Select **Ends** and select the ending date and time.
6. Press **OK** .






Staying Organized



Creating an Untimed Event

An untimed event, such as a birthday, anniversary, or vacation, does not occur at a particular time. These events appear as banners at the top of your calendar; they don't occupy blocks of time. For example, in the illustration shown here, "Submit Final Draft" is an untimed event.



1. Press **Calendar** .
2. Press **Menu**  (right softkey) and select **New Appointment**.
3. Enter a subject (description).
4. Select the starting and ending dates.
5. Select **All Day** and then select **Yes**.
6. Press **OK** .

Scheduling a Repeating Appointment

1. Create an appointment or untimed event, and then select it.
2. Press **Menu**  (right softkey) and select **Edit**.
3. Select **Occurs** and then select a repeat pattern. (To create a repeat pattern, select **Edit pattern** and follow the onscreen instructions.)
4. Press **OK** .

Adding an Alarm Reminder to an Event

1. Create an event, and then select it.
2. Press **Menu** (right softkey) and select **Edit**.
3. Select **Reminder** and then select **Remind Me**.
4. Enter the number of minutes, hours, days, or weeks before the event that you want to receive the alarm.
5. Press **OK** (OK).



- 1 Type of Time Units
- 2 Number of Time Units

Tip



You can also add an alarm when you create the event.

Sending a Meeting Request

You can email meeting invitations to contacts who use the desktop version of Microsoft Outlook or Microsoft® Outlook® Mobile.

Before You Begin

Create contact entries with email addresses for the people you want to invite to a meeting (see “Adding a Contact” on page 238). You can’t invite someone to a meeting unless you have an email address for them in the Contacts application.

1. Create an event, and then select it.
2. Press **Menu**  (right softkey) and select **Edit**.
3. Select **Attendees** and then select **Add Required Attendee**.
4. Select the contact you want to invite.
5. To invite more attendees, select **Add Required Attendee** and select the names.
6. To invite optional attendees, select **Add Optional Attendee** and select the names.
7. Press **OK** .



The next time synchronization occurs, the meeting request is sent to the attendees. When attendees accept your meeting request, the meeting is automatically added to their schedules. As you receive each response, your calendar is updated as well.

Did you know?

If you are using Microsoft Exchange 2003 Server with Service Pack 2, you can use your corporate Global Address List to find contact information for an attendee. Select **Attendees** and select **Add Required Attendee** or **Add Optional Attendee**. Press **Menu** (right softkey), and select **Company Directory**. Enter the name of the attendee and select **Find**.

Marking an Event as Sensitive

If other people have access to your Microsoft Office Outlook calendar on your computer and you don't want them to see an appointment, you can mark that appointment as private to hide it from other Microsoft Office Outlook users.

1. Create an event and then open it.
2. Press **Menu**  (right softkey) and select **Edit**.
3. Select **Sensitivity** and then select one of the following:
 - **Normal**: The event displays without any notation.
 - **Personal**: If the event is a meeting, recipients see "Please treat this as Personal" near the top of an open appointment.
 - **Private**: If the event is a meeting, recipients see "Please treat this as Private" near the top of an open appointment. (If you sync with an Exchange server, other users who can access your folders can't see your private events; private events appear as *unavailable* time slots.)
 - **Confidential**: If the event is a meeting, recipients see "Please treat this as Confidential" near the top of an open appointment.
4. Press **OK** .

Tip

If you don't see an option on the screen, press Down on the 5-way to scroll to other options. For example, when editing an event, you don't see the Sensitivity option until you scroll toward the bottom of the entry.

To remove sensitivity status from an item, select Normal from the Sensitivity list.

Organizing Your Schedule

Use categories to view various types of events.

1. Create an event and then select it.
2. Press **Menu** (right softkey) and select **Edit**.
3. Select **Categories** and then check the categories that apply to this event. (To add a new category, press **New** (left softkey), enter the category name, and then press **OK** (right softkey).)
4. Press **OK** (right softkey) two more times.
5. After you assign events to categories, press **Menu** (right softkey) and select **Filter**.
6. Select the type of events you want to view.



Deleting an Event

1. Highlight the event you want to delete.
2. Press **Menu** (right softkey) and select **Delete Appointment**.
3. Select **Yes**.

Customizing Calendar

1. Press **Menu** (right softkey) and select **Tools > Options**.
2. On the **General** tab, set any of the following options:
 - **Start in:** Set which view appears when you open the Calendar application.
 - **1st day of week:** Set Sunday or Monday as the first day of the week for all **Calendar** views.
 - **Week view:** Set whether five, six, or seven days appear in **Week** view.



- **Show half hour slots:** Set whether time slots appear in one-hour or half-hour increments in **Day** view and **Week** view.
 - **Show week numbers:** Set whether week numbers (1–52) appear in **Week** view.
3. Select the **Appointments** tab and set any of the following options:
- **Set reminders for new items:** Set whether a reminder is automatically added to new events and how long before the event the reminder appears. (You can override this setting for individual events.)
 - **Show icons:** Set which icons appear next to events.



- The event has a reminder.
- The event repeats in a specified pattern.
- The event has a note attached.
- The event has an assigned location.
- The event is a meeting.
- The event is marked private.

Tip

Not all icons appear in all Calendar views.




- **Send meeting requests via:** Set the method used to send meeting requests.
4. Press **OK** .

Tasks

You can use **Tasks** to help you remember tasks you need to complete and to keep a record of completed tasks.

Did you know? If you want to use Tasks Over the Air (OTA) synchronization, install the software from your Getting Started CD for Palm Treo 800w smart device. OTA features also require Microsoft Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2. The option to synchronize tasks wirelessly in the ActiveSync application appears only if you have the appropriate server.

Adding a Task

1. Press **Start**  and select **Programs**.
2. Select **Tasks** .
3. Press **Menu**  (right softkey) and select **New Task**.
4. Enter a description of the task in the **Subject** field.
5. Set any of the following:
 - **Priority:** Set the priority level for this task. (Later you can arrange your tasks based on the importance of each task.)
 - **Status:** Set whether the task is now completed.
 - **Starts:** Set when the task begins.
 - **Due:** Set the due date for the task.
 - **Occurs:** Set whether the task repeats at regular intervals and how often it repeats.
 - **Reminder:** Set an alarm for this task and indicate when you want to be reminded.



- **Categories:** Assign the task to one or more categories.
 - **Sensitivity:** Mark this task as *Normal*, *Personal*, *Private*, or *Confidential*.
6. (Optional) Select the **Notes** tab and enter additional text for the task.
 7. Press **OK** [OK].

Tip You can also add a task by selecting the Tasks entry bar at the top of the screen.

Checking Off a Task

1. From the **Tasks** list, highlight the task you want to check off. (Overdue tasks appear in red.)
2. Press **Complete** [Complete] (left softkey).




Tip You can also mark a task as completed by tapping the check box next to the task on the Tasks list. If you need to mark a completed task as incomplete, highlight it and press **Activate** (left softkey).

Organizing Your Tasks



1. In the **Tasks** list, press **Menu** [Menu] (right softkey) and select **Filter**.
2. Select which tasks you want to view: *All Tasks*, *Recently Viewed*, *No Categories*, *Active Tasks*, *Completed Tasks*, or a specific category, such as *Business* or *Personal*.
3. Press **Menu** [Menu] (right softkey) and select **Sort By**.
4. Select the sort method: *Status*, *Priority*, *Subject*, *Start Date*, or *Due Date*.

Staying Organized

Deleting a Task

1. Highlight the task you want to delete.
2. Press **Menu**  (right softkey) and select **Delete Task**.
3. Select **Yes**.

Customizing Tasks

1. Go to the **Tasks** list.
2. Press **Menu**  (right softkey) and select **Options**.
3. Set any of the following options:
 - **Set reminders for new items:** Automatically add a reminder to new tasks. (The default reminder is set to 8:00 on the morning the task is due. You can override this setting for individual tasks.)
 - **Show start and due dates:** Display the task start and due dates in the **Tasks** list.
 - **Show Tasks entry bar:** Display the **Tasks** entry bar at the top of the **Tasks** list.
4. Press **OK** .






Notes

Notes are a great way to capture thoughts, questions, and meeting notes on your Treo.

Before You Begin

To take advantage of all the sync features available in the Notes application, make sure the desktop synchronization software is installed on your computer. See "Setting Up Your Computer for Synchronization" on page 46 for details.

Creating a Note

1. Press **Start**  and select **Programs**.
2. Select **Notes** .
3. Press **New**  (left softkey).
4. Do one of the following:
 - Type the text with the keyboard.
 - Write the text with the stylus.
 - Enter the text by tapping the onscreen keyboard.
 - Press **Menu**  (right softkey), select **Draw**, and then draw a sketch with the stylus, crossing at least three ruled lines.
5. Press **OK** .




Did you know? You can add several voice notes within a single note.

Recording a Voice Note





You can create a new voice note or add a recording to an existing note.

1. Press **Start**  and select **Programs**.
2. Select **Notes** .

Tip You can also press and hold the Side button to open the Notes application.

3. Do either of the following:
 - To add a recording to a note, open the note to which you want to add the recording.
 - To create a new voice note, press **New**  (left softkey).

Staying Organized


4. If the recording toolbar is not visible at the bottom of the screen, press **Menu** (right softkey) and select **View Recording Toolbar**.
5. Select  to begin recording.
6. Speak into the microphone on your Treo or hold it close to another sound source.
7. After you finish recording, select  to stop recording. (A **Recording**  icon appears in the note or in the **Notes** list, depending on where you recorded the note.)
8. Press **OK** .



Tip

To play a recording, select the voice note in the Notes list or open the note containing the recording and select the Recording icon.

Creating a Note From a Template


1. Go to the **Notes** list.
2. Tap the list in the upper-left corner, and select **More Folders > Templates**.
3. Open the template you want to use.
4. Enter the information.
5. Press **OK** .
6. Rename the note and move it to the appropriate folder. (See “Organizing Your Notes” on page 255 for details.)

Tip

To create a new template, highlight the note you want to save as a template. Press Menu (right softkey) and select Rename/Move. Select Name and then enter a name for the template. Select the Folder list and select Templates. Press OK.


Organizing Your Notes

You can rename your notes, move notes to another folder, and move notes between your Treo and an expansion (storage) card.


1. Go to the **Notes** list and highlight a note you want to move.
2. Press **Menu**  and select **Rename/Move**.
3. Select **Name** and then enter a new name for the note.
4. Select **Folder** and then select the folder in which you want to store the note.

Tip


To create a new folder, go to the Notes list, select the list in the upper-left corner, and then select Add/Delete. Select New, enter a name for the folder, and then press OK.


5. Select **Location** and then select **Main memory** or **Storage Card**.
6. Press **OK** .
7. Select the list in the upper-left corner, and then select the folder you want to view.
8. Select the list in the upper-right corner, and then select whether you want to sort your notes by **Name**, **Date**, **Size**, or **Type**.

Deleting a Note

1. Go to the **Notes** list and highlight the note you want to delete.
2. Press **Menu**  and select **Delete**.
3. Select **Yes**.

Customizing Notes

1. Go to the **Notes** list.
2. Press **Menu**  and select **Options**.

3. Set any of the following options:
 - **Default mode:** Set the default entry mode to *Writing* or *Typing*.
 - **Default template:** Set the default template for new notes.
 - **Save to:** Set the default location where new notes are stored.
 - **Record button action:** Set whether the *Side* button opens the *Notes* application or stays in the current application.
4. Press **OK** .

Note

To use the Record button action feature, the Side button must be assigned to open Notes. If you assigned the Side button to open another application, you can reassign it to the Notes application (see “Reassigning Buttons” on page 324).

Calculator

You can use **Calculator** for basic arithmetic calculations, such as addition, subtraction, multiplication, and division.

You can tap the screen or use the keyboard to input numbers.

Performing Calculations

1. Press **Start**  and select *Programs*.
2. Select **Calculator** .

3. Enter numbers and perform calculations, including the following:

- ✚ Clear the last digit.
- ⊗ Clear the current calculation or the displayed number.
- 1/x Calculate the reciprocal of a number.
- % Calculate a percentage.
- √ Calculate the square root of a number.
- +/- Switch a number between negative and positive.



Tip

To copy a number, press Edit and select Copy. You can paste the copied number into another application. To paste a copied number into another application, press Edit and select Paste.

Using the Calculator Memory

- ▶ To store a number, select the box to the left of the entry box. (An M appears in the box.)
- ▶ To add the displayed number to the number stored in memory, select (M+).
- ▶ To display the number stored in memory, select (MR).
- ▶ To clear the memory, select (MC).
- ▶ When you store a number in memory, it replaces the number that was previously stored.

Tip

For more advanced calculations, use Excel® Mobile. See "Excel® Mobile" on page 272 for details.

Increasing Your Productivity

In This Section

- | Synchronizing Microsoft Office and Other Files
 - | Word Mobile
 - | PowerPoint Mobile
 - | Excel Mobile
 - | OneNote Mobile
 - | PDF Viewer
-

Synchronizing Microsoft® Office and Other Files

You can create and edit Microsoft® Office files on your computer or on your Palm® Treo™ 800w smart device and then synchronize the files so that changes you make show up on both your computer and your Treo. You can use the same method to synchronize files from other applications that do not appear in the sync list, such as Microsoft® Outlook® Notes. (To learn about synchronizing pictures, videos, and music, see “Synchronizing Your Media Files” on page 205.) How synchronization happens, however, depends on whether you use Windows XP or Windows Vista®.

Synchronizing Files: Windows XP

Before You Begin

Install Microsoft® ActiveSync® desktop software from the Getting Started CD for Palm Treo 800w smart device (see “Installing ActiveSync® Desktop Software: Windows XP” on page 46).

1. Connect your Treo to your computer with the USB sync cable.

Note

Most ActiveSync desktop software options are available only when your Treo is connected to your computer.

2. On your computer, double-click the **ActiveSync**  icon in the taskbar in the lower-right corner of your computer screen to open the ActiveSync desktop software window. (If you don't see the ActiveSync icon in the taskbar, click **Start > All Programs > Microsoft ActiveSync** to open the ActiveSync window.)



3. Under **Information Type**, double-click **Files** to view a list of the files in the Files sync folder. (If you don't see the Files option, open the **Tools** menu, select **Options**, and make sure the **Files** box is checked.)
4. Do any of the following:
 - To copy a file from your computer to your Treo, click **Add**, browse to and highlight the file, and then click **Open**.
 - To delete a file from the Files sync folder on your computer and from your Treo, highlight the file name and click **Remove**. (Can't find the Files sync folder? See "Where Are the Changes I Made to My File?" on page 262.)
 - To copy a file from your device to your computer, place the file in the My Device > My Documents folder on your device, and then sync.

Note

If you receive an error message while synchronizing files, make sure that all the files you're trying to sync are closed on both your computer and your Treo.

Synchronizing Files: Windows Vista®

1. Do any of the following:
 - To copy a file from your computer to your device, copy or save the file in the **Documents\Documents on <device name's> Device** folder on your computer.
 - To copy a file from your device to your computer, copy or save the file in the **My Device > My Documents** folder on your device.
2. Connect your Treo to your computer with the USB sync cable. (Synchronization takes place automatically.)

Did you know? The Documents on <device name> Device folder is created when you select the option to sync files.

Where Are the Changes I Made to My File?

Don't look for the changed file in its original location on your computer. Only the synchronized version of the file contains the changes. To find the synchronized file, do one of the following:

Windows XP: Do either of the following:

- ✓ On your computer desktop, double-click the **<device name> My Documents** icon. This is a shortcut to the Files sync folder.
- ✓ In ActiveSync desktop software, double-click **Files**. The location of the Files sync folder appears in the **File Synchronization Settings** dialog box (under "On this computer, synchronize the files in this folder").

Windows Vista: Open the **Documents\Documents on <device name's> Device** folder.

On Your Treo: Press **Start**  and select **File Explorer**. Select the list in the upper-left corner and select **My Device > My Documents**.

You can create and edit documents and templates and save them on your Treo. You can also edit Microsoft® Office Word® documents and templates that you create on your computer. However, keep in mind that some of the information and formatting may be lost when you save the document on your Treo.

The following features are not supported in Word Mobile:

- ✓ Backgrounds.
- ✓ Picture bullets (regular bullets are supported).
- ✓ Revision marks (documents appear as though all revisions were accepted; if the document is saved, revision marks are lost).
- ✓ Smart tags.
- ✓ Table styles (some or all of the formatting is lost if the document is saved).
- ✓ Password-protected files (remove password protection on your computer before opening the file on your Treo).
- ✓ Digital signatures.

The following features are partially supported in Word Mobile:

- ✓ Bidirectional text.
- ✓ File conversions. (Files with Office 2003 extensions [DOC, DOT, and so on] cannot be saved with Microsoft Office 2007 extensions [DOCX, DOTX, and so on], and vice versa. However, you can save these file types as RTF and TXT files.)
- ✓ Legacy Pocket Word files (you can open PSW files, but if you edit a file, you need to save it in DOC, RTF, TXT, or DOT format).
- ✓ Metafiles.
- ✓ Artistic page borders are converted to lined borders.
- ✓ IRM protection.
- ✓ Rights-managed and password-protected file conversions.

- ✓ Fonts and font sizes (original fonts are listed on your Treo but are mapped to the closest font available).
- ✓ Lists (indented lists are mapped to the closest indentation level supported by Word Mobile).
- ✓ Underline styles (unsupported styles are mapped to one of the four supported styles: regular, dotted, wavy, or thick/bold/wide).

The following features are not supported on your Treo, but they remain in the file so that when you open the file on your computer, they appear as expected:

- ✓ Charts.
- ✓ Comments.
- ✓ Footnotes, endnotes, headers, footers.
- ✓ Page breaks (although undisplayed, all page breaks, except a break placed at the end of a document, are retained in the document).
- ✓ SmartArt, shapes, and text boxes.





Tip

To copy a file from your computer to your Treo, open My Computer or Windows Explorer on your computer, copy the file into the Mobile Device folder. You can also use the Files sync folder to copy files from your computer to your Treo as described in "Synchronizing Microsoft® Office and Other Files" on page 260.

Did you know?

By default, files you create and edit in Word Mobile are saved in DOCX, RTF, TXT, or DOTX format. However, you can change the settings to save files in DOC, RTF, TXT, or DOT format.

Creating a Document

1. Press **Start**  and select **Office Mobile**.
2. Select **Word Mobile** .
3. If an empty document appears onscreen, go to step 4; if the document list appears onscreen, press **New**  (left softkey).
4. Enter the text of the document.
5. Press **OK**  to save the file.


Did you know?

When you save a new document, it is automatically named after the first several words in the file.

Opening an Existing Document

1. Press **Start**  and select **Office Mobile**.
2. Select **Word Mobile** .
3. In the **document** list, select the document you want to open.



Creating a Document From a Template

1. Go to the **document** list.
2. Tap the list in the upper-left corner, and select **More Folders > Templates**.
3. Open the template you want to use, and enter the information.
4. Press **Menu**  (right softkey) and select **File > Save As**.
5. Select **Name** and enter a new name for the file.
6. Select the **Folder** list, and then select the folder where you want to save the file.
7. Select the **Type** list, and then select the format in which you want to save the file.
8. Select the **Location** list, and then select **Main Memory** or **Storage Card**.
9. Select **Save**.



Tip

To create a new template from a document, open the document you want to save as a template. Press **Menu** (right softkey) and select **File > Save As**. Select **Name** and then enter a name for the template. Select the **Folder list** and select **Templates**. Select the **Type list**, and then select **Word Template**. Press **OK**.


Finding or Replacing Text in a Document

1. Open the document containing the text you want to find.
2. Press **Menu**  (right softkey) and select **Edit > Find/Replace**.
3. Select **Find what** and enter the text you want to find.
4. (Optional) Check the **Match case** box to find text that matches the capitalization in the text you entered in step 3.
5. (Optional) Check the **Match whole words only** box to find only full words that match the text you entered in step 3.
6. Select **Find** to locate the first instance of the text you entered in step 3, or select **Replace** and enter the replacement text.
7. Select **Next** to find the next instance of the text, or select **Replace** to replace it. (To replace all instances of the text, select **Replace All**.)
8. When you see a message indicating that the search is done, press **OK** .



Moving or Copying Text

1. Open the document containing the text you want to move or copy.
2. Highlight the text you want to move or copy.
3. Press **Menu**  (right softkey) and select **Copy** to copy the text, or select **Cut** to move the text.
4. Open the document where you want to insert the text, and position the insertion point where you want the text to appear.
5. Press **Menu**  (right softkey) and select **Paste**.


Saving a Copy of a Document


1. Open the document you want to copy.
2. Press **Menu**  (right softkey) and select **File > Save As**.
3. Select **Name** and enter a new name for the file.
4. Select the **Folder** list, and then select the folder where you want to save the file.
5. Select the **Type** list, and then select the format in which you want to save the file.
6. Select the **Location** list, and then select whether you want to store the file on your Treo or on an expansion card.
7. Select **Save**.

Formatting Text

1. Open the document and highlight the text you want to format.
2. Press **Menu**  (right softkey) and select **Format > Font**.
3. Select any of the following formatting options: **Font**, **Font color**, **Size**, **Bold**, **Italic**, **Underline**, **Highlight**, or **Strikethrough**.
4. Press **OK**  to return to the document.

Formatting Paragraphs and Lists


1. Open the document you want to format.
2. Position the insertion point in the paragraph you want to format.
3. Press **Menu**  (right softkey) and select **Format > Paragraph**.

4. Set any of the following options:
 - **Alignment:** Align the text with the left, right, or center of the paragraph.
 - **List:** Create a bulleted or numbered list.
 - **Indentation:** Change the paragraph margins.
 - **Left:** Set the left margin for the entire paragraph.
 - **Right:** Set the right margin for the entire paragraph.
 - **Special:** Indent the first line or set a hanging indent.
 - **By:** Set the size of the Special indentation.
5. Press **OK**  to return to the document.

Tip

You can also use the Formatting toolbar to create a list and to align text. To indent text in lists, you must use the Formatting toolbar.

Checking Spelling in a Document


1. Open the document you want to check.
2. Press **Menu**  (right softkey) and select **Tools > Spelling**.
3. If an unknown or misspelled word is encountered, do one of the following:
 - Select the correct word in the list if the word is spelled incorrectly.
 - Select **Ignore** if the word is spelled correctly.
 - Select **Add** to add a new word to the spelling dictionary.

Tip

To check the spelling of specific text, highlight it before you select the Spelling command.


Organizing Your Documents

You can rename your documents, move your documents to another folder, and move your documents between your Treo and an expansion (storage) card.

1. Go to the documents list.
2. Highlight a file.
3. Press **Menu**  (right softkey) and select **Rename/Move**.
4. Select **Name** and then enter a new name for the document.
5. Select the **Folder** list, and then select the folder you want to move the document to.

Tip


To create a new folder, go to the documents list, select the list in the upper-left corner, and then select Add/Delete. Select New, enter a name for the folder, and then press OK.

6. Select the **Location** list, and then select **Main memory** or **Storage card**.
7. Press **OK** .
8. Select the list in the upper-left corner, and then select the folder you want to view.
9. Select the list in the upper-right corner, and then select the sort method.



Tip

When you go to a folder, you can easily search your documents by sorting by type.

Deleting a Document

1. Go to the documents list.
2. Highlight the document you want to delete.
3. Press **Menu**  (right softkey) and select **Delete**.
4. Select **Yes**.

Customizing Word Mobile













1. Go to the document list.
2. Press **Menu**  (right softkey) and select **Options**.
3. Set any of the following options:
 - **Default template:** Set the default template for new documents.
 - **Save to:** Set the default location where new documents are stored.
 - **Display in list view:** Set the types of files that appear in the documents list.
4. Press **OK** .

PowerPoint® Mobile


With Microsoft® PowerPoint® Mobile, you can open and view slide show presentations created on your computer. Many presentation elements such as slide transitions, animations, and URL links are also supported. Microsoft® PowerPoint® features that are not supported on your Treo include the following:


- Custom animations and transitions.
- SmartArt layouts are replaced with supported layouts.
- Text boxes, images, and shapes that use the Reflection, Glow, Bevel, 3D Rotation, and Transform effects.
- WordArt styles and text effects.
- Fonts and font sizes not supported by your Treo.
- Audio/video content (embedded WAV files are supported).
- Protection settings.
- Rearrangement or editing of slides.
- Files created in PPT format earlier than Microsoft PowerPoint 97.

Playing a Presentation

1. Press **Start**  and select **Office Mobile**.
2. Select **PowerPoint Mobile** .
3. In the presentation list, highlight the presentation you want to play.
4. Press **Center**  and do any of the following:
 - Press **Right**  to advance to the next slide, or **Left**  to view the previous slide.
 - Press **Menu**  (right softkey), select **Go to Slide**, and then select the slide you want to view.
 - Press **Menu**  (right softkey), and select **Next** or **Previous** to play animations.
 - Press **Menu**  (right softkey), select **Zoom In**, and then select  to zoom in or  to zoom out. (To scroll within the current slide, tap and drag the slide. To return to the slide show, select .)
 - Press **Menu**  (right softkey), and select **End Show**.

Setting Presentation Playback Options

1. Open the presentation for which you want to change the settings.
2. Press **Center**  and select **Show Options**.
3. On the **Orientation** tab, select the orientation you want. (To select the orientation that best fits the screen on your Treo, select **Default**.)
4. Select the **Playback** tab, and check the **Override playback options for all files** box.

5. Set any of the following options:
 - **Show without animation:** Turn off builds and other animations.
 - **Show without slide transition:** Turn off transition effects between slides.
 - **Use timings, if present:** Enable the timings recorded with each slide in a presentation.
 - **Loop continuously:** Advance to the first slide after playing the last slide in a presentation.
 - **Show without media:** Turn off sound and other media effects.
6. Press **OK** .

Tip

To turn the presentation into a continuously looping slide show, check both the Use timings, if present, and the Loop continuously boxes.

Excel® Mobile

With Microsoft® Excel® Mobile you can create and edit workbooks and templates on your Treo. You can also edit workbooks and templates that you create on your computer. However, keep in mind that you may lose some of the information and formatting when you save the workbook on your Treo.

Tip

To copy a file from your computer to your Treo, open My Computer or Windows Explorer on your computer, copy the file into the Mobile Device folder, and then sync.

Note the following formatting considerations:

- **Alignment:** Vertical text appears horizontal.
- **Artistic borders:** Appear as a single line.
- **Cell patterns:** Patterns applied to cells are removed.

- ▼ **Fonts and font sizes:** The original font is listed on your Treo and is mapped to the closest font available. Original fonts reappear on your computer.
- ▼ **Number formats:** Microsoft® Excel® 97 conditional formatting is displayed in number format.
- ▼ **Formulas and functions:** Unsupported functions are removed, and only the returned value of the function appears. Formulas containing the following are also converted to values:
 - More than 512 bytes
 - An array or array argument, for example, =SUM({1;2;3;4}).
 - External link references or an intersection range reference.
 - References past row 16384 are replaced with #REF!.

Tip

For simple calculations, use the Calculator (see "Calculator" on page 256).






- ▼ **Protection settings:** Most protection features are disabled but are not removed. You must remove the password protection in Microsoft® Office Excel® on your computer before editing the file on your Treo. Rights-managed and password-protected files must be saved only in their original file format.
- ▼ **Zoom settings:** Worksheet-specific zoom settings are not retained. The zoom setting applies to the entire workbook.
- ▼ **Worksheet names:** Names that refer to other workbooks, arrays, array formulas, or intersection ranges are removed from the name list, causing those formulas to be resolved as "#NAME?". All hidden names are not hidden.
- ▼ **AutoFilter Settings:** **AutoFilters** that cause rows to be hidden are supported. Use the **Unhide** command to display hidden rows. Other **AutoFilters** are removed, but you can use the **AutoFilter** command in Excel Mobile to perform similar functions.
- ▼ **Chart Formatting:** All charts are saved as they appear in Excel Mobile. Unsupported chart types are changed to one of these supported types: Column, Bar, Line, Pie, Scatter, and Area. Background colors, grid lines, data labels, trend lines, shadows, 3D effects, secondary axes, and logarithmic scales are turned off.
- ▼ **Hidden sheets:** Hidden worksheets are displayed.

- **Excel 2007 Binary workbooks.** You cannot open XLSB workbooks.
- **Legacy files.** PXL and PXT files can be opened, but must be saved in XLS or XLT format.
- **File conversions.** You cannot save a file with an XLS or XLT extension as an XLSX or XLTX file, respectively, and vice versa.

The following features are not supported in Excel Mobile and are removed or modified when you open a workbook on your Treo:

- Dialog sheets and macro sheets.
- VBA modules.
- Text boxes.
- Drawing objects and pictures.
- Lists.
- Conditional formats and controls.
- Pivot table data (is converted to values).

Creating a Workbook

1. Press **Start**  and select **Office Mobile**.
2. Select **Excel Mobile** .
3. If an empty workbook appears onscreen, go to step 4; if the workbook list appears onscreen, press **New**  (left softkey).
4. Highlight a cell where you want to enter text or other information.
5. Enter the information in the cell, and then press **Return** .
6. Repeat steps 4 and 5 to enter the remaining information.
7. Press **OK**  to save the file.

Tip

When you save a new workbook, it is automatically named *BookX* (where *X* is the next number in a sequence) and then placed in the workbook list.

To insert a symbol, place the insertion point where you want the symbol. Press **Menu** (right softkey) and select **Insert > Symbol**. Highlight the symbol you want to insert, and then select **Insert**.




Creating a Workbook From a Template

1. Go to the workbook list.
2. Select the list in the upper-left corner, select **More Folders > Templates**.
3. Open the template you want to use, and enter the information you want to include in the template.
4. Press **Menu** (right softkey) and select **File > Save As**.
5. Select **Name** and enter a new name for the workbook.
6. Select the **Folder** list, and then select the folder where you want to save the workbook.
7. Select the **Type** list, and select **Excel 2007 Workbook**.
8. Select **Save**.

Tip

To create a new template from a workbook, open the workbook you want to save as a template. Press **Menu** (right softkey) and select **File>Save As**. Select **Name** and then enter a name for the template. Select the **Folders list** and select **Templates**. Select **Type** and select **Excel 2007 Template**. Press **OK**.

Viewing a Workbook

1. Press **Start**  and select **Office Mobile**.
2. Select **Excel Mobile** .
3. In the workbook list, select the workbook you want to view.
4. Press **View**  (left softkey) and then select any of the following:
 - **Full Screen:** View as much data as possible on the screen. To return to the normal view, select **Restore** in the upper-right corner.
 - **Zoom:** Set the magnification level so that you can easily read the worksheet.
 - **Sheet:** Switch to a different worksheet.
 - **Split:** Divide the window into two scrollable areas. To move the split bar, tap and drag it. To remove the split bar, select **View > Remove Split**.
 - **Freeze Panes:** Lock rows or columns so that they remain visible while you scroll. Highlight the cell at the juncture you want to lock before you select this command. To unlock the rows or columns, select **View > Unfreeze Panes**.
 - **Toolbar:** Set whether the toolbar appears onscreen.
 - **Status Bar:** Set whether the status bar appears onscreen.
 - **Show:** Set whether headings and scroll bars appear onscreen.




Tip

To jump to a cell or region, press **Menu** (right softkey) and select **Edit > Go To**. Select Cell reference or name and enter the target cell information or select Current region. Select **OK**.


Did you know?

You can switch worksheets by selecting the sheet list at the bottom of the screen.


Calculating a Sum

1. Press **View**  and select **Toolbar**.
2. Highlight the cell where you want to insert the sum.
3. Select **Sum** .
4. Tap and drag the stylus across the cells you want to add.
5. Press **Return** .

Entering a Formula

1. Highlight the cell where you want to enter the formula.
2. Enter an equal (=) sign followed by any values, cell references, name references, operators, and functions. Example: =(B4/25)+100=Revenue-Expenses
3. Press **Return** .

Inserting a Function

1. Highlight the cell where you want to insert the function.
2. Press **Menu**  and select **Insert > Function**.
3. Select the **Category** list, and then select the type of function you want to insert.
4. Select the **Function** list, and then select the specific function you want to insert.
5. Select **OK**.



Did you know? To enter symbols that are not on the keyboard, such as the = sign, press **Alt** and select the symbol from the list.

Entering a Sequence Automatically

1. Highlight both the cells containing the information you want to automate and the adjacent destination cells.
2. Press **Menu** (right softkey) and select **Edit > Fill**.
3. Select the **Direction** list, and then select the direction you want to populate.
4. Select the **Fill type** list, and then select **Series**.
5. Select the **Series type** list, and then select the type of series you want. If you select **Date** or **Number**, enter a **Step value** increment.
6. Select **OK**.



Tip

Select Autofill as the series type to quickly fill cells with repetitive data such as numbers or repeated text. Autofill takes the content of the first cell in the highlighted row or column and copies it down or across the rest of the selection.

Adding Cells, Rows, and Columns

1. Open the workbook you want to add to.
2. Highlight the area where you want to insert elements.
3. Press **Menu** (right softkey) and select **Insert > Cells**.
4. Select how you want to insert the elements:
 - **Shift cells right:** Insert a new cell. The highlighted cell and all cells on the right move one column to the right.
 - **Shift cells down:** Insert a new cell. The highlighted cell and all cells below it move down.
 - **Entire row:** Insert a new row. The entire row in which the highlighted cell is located and all rows below it move down.

- n **Entire column:** Insert a new column. The entire column in which the highlighted cells are located and all columns to the right move one column to the right.

5. Select **OK**.

Tip



To add a new worksheet, press **Menu** (right softkey) and select **Format > Modify Sheets**. Select **Insert**, enter a name for the worksheet, and then press **OK**. To change the order of the worksheets, highlight a worksheet you want to move, and then select **Move Up** or **Move Down**. Press **OK**.

Formatting Cells


1. Open the workbook you want to format.
2. Highlight the cells you want to format.

Tip

To name the highlighted cell or range of cells, press **Menu** (right softkey) and select **Insert > Define Name**. Enter the name and select **Add**. Press **OK**.



3. Press **Menu**  (right softkey) and select **Format > Cells**.
4. Select any of the following:
 - n **Size:** Set the row height and column width.
 - n **Number:** Set the format for the numbers in the cells.
 - n **Align:** Set whether text wraps within the highlighted cells, and set the horizontal and vertical alignment position.
 - n **Font:** Set the typeface, color, size, and style attributes.
 - n **Borders:** Turn borders on and off for various cell edges, and set the border and background colors.
5. Press **OK** .

Formatting Rows and Columns


1. Open the workbook you want to format.
2. Highlight the rows or columns you want to format.
3. Press **Menu**  (right softkey) and then select **Format > Row** or **Format > Column**.
4. Select any of the following:
 - **AutoFit**: Adjust the size of the highlighted rows or columns to their contents.
 - **Hide**: Hide the highlighted rows or columns.
 - **Unhide**: Display hidden rows or columns in the highlighted area.

Did you know? You can adjust the column or row size by tapping and dragging the right edge of the column header or the bottom edge of the row header. To automatically fit rows and columns to their contents, double-tap the lower edge of the row heading or the right edge of the column heading.

Renaming a Worksheet


1. Open the workbook containing the worksheet you want to rename.
2. Press **Menu**  (right softkey) and select **Format > Modify Sheets**.
3. In the **Sheets** list, highlight the worksheet you want to rename.
4. Select **Rename**, enter a new name for the worksheet, and then press **OK**  twice.

Sorting Information in a Worksheet

1. Highlight the cells you want to sort.
2. Press **Menu**  (right softkey) and select **Tools > Sort**.
3. Select the **Sort by** list, and then select the primary sort column.
4. Check or uncheck the **Ascending** box to indicate whether you want to sort in ascending or descending order.
5. (Optional) Select the **Then by** lists, and then select second- and third-level sorting options.

6. Check or uncheck the *Exclude header row from sort* box to indicate if you want to sort the header row.
7. Select *OK*.

Filtering Information in a Worksheet

1. Highlight the cells that contain the information you want to filter.
2. Press **Menu**  (right softkey) and select *Tools > AutoFilter*. (A list appears at the top of each related column).
3. Select one of the new lists, and then select a filter. (This hides all rows that do not include the selected filter.)
4. (Optional) Select the other lists, and then select other filters.





Tip


To display all rows again, select the filter list and then select *All*. To turn off filtering, press **Menu** (right softkey) and select *Tools > AutoFilter* again.

Did you know?



You can also create custom filters where you specify comparisons. Select the filter list, and then select *Custom*.

Creating a Chart


1. Open the workbook you want to create a chart from.
2. Highlight the cells you want to include in the chart.
3. Press **Menu**  (right softkey) and select *Insert > Chart*.
4. Select the type of chart, and then press **Next**  (right softkey).
5. Confirm the data range you want to chart, and then press **Next**  (right softkey).
6. Select the data layout, and then press **Next**  (right softkey).
7. Check the boxes to indicate whether the first row and column of the data range represent labels.

8. Select whether you want the chart to appear as a separate worksheet within the current workbook, or as part of the current worksheet.
9. Press **Finish**  (right softkey).

Formatting or Changing a Chart

1. Open the workbook that contains the chart you want to format.
2. Open the chart.
3. Press **Menu**  (right softkey) and select **Format > Chart**.
4. Select any of the following:
 - **Titles:** Set the title of the chart and the headings, whether a legend appears, and the placement of the legend.
 - **Scale:** Set the minimum and maximum scales for charts with an x or y axis.
 - **Type:** Set the chart style. You can use this setting to convert your chart to a different format.
 - **Series:** Add, modify, format, or delete related data points without affecting the information in your worksheet.
5. Press **OK** .

Finding or Replacing Information in a Workbook

1. Open the workbook containing the information you want to find.
2. Press **Menu**  (right softkey) and select **Edit > Find/Replace**.
3. Select **Find what** and enter the information you want to find.
4. (Optional) Check the **Match case** box to find text that matches the capitalization in any text you entered.
5. (Optional) Check the **Match entire cells** box to find only full words that match any text you entered.
6. Select **Find** to locate the first instance of the information you entered, or select **Replace** and enter the replacement information.

7. Select **Next** to find the next instance of the information, or select **Replace** to replace it. (To replace all instances of the information, select **Replace All**.)
8. When you see a message indicating that the search is done, press **OK** [OK].

Organizing Your Workbooks

You can rename your workbooks and move them to another folder and between your Treo and an expansion (storage) card.


1. Go to the workbook list.
2. Highlight a file.
3. Press **Menu** [Menu] (right softkey) and select **Rename/Move**.
4. Select **Name** and then enter a new name for the workbook.
5. Select the **Folder** list, and then select the folder you want to move the workbook to.
6. Select the **Location** list, and then select **Main memory** or **Storage card**.
7. Press **OK** [OK].
8. Select the list in the upper-left corner, and then select the folder you want to view.
9. Select the list in the upper-right corner, and then select the sort method.

Tip

When you go to a folder, you can easily search your documents by sorting by type.

Deleting Cells, Rows, and Columns

1. Open the workbook containing the elements you want to delete.
2. Highlight the area you want to delete.
3. Press **Menu** [Menu] (right softkey) and select **Edit > Delete Cells**.
4. Select how you want to remove the elements:
 - **Shift cells left:** Delete the highlighted cells and moves all cells on the right one column to the left.

- **Shift cells up:** Delete the highlighted cells and moves all cells below them up.
 - **Entire row:** Delete the entire row in which the highlighted cells are located, and moves all rows below it up.
 - **Entire column:** Delete the entire column in which the highlighted cells are located, and moves all columns on the right one column to the left.
5. Press **OK** .



Did you know? Excel Mobile adjusts formulas to reflect the new cell locations. However, a formula that refers to a deleted cell displays the #REF! error value.

Tip

To delete a workbook, go to the workbook list and highlight the workbook you want to delete. Press Menu (right softkey) and select Delete. Select Yes to confirm.

To delete a worksheet, open the workbook that contains the worksheet you want to delete. Press Menu (right softkey) and select Format > Modify Sheets. Highlight the worksheet you want to delete, and then select Delete. Select Yes to confirm the deletion, and then press OK.

Customizing Excel Mobile






1. Go to the workbook list.
2. Press **Menu**  (right softkey) and select **Options**.
3. Set any of the following options:
 - **Template for new workbook:** Set the default template for new workbooks.
 - **Save new workbooks to:** Set where new workbooks are stored.
 - **Files to display in list view:** Set which types of files appear in the workbook list.
4. Press **OK** .













OneNote® Mobile lets you create digital notes that contain text, pictures, and audio and video. You can then synchronize these notes with Microsoft Office OneNote 2007 on your computer. During synchronization, all the notes you create on your Treo are copied to a notebook called OneNote Mobile on your computer; you can then drag your notes to other locations on your computer. You can use OneNote Mobile to do any of the following:

- Take pictures of business cards and then insert them into OneNote.
- Take pictures of flip charts and whiteboards in conference rooms and then insert them into OneNote.
- Enter text and insert voice recordings (for example, reminders of important events, ideas for projects, price comparisons, recommendations, blog ideas, and so on) and synchronize them with your notes.
- Prepare meeting or travel information in OneNote on your computer and then transfer it to your Treo so you can access the information on the road.

Creating a New Note

Just like in Office OneNote 2007 on your computer, OneNote Mobile continuously saves your note as you create, edit, and close a note.



1. Press **Start**  and select **Office Mobile**.
2. Select **OneNote Mobile** .
3. Press **New**  (left softkey).
4. Enter your note text.
5. (Optional) Do any of the following:
 - **Format text:** Place the cursor in the middle of the word that you want to format, press **Menu**  (right softkey), select **Format**, and select a style. To clear all formatting for the selected text, press **Menu**  (right softkey), and select **Format> Clear All**.










- **Create a numbered list:** Place the cursor where you want the list to begin, press **Menu** , and select **List > Numbered**. To clear the numbered list formatting, place the cursor on any list item, press **Menu** , and select **List > Clear**.
 - **Create a bulleted list:** Place the cursor where you want the list to begin, press **Menu** , and select **List > Bulleted**. To clear the bulleted list formatting, place the cursor on any list item, press **Menu** , and select **List > Clear**.
 - **Create a hyperlink:** Enter the Web site address for which you want to create the hyperlink. For example, to create a hyperlink to the Microsoft Web site, type <http://www.microsoft.com>.
 - **Insert a new picture:** Press **Menu** , select **Take Picture**, press **Center** , to take the picture, and then press **OK**  to insert it into your note.
 - **Insert an existing picture:** Press **Menu** , select **Insert Picture**, and then select the picture to insert it into your note.
 - **Insert a voice note:** Press **Menu** , select **Insert Recording**, and then select **Record**  to begin recording. After you finish recording, select **Stop** .
6. Press **Done** . (The first line of text in the note becomes the note name. You can rename the note later.)

Tip



While taking notes, you can undo a mistake by pressing **Menu** (right softkey) and selecting **Undo**.

Viewing or Editing an Existing Note

1. Press **Start**  and select **Office Mobile**.
2. Select **OneNote Mobile** .
3. In the OneNote Mobile list, select the note that you want to open.

4. Do any of the following:
 - **Open a hyperlink:** Place the cursor anywhere in the link, and then press **Center** .
 - **View picture detail:** Highlight the picture, press **Center** , press **Menu**  (right softkey), and then select **Zoom In**. To zoom in further, press **Menu**  (right softkey) and select **Zoom In** again. Use the **5-way** to view different parts of the picture. To zoom out, press **Menu**  (right softkey) and select **Zoom Out**; you can also select **Actual Size** or **Fit to Screen**. To close the picture, press **OK** .
 - **Play a voice note:** Highlight the voice note and press **Center** . To close the voice note, press **OK** .
5. Press **Done**  (left softkey) to close the note.


Renaming a Note

1. In the OneNote Mobile list, select the note that you want to rename.
2. Press **Menu**  (right softkey) and then select **Rename**.
3. Enter the new name.
4. Press **Done**  (left softkey) to accept the new name.

Sorting your Notes

1. From the OneNote Mobile list, press **Menu**  (right softkey), and then select **Options**.
2. Select the method you want to use to sort your notes: **Name** or **Date modified**.
3. Press **Done**  (left softkey) to sort your notes.











Deleting a Note

1. In the OneNote Mobile list, select the note that you want to delete.
2. Press **Menu**  (right softkey) and then select **Delete**.
3. Select **Yes** to confirm the deletion.

PicSel PDF Viewer lets you view PDF files whether they are saved to your Treo, attached to email messages, stored on an expansion card that is inserted into the expansion card slot on your Treo, or downloaded from the Web. You can customize the document display.

Did you know? You can use the *Files sync* folder to transfer PDF files between your computer and your Treo. The process is the same as transferring Microsoft Office files. See "Synchronizing Microsoft® Office and Other Files" on page 260 for details.

Opening a File

1. Press **Start**  and select **Programs**.
2. Select **PDF Viewer** .
3. Select the folder containing the file you want to open.
4. Select the file you want.
5. (Optional) Optimize your viewing of the file by doing any of the following:
 - To switch between zoom mode and pan mode, press **Center** .
 - To zoom in and out while viewing the PDF file, press **Up**  or **Down**  while in zoom mode.
 - To pan the display in a given direction, press **Right** , **Left** , **Up** , or **Down**  while in pan mode.
 - To rotate the displayed page, press **Menu**  (right softkey) and select **Page > Rotate**.



Tip



To see which mode you are in, press Show Mode (left softkey) to display the mode icon. Press Hide Mode (left softkey) to hide the mode icon.

To quickly find the file you want, select the <folder name>, Date, or Size column heading to sort the displayed files by that heading.

To open a file you have recently opened, open PDF Viewer, press Menu (right softkey), and then select Recent > [the name of the file you want].


Moving Around in PDF files

To move around within a PDF file, do either of the following:


- ✓ To go to the next or previous page in the file, press **Menu**  (right softkey) and select **Page > Next Page** or **Page > Previous Page**.
- ✓ To go to the first or last page in the file, press **Menu**  (right softkey) and select **Page > First page** or **Page > Last page**.

Customizing the Display

You can choose between two views for displaying PDF files. You can also hide the toolbar to view the file on the full screen.

1. Press **Menu**  (right softkey) and select **Page**.
2. Select one of the following options:
 - **Fit to width**: Set the width of the file to match the width of the screen; you may need to scroll up or down to view the entire document.
 - **Fit to page**: Set the entire file—both width and height—to fit on one screen.

Customizing PDF Viewer

1. Press **Menu**  (right softkey) and select **Settings**.
2. Select any of the following options:
 - **Clear History:** Delete all files from the Recent list, which shows the four most recently viewed files.
 - **Files:** Set which file types can be opened with PDF Viewer.
 - **About:** View information on the PDF Viewer application.

Your Information and Settings



Managing Files and Applications

In This Section

- | Finding Information
 - | Installing Applications
 - | Removing Applications
 - | Sharing Information
 - | Using Expansion Cards
-

Managing Files

Finding Information

You can find information quickly with the built-in search and GPS features on your Palm® Treo™ 800w smart device:

- **Lookup:** Find and dial your contacts by contact name, company name, or phone number. (See “Dialing by Contact Name” on page 77 and “Dialing by Company Name” on page 79 for details.)
- **Search:** Look through the text in all the applications on your Treo.
- **File Explorer:** Browse through the files and folders on your Treo or on an expansion card.
- **Global Address Lookup:** Look up names in your online corporate address list.
- **Live Search:** Start a Web search directly from your **Today** screen. (See “Searching the Web From Your Today Screen” on page 179 for details.)
- **Maps:** Find a point of interest or a specific address. (See “Finding a Point of Interest” on page 182 for details.)

Using Search

Search for files and other items stored in the **My Documents** folder on your Treo or on an expansion card. You can search by file name or by words located in the item. For example, you can search for words within notes, appointments, contacts, and tasks.

1. Press **Start**  and select **Programs**.
2. Select **Search** .
3. Select **Search for**, and then enter the file name, word, or other information you want to find.
4. Select the **Type** list, and then select the kind of information you want to find.
5. Press **Search**  (left softkey).
6. Use the **5-way** to select and view an item from the results of the search.



Tip


To find an item you've looked for before, select the Search for list and then select the item in the list.

Did you know?

You can also open the Search screen by pressing Option + Shift.

Exploring Files and Folders

You can use **File Explorer** to browse the contents of folders on your Treo or an expansion card (sold separately). The root folder on your Treo is named **My Device**. **My Device** is similar to My Computer (Windows XP) or Computer (Windows Vista[®]) on your computer.

1. Press **Start**  and select **File Explorer**.
2. Tap the list in the upper-left corner, and then select the folder you want to explore.


Did you know?

You can sort the contents of a folder by name, date, size, or type. Select the list in the upper-right corner, and then select the sort method.

3. Do any of the following:
 - To open an item, select it.
 - To decompress a ZIP file, tap it.



Note

To compress files, you must use a decompression program, such as WinZip, on your computer. You cannot compress files on your Treo.

- To quickly delete, rename, beam, or email an item, highlight the item, press and hold **Center**  to open the shortcut menu, and then select the appropriate command.

Important

Do not delete any files that you cannot identify. These files may be required for your Treo to function properly.

- To move or copy a file to another folder, highlight the item, press and hold **Center**  to open the shortcut menu, and then select **Cut** or **Copy**. Open the destination folder, press and hold **Center**  to open the shortcut menu, and then select **Paste**.
- To highlight multiple items, tap and drag the stylus.

Installing Applications

Your Treo comes with several built-in and ready-to-use applications. You can also install any of the additional software included on the Getting Started CD for Palm Treo 800w smart device, as well as other third-party applications that are compatible with devices running Microsoft® Windows Mobile® 6.1 Professional edition, such as business software, games, and more.

Applications you download to your computer are likely to be in a compressed format, such as ZIP. If the file is compressed, you need to decompress the file before you install the application on your device. You can decompress the file on your Treo in File Explorer or on your computer in a decompression program, such as WinZip.

Did you know?

You can also send the file to yourself as an email attachment and then open the email message on your Treo, and tap the attachment to automatically decompress the file.

The following instructions tell you how to install basic files onto your Treo. Some software uses an installer or wizard to guide you through the process. For details, consult the documentation that came with the software.

Tip

If an application does not have a Microsoft Mobile to Market certificate, a message appears indicating that the application is untrusted. If this occurs, you can indicate whether you want to continue the installation.

Be sure to select and install applications that are compatible with Windows Mobile 6.1 Professional. Applications that are designed for other versions of Windows Mobile may not be compatible with your Treo.



Installing Bonus Software From the CD

The Getting Started CD for Palm Treo 800w smart device includes several bonus software applications that you can install on your Treo. You can install these applications when you install the desktop software, or you can install them later.

1. Insert the Getting Started CD into the CD drive on your computer.
2. Click **Bonus Software**.
3. Click the name of the application you want to install.
4. Click **Install!** (on the right side of the screen).
5. (Optional) Repeat steps 3 and 4 to install additional applications.
6. Synchronize your Treo with your computer to install the application(s) on your device.

Purchasing Applications From the Sprint Mobile Software Store

You can use Software Store to purchase and install applications directly from the Sprint Mobile Software Store Web site onto your Treo.

1. Make sure your phone is on (see “Turning Your Phone On and Off” on page 35).
2. Press **Start**  and select **Programs**.
3. Select **Software Store** .
4. Select a category link.
5. Select the **Buy Now** link below the item you want to purchase.
6. Follow the onscreen prompts to complete the transaction.

Installing Applications From Other Web Sites on the Internet

You can use Internet Explorer® Mobile to install Windows Mobile applications in the CAB file format directly from the Internet. For files in the ZIP file format, you must unzip the files in File Explorer before you install them. For files in any format other than CAB or ZIP, you must first download the files to your computer and then install them to your Treo by synchronizing.


1. Make sure your phone is on (see “Turning Your Phone On and Off” on page 35).
2. Press **Start**  and select **Internet Explorer**.
3. Go to the page that contains the link to the application you want to download.
4. Press **Left** ◀ or **Right** ▶ to highlight the link to the file, and then press **Center** ○ to start the download process.
5. If prompted, select the folder where you want to store the file.
6. When the download is complete, press **Start**  and select **File Explorer**.
7. Go to the folder you selected in step 5.
8. Select the file you downloaded to start the installation program.

Installing Applications From Your Computer



There are many applications available for your Treo. To get started, check out the selection at palm.com/treo800wsprint-support.

Before You Begin

To install an application from your computer, you must first install the desktop sync software on your computer (see “Setting Up Your Computer for Synchronization” on page 46).

1. On your computer, open **My Computer** or **Windows Explorer** (Windows XP) or **Computer** (Windows Vista).
2. Copy the application file(s) into the  **Mobile Device** folder.
3. Connect your Treo to your computer to synchronize and install the application(s) on your device.

Installing Applications Onto an Expansion Card

1. Insert the expansion card into the expansion card slot on your Treo (see “Inserting and Removing Expansion Cards” on page 302).
2. Connect your Treo to your computer.
3. On your computer, open the **ActiveSync®** window (Windows XP) or **Windows Mobile Device Center** (Windows Vista).
4. Click **Explore** .
5. Double-click **My Windows Mobile-Based Device**  to open the **Mobile Device** folder.
6. Copy the application file(s) into the **Storage Card** folder inside the **Mobile Device** folder.

Getting Help With Third-Party Applications

If you encounter a problem, such as an error message, with a third-party application, contact the application's author or vendor. For general troubleshooting of third-party applications, see “Third-Party Applications” on page 373.



Make sure that the third-party application supports 320 x 320 screen resolution. Some older applications have screen-size limitations. Third-party applications should also be written for Windows Mobile version 6.1 or later. Programs written for earlier versions may not support 5-way navigation or softkeys and can have performance problems.

Tip

Before purchasing a third-party program, try the free version (if available) to make sure the program works properly with Windows Mobile 6.1 and your Treo.

Removing Applications

To free up storage space on your Treo, you can remove applications that you no longer use. You can remove only applications, patches, and extensions that you install; you cannot remove the built-in applications that reside in the Read-Only-Memory (ROM) portion of your device.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Remove Programs** .
3. Highlight the application that you want to remove.
4. Select **Remove**.
5. Select **Yes** to confirm the deletion.





Tip

Some applications are factory-installed on your Treo and cannot be deleted. These are not included on the Remove Programs list.

Sharing Information

Your Treo comes equipped with a variety of options for sharing information, so that you can choose the quickest, most convenient way to send your information or to receive information from another device.

- When you have a file open in a program such as **Notes** or **Pictures & Videos** you can easily share this file by pressing **Menu**  (right softkey) and then selecting either **Beam**, **File > Send via**, **Tools > Send**, or **Tools > Beam**.
- When you're viewing a list of files, such as the Notes list or PowerPoint® Mobile list, you can share a file by highlighting the file in the list, pressing **Menu**  (right softkey), and then selecting **Send via** or **Beam File**.

- ✓ In the Inbox application, you can insert a picture or attach a note or other file to an email. You can also receive pictures and attachments.
- ✓ You can synchronize to share files with your computer. (You can add or remove files directly from the <device name> My Documents folder, located in your My Documents directory on your computer. These files are updated the next time you sync.)
- ✓ You can beam files and applications between your Treo and the device of someone near you, using the IR port or Bluetooth® wireless technology.
- ✓ You can also store files on an expansion card and share the expansion card.

Using Expansion Cards

The expansion card slot on your Treo enables you to add microSD cards and microSDHC cards to extend the storage capacity of your device. (Expansion cards are sold separately.) For example, expansion cards can store the following, and more:

- ✓ Documents (Office, text, and PDF)
- ✓ Email attachments
- ✓ Pictures
- ✓ Videos
- ✓ Audio and music files
- ✓ Games
- ✓ Applications

Tip

We recommend that you purchase preformatted expansion cards. To format a card on your own, you need to connect a card reader (sold separately) to your computer.

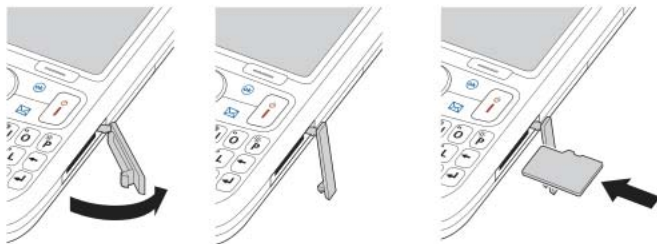
Inserting and Removing Expansion Cards

1. Open the door to the expansion card slot by lifting the left edge of the door and then rotating the door downward.
2. Do either of the following:
 - To insert an expansion card, hold your Treo with the screen facing you and the card with the label facing you, and then insert the card into the expansion card slot until you feel it lock into place. (The contacts on the card should be facing away from you.)
 - To remove an expansion card, press the card into the expansion card slot until it is released from the slot.

Tip


Your Treo has a push-push mechanism: push in gently to insert a card; push in gently to remove it.

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



Opening Applications on an Expansion Card

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



1. Insert the expansion card into the expansion card slot.
2. Press **Start**  and select **File Explorer**.
3. Select the list in the upper-left corner, and then select **Storage Card**.
4. Select the application you want to open.

Tip

To run an application on an expansion card, your Treo must have enough free space in the internal memory.

Saving Files to an Expansion Card

You can save space on your Treo by saving files to an expansion card. For example, when you create new Word Mobile documents, notes, Excel® Mobile workbooks, pictures, videos, and audio files, you can save them directly to an expansion card. (Some applications may not support this feature.)

1. Insert an expansion card into the expansion card slot.
2. Open the application that contains the information you want to save.
3. Press **Menu**  (right softkey) and select **Options** or **Tools** (depending on the application).
4. Select the **Save to** list, and then select **Storage Card**.
5. Press **OK** .



Tip

If you don't see the **Save to** list on the Options screen, look on the other tabs (if present). If you still can't find a **Save to** list, the application may not support this feature.





Did you know?

You can create folders on your expansion card so that it's easy to find your files when you need them.

Moving Information Between Your Treo and an Expansion Card

1. Insert an expansion card into the expansion card slot.
2. Open the application that contains the information you want to move.
3. Go to the list view and highlight the item(s) you want to move.
4. Press **Menu**  (right softkey) and select **Rename/Move**.
5. Select the **Location** list, and then select where you want to move the information: **Storage Card** or **Main Memory**.
6. Press **OK** .

Copying or Moving Applications and Files Between Your Treo and an Expansion Card




1. Insert the expansion card into the expansion card slot.
2. Press **Start**  and select **File Explorer**.
3. Select the file or application that you want to copy or move (see “Exploring Files and Folders” on page 295).
4. Press **Menu**  (right softkey) and select **Edit > Copy** or **Edit > Cut**.
5. Go to the folder where you want to place the selected item.
6. Press **Menu**  (right softkey) and select **Edit > Paste**.
7. Press **OK** .

Tip



Your applications are usually located in the My Device/Program Files folder.

Viewing Available Expansion Card Memory

You can view how much space is available on the expansion card that is currently in the expansion card slot.





1. Insert the expansion card into the expansion card slot.
2. Press **Start**  and select **Settings**.
3. Select the **System** tab, and then select **Memory** .
4. Select the **Storage Card** tab.
5. After you finish viewing the information, press **OK** .

Exploring Files on an Expansion Card

1. Insert the expansion card into the expansion card slot.
2. Press **Start**  and select **File Explorer**.
3. Tap the list in the upper-left corner, and then select **Storage Card**.
4. Select the folder or files you want to view.
5. After you finish viewing the information, press **OK** .

Renaming Files on an Expansion Card

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



1. Insert the expansion card into the expansion card slot.
2. Press **Start**  and select **File Explorer**.
3. Tap the list in the upper-left corner, and then select **My Device**.
4. Highlight the file or folder you want to rename.
5. Press **Menu**  (right softkey) and select **Rename**.
6. Enter the new name, and then press **Center** .
7. Press **OK** .

Tip

Before copying information to or renaming the files or folders on an expansion card, make sure the card is not write-protected. For details, see the instructions that came with your card.

Encrypting an Expansion Card

When you encrypt an expansion card, the info on the card can be read only by your Treo—so no one can see what's on the card if it is lost or stolen.

1. Insert the expansion card into the expansion card slot.
2. Press **Start**  and select **Settings**.
3. Select the **System** tab, and then select **Encryption** .
4. Check the **Encrypt files placed on storage cards** box.

Note

If your organization enforces an encryption policy, you can see that the box is checked but you cannot uncheck it.

Synchronizing Information

In This Section

- | Setting Up Wireless Synchronization
 - | Other Ways to Synchronize
 - | Changing Which Applications Sync
 - | Stopping Synchronization
-

When you synchronize, the information you enter on your Palm® Treo™ 800w smart device, your computer, or your corporate server is automatically updated in the other location. There's no need to enter the information twice. This is true whether you sync with your computer using desktop synchronization software (see "Setting Up Your Computer for Synchronization" on page 46) or you sync wirelessly with your company's Exchange server (see "Setting Up Wireless Synchronization" on page 308).

Synchronizing

Setting Up Wireless Synchronization

If your company uses Microsoft Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2, you may be able to take advantage of Microsoft Direct Push technology. Direct Push technology is a two-way wireless delivery method that keeps your Microsoft® Outlook® information up-to-date by providing efficient communication between the server and your Treo. You may also have access to other features such as Global Address List; Tasks Over The Air (OTA); and IP-based push updating of Calendar, Tasks, and Inbox.

Did you know? *Because your desktop copy of Outlook also syncs with the server, whatever syncs to the server from your Treo also shows up in Outlook; and whatever you enter or change in Outlook on your computer syncs to the server and then shows up on your Treo.*

Before You Begin *If you installed ActiveSync desktop software on a Windows XP computer, you may have already set up your Treo to synchronize wirelessly with the server. To check, on your Treo, press Start, select Programs, and then select ActiveSync. Press Menu (right softkey). If Configure Server appears instead of Add Server Source, wireless sync is already set up, and you can skip this procedure.*

1. Work with your system administrator to gather the following information for your Exchange Server account:
 - Mail server address and domain name.
 - The username and password you use to access your corporate mail server.
 - Security connection: Does your server use an encrypted (SSL) connection?
2. Press **Start**  and select **Programs**.
3. Select **ActiveSync** .
4. Press **Menu**  (right softkey) and select **Add Server Source**.
5. Enter the email address that you want to set up.

6. Uncheck the box to detect the Exchange server settings, and then press **Next** (right softkey).



7. If prompted, enter the **Server address** and check the box if the server requires SSL encryption, and then press **Next** (right softkey).
8. Enter the username and password that you use to access your corporate mail server, and enter the Exchange server domain.

Tip

The Exchange Server settings are case-sensitive. Be sure to enter uppercase and lowercase letters properly. Be especially careful when entering the password, because it does not appear on the screen as you enter it. See "Entering Lowercase and Uppercase Letters" on page 64 and "Entering Numbers, Punctuation, and Symbols" on page 66.

Synchronizing

9. Ask your system administrator if it is OK to store your corporate email password on your Treo, and then do either of the following:
- If it is OK, check the **Save password** box and press **Next** (right softkey).
 - If it is not OK, do *not* check the **Save password** box and press **Next** (right softkey). (You must synchronize manually; see "Initiating a Wireless Sync Manually" on page 311 for details).

10. Check the boxes for the types of information you want to sync with the Exchange server.
11. (Optional) Highlight an item and select **Settings** to change the synchronization settings for that type of information. (Settings are not available for all items.)
12. (Optional) Press **Menu** (right softkey) and select **Advanced** to set the rules for fixing sync conflicts.
13. Press **Finish** (left softkey). (Synchronization with your Exchange server begins automatically and onscreen messages indicate sync progress.)



Tip


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

You can set a schedule for synchronization to take place anytime information is updated on either your Treo or the server, or at certain intervals (see “Setting the Synchronization Schedule” on page 310), or you can allow synchronization to take place only when you initiate it manually (see “Initiating a Wireless Sync Manually” on page 311).

Setting the Synchronization Schedule

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

1. Press **Start** (power button) and select **Programs**.
2. Select **ActiveSync**.
3. Press **Menu** (right softkey) and select **Schedule**.




4. Set any of the following options:
 - **Peak times:** Set the frequency for high-traffic time periods, such as when you are at work or when email volume is high.
 - **Off-peak times:** Set the frequency for low-traffic time periods, such as late at night.
 - **Use above settings when roaming:** Set the frequency while you are roaming outside Sprint's network. You should keep this box checked to ensure that wireless sync works properly.
 - **Send/receive when I click Send:** Set whether items are sent as soon as you select Send in the Inbox application, or whether they are held until the next synchronization.
5. (Optional) To customize your high-traffic periods, select the **peak times** link at the bottom of the screen and adjust the days and times. (For example, if you work Thursday through Tuesday, you can select those days as your peak times instead of Monday through Friday.)
6. Press **OK** .



Synchronizing

Initiating a Wireless Sync Manually

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







1. To set up manual sync, follow the preceding procedure, "Setting the Synchronization Schedule" on page 310. In the **Peak times** and **Off-peak times** lists, select **Manually**.
2. To initiate a manual sync, press **Start**  and select **Programs**.
3. Select **ActiveSync** .
4. Press **Sync**  (left softkey).


Synchronizing Over a Bluetooth® Wireless Technology Connection

If your computer is equipped with Bluetooth® wireless technology, you can use a Bluetooth connection to synchronize your computer and Treo.

Before You Begin




Make sure your computer is set up for synchronization (see “Setting Up Your Computer for Synchronization” on page 46).

1. Do one of the following:
 - **Windows XP:** On your computer, right-click the **ActiveSync**  icon in the taskbar in the lower-right corner of the screen, and select **Connection Settings**.
 - **Windows Vista®:** Click **Start > All Programs > Windows Mobile Device Center**. Select **Connect without setting up your device**, and then select **Connection settings**.
2. Check the **Allow connections to one of the following** box, and then select the Bluetooth COM port you set up on your computer.
3. On your Treo, press **Start**  and select **Settings**.
4. Select the **Connections** tab, and then select **Bluetooth** .
5. Select the **Mode** tab and check the **Turn on Bluetooth** box.
6. Press **Start**  and select **Programs**.
7. Select **ActiveSync** .
8. Press **Menu**  (right softkey) and select **Connect via Bluetooth**.
9. If this is the first time you're making a Bluetooth connection to this computer, follow the onscreen prompts to set up a Bluetooth partnership with this computer. See “Connecting to Devices With Bluetooth® Wireless Technology” on page 196 for more information on partnerships.
10. Select **Sync**.

11. When synchronization is complete, press **Menu**  (right softkey) and select **Disconnect Bluetooth**.

Synchronizing Over an Infrared Connection

If your computer has an IR (infrared) port, you can synchronize with your computer wirelessly using the IR port on your Treo.

1. Turn on the IR feature on your Treo (see “Beaming Information With IR” on page 200).
2. Set up your computer to receive infrared beams. See *Windows Help* on your computer for details.
3. On your Treo, press **Start**  and select **Programs**.
4. Select **ActiveSync** .
5. Press **Menu**  (right softkey) and select **Connect via IR**.
6. Point the IR port on your Treo directly at your computer’s IR port.

Synchronizing With Multiple Computers

You can set up your Treo to synchronize with up to two computers as well as with Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2. When synchronizing with multiple computers, the items that you sync appear on all the computers.

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




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

Note

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

Changing Which Applications Sync

On your Treo, you can choose which applications you want to sync.

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Menu**  (right softkey) and select **Options**.
4. Do any of the following:
 - Check the box next to any items you want to synchronize. If you cannot check a box, you may need to uncheck a box for the same information type elsewhere in the list.
 - Uncheck the boxes next to any items you want to stop synchronizing.
 - Select an item and then select **Settings** to customize the settings for that item. (Settings are not available for all items.)



Tip

For information on synchronizing Microsoft Word documents, Microsoft Excel® spreadsheets, and Microsoft PowerPoint® presentations, and Microsoft OneNote notes, see "Synchronizing Microsoft Office and Other Files" on page 260. For information on synchronizing pictures, videos, and music files, see "Synchronizing Your Media Files" on page 205.

Stopping Synchronization

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

1. Press **Start**  and select **Programs**.
2. Select **ActiveSync** .
3. Press **Stop**  (left softkey).

Tip

To end the sync relationship between your Treo and a computer, so that items are no longer synchronized with that computer, select the computer name on the ActiveSync screen, and then select Delete.

Customizing Your Palm Treo 800w Smart Device

In This Section




- | Today Screen Settings
 - | System Sound Settings
 - | Display and Appearance Settings
 - | Application Settings
 - | Locking Your Treo and Information
 - | Entering Owner Information
 - | System Settings
 - | Connection Settings
 - | Purchasing Accessories for Your Treo
-

Customizing

Tip

For phone settings, see “Customizing Phone Settings” on page 99.




Selecting Your Today Screen Background

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Today** .
3. On the **Appearance** tab, check the *Use this picture as the background* box.
4. Select **Browse**.
5. Select the picture you want to use.
6. Press **OK** .




**Tip**

To adjust the transparency of your background picture, see “Using a Picture as the Today Screen Background” on page 219.

Changing the System Color Scheme

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Today** .
3. On the **Appearance** tab, select a theme in the list.
4. Press **OK** .

Selecting Which Items Appear on Your Today Screen

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Today** .
3. Select the **Items** tab.
4. Check the boxes next to the items that you want to appear on your **Today** screen, and uncheck any items you want to hide. (For example, to display your speed-dial buttons on the **Today** screen, check the **Speed Dial** box.)
5. (Optional) Highlight an item and select **Move Up** or **Move Down** to change the order in which items appear on the Today screen.
6. (Optional) Highlight an item and select **Options** (if available) to configure the settings for the item, and then press **OK**  to return to **Today Settings**.
7. Press **OK** .





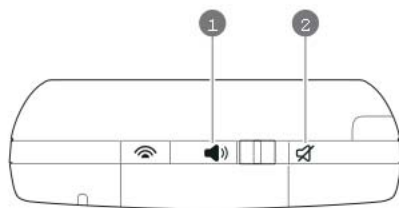
Did you know? Lots of third-party plug-ins are available for your Today screen. For clocks, calculators, MP3 players, weather guides, and much more, visit palm.com/treo800wsprint-support

System Sound Settings

In certain situations, such as meetings and theaters, you need to turn off all sounds on your Palm® Treo™ 800w smart device. You can immediately silence all sounds on your device, including phone ringtones, **Calendar** notifications, and system sounds. This does not mute the speaker during phone calls.

Setting the Ringer Switch

1. Slide the **Ringer** switch to **Sound Off** .
2. To hear all sounds again, slide the **Ringer** switch to **Sound On** .





- 1 Sound On
- 2 Sound Off

If the **Ringer** switch is set to no **Sound Off** , the **Ringer** setting overrides the sound settings and all sounds are turned off, including any music you may be playing. When you slide the **Ringer** switch back to **Sound On** , it restores the previous sound settings. All sounds are as loud or as soft as they were before you turned them off.

Did you know? Your Treo includes a silent alarm that can vibrate even when the Ringer switch is set to Sound Off.

Selecting Sounds & Notifications

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Sounds & Notifications** .

3. On the **Sounds** tab, set any of the following options:
 - **Events:** Turn sounds on and off for system warnings and error messages.
 - **Programs:** Turn sounds on and off that are specific to the applications on your Treo.
 - **Notifications:** Turn alarms and reminders on and off in all the applications on your Treo.
 - **Screen taps:** Set whether tapping the screen generates a sound, and set the volume level when this sound is turned on.



4. Select the **Notifications** tab and set any of the following options:

- **Event:** Select which action you want to change the settings for. (The remaining options vary based on the action you select.)
- **Play sound:** Turn the sound on and off for the selected event. (To select a different sound, select the list to the right of this setting, and then select a different sound. To preview the sound, select **Play** [▶].)
- **Repeat:** Set whether a Reminder tone plays more than once, if Play Sound is turned on.
- **Display message on screen:** Set whether a notification message appears onscreen for the selected event.
- **Vibrate:** Set whether your Treo vibrates to notify you about the selected event.








5. Select the **Manage** tab and do any of the following:
 - To record a sound, press **Menu** [≡] (right softkey) and select **New Sound**.
 - To preview a sound, select it and then press **Play** [▶] (left softkey).

- n To delete a sound, highlight it and then press **Backspace** .
 - n To send a sound, highlight it, press **Menu**  (right softkey), and then select **Send Sound**.
6. Press **OK** .

Display and Appearance Settings






Adjusting the Brightness

1. Press **Option**  and then press **Backlight** .
2. Press **Left**  and **Right**  to adjust the brightness.
3. Press **OK** .

Tip

You can turn the clock screen saver on and off. See "Viewing and Optimizing Power Settings" on page 338 for details.

Changing the Text Size



1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Screen** .
3. Select the **Text Size** tab.
4. Press **Left**  and **Right**  to adjust the text size.
5. Press **OK** .

Tip




If text looks rough around the edges, open the Screen Settings screen and select the ClearType tab. Check the Enable ClearType box and then press OK.

Aligning the Screen to Correct Tapping Problems

Occasionally, your screen can move out of alignment, activating the wrong feature when you tap the screen. If this occurs, you need to align your Treo screen.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Screen** .
3. On the **Alignment** tab, select **Align Screen**.
4. Tap the screen where indicated.

Setting Display Formats

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Regional Settings** .
3. On the **Region** tab, select a region from the list. (The region selection sets the default format settings.)
4. (Optional) Select any of the following tabs to customize the format settings:
 - **Number:** Set the decimal symbol and number of decimal places, the digit-grouping symbol and group size, list separators, negative number sign symbol and format, leading zero display, and measurement system (metric versus U.S.).
 - **Currency:** Set the currency symbol and position, the decimal symbol and position, the digit-grouping symbol and group size, and the negative number format.
 - **Time:** Set the time style, separators, and AM and PM symbols.
 - **Date:** Set the short date style, separators, and long date style.
5. Press **OK** .



Customizing

Application Settings

Arranging the Start Menu

You can select which applications appear on the **Start** menu. You can still access the remaining applications by selecting **Programs** from the **Start** menu, and then selecting the application's icon.

1. Press **Start** [Windows] and select **Settings**.
2. On the **Personal** tab, select **Menus**.
3. Check the boxes next to the applications that you want to see in the **Start** menu.
4. Press **OK** [OK].



Reassigning Buttons

Buttons Settings lets you select which applications are associated with many of the buttons and key combinations on your Treo.

1. Press **Start** [Windows] and select **Settings**.
2. On the **Personal** tab, select **Buttons**.
3. On the **Program Buttons** tab, highlight the button or key combination that you want to change in the **Select a button** list.
4. Select the **Assign a program** list, and then select the application you want to assign to the button or key combination you selected in step 3.
5. Press **OK** [OK].





Tip

You can also adjust the settings for the Up and Down buttons on the 5-way. From Buttons settings, select the Up/Down Control tab.

Setting Up Voice Commands


Voice commands enable you to use speech to execute some commands on the **Start** menu and the **Programs** menu.

1. Assign the **Hold Side** button to **Microsoft® Voice Command**. (See “Reassigning Buttons” on page 324 for details.)
2. Press **Start**  and select **Settings**.
3. On the **Personal** tab, select **Voice Command** .
4. Check the **Enable** box.
5. Select the items you want to enable. (If an item is highlighted and the **Options** box is active, select the **Options** box to choose the features you want enabled for the highlighted item.)
6. (Optional) Check the **Password Protected** box to password protect the Voice Command feature.
7. Select **Notifications** and select the options for how you want to receive voice command notifications.

Using Voice Commands

Important

Do not use voice commands in your car until you read the End User Notice about this kind of usage; see “End User Notice” on page 2.

1. Set the **Ringer** switch at the top of your Treo to **Sound On** .
2. Hold your device about nine inches away from your mouth, and then press and release the **Voice Command** button. (A tone plays and a **microphone** icon appears at the top of your screen.)

3. In a clear voice say the command. For example:
 - To access **Help**, say, “Help.”
 - To access your **Calendar**, say, “Start Calendar.”
 - To access your music, say, “Start Windows Media®.”
4. After **Voice Command** finishes speaking, a **microphone** icon appears at the top of your screen; say your answer. (For example, say, “General” to access general **Help** topics.)

Tip

You can interrupt during a question by pressing the Voice Command button. As soon as the microphone icon is visible you may say your answer.

Setting Input Options

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Input** .

Note

The Input Method options you specify apply only to entering information using the screen. You can still enter information using the keyboard on your Treo regardless of the onscreen input method you choose.

3. On the Input Method tab, set any of the following options:
 - **Input method:** Set which onscreen input method you want to use:
 - **Block Recognizer:** Use a single stroke to write letters, numbers, symbols, and punctuation, which are then converted into typed text. Use can also indicate whether you want to use a stroke instead of pressing the Return key and Backspace key.
 - **Keyboard:** Tap keys on the onscreen keyboard to enter text.
 - **Letter Recognizer:** Write individual letters, numbers, and punctuation, which are converted into typed text.

- **Large/Small keys:** If you selected Keyboard, select whether to use large or small onscreen keys. If you select Large keys, check the box if you want to use gestures for the space, backspace, shift, and enter keys.

- **Options:** If you selected Letter Recognizer, select **Options** and select the options you want.

4. Select the **Word Completion** tab and set any of the following options:

- **Suggest words when entering text:** Set whether word suggestions appear as you enter text. (You can also specify how many letters you want to enter before a suggestion appears, how many suggestions you want to see, and whether a space appears after you insert a suggested word.)
- **Clear Stored Entries:** Delete the database of word suggestions.
- **Enable Auto Correct:** Set whether the text you type adds to existing text or replaces it. (This is similar to the Insert function on a computer keyboard.)



Tip

To enter a suggested word, press Down to highlight the suggestion, and then press Center to accept it.

5. Select the **Options** tab and set any of the following options:

- **Voice recording format:** Set the format in which you save voice notes.
- **Default zoom level for writing:** Set the initial size of text entered using onscreen writing methods.

- **Default zoom level for typing:** Set the initial size of text entered using the keyboard.
- **Capitalize first letter of sentence:** Set whether the first letter of a sentence automatically appears in uppercase, without pressing the **Shift** key.
- **Scroll upon reaching the last line:** Set whether the display automatically scrolls when you select the last line of visible information.

6. Press **OK** .



Locking Your Treo and Information

Your Treo includes several features that help you protect your device from inadvertent use and keep your information private. The built-in security software lets you use your Treo for emergency calls, such as dialing 911, even if the phone feature is locked.




- **Keyguard:** Manually disable all buttons and the screen's touch-sensitive feature to prevent accidental presses in your briefcase or pocket.
- **Auto-Keyguard and touchscreen lockout:** Automatically enable Keyguard after a period of inactivity and set whether the screen's touch-sensitive feature is enabled during calls.
- **Phone Lock:** Require a lock code for access to the wireless features on your Treo.
- **System password lock:** Require a password before any information is accessible on your Treo.

Tip

To avoid accidentally pressing onscreen buttons while you're holding your Treo up to your ear to speak, you can disable the screen's touch-sensitive feature during active calls. When the screen's touch-sensitive feature is disabled, you must use the 5-way navigator to access items on the screen.




Using Keyguard

By default, your keyboard locks so that you don't accidentally press buttons or activate screen items while your Treo is in a pocket or bag.

- To dismiss **Keyguard**, press **Center** .
- To manually turn on **Keyguard** when your Treo screen is on, press **Option**  and **Power/End** .

Using Auto-Keyguard and Touchscreen Lockout

Auto-Keyguard lets you automatically lock the keyboard after a period of inactivity.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Keyguard** .
3. Set any of the following options:
 - **Auto-Keyguard**: Set the period of inactivity that passes before the keyboard automatically locks or before the auto-keyguard feature is disabled.
 - **Disable touchscreen**: Set whether the screen's touch-sensitive feature is enabled during a call. If you disable the touchscreen, the **Touchscreen Disabled**  icon appears in the lower-right corner of the screen during your calls.
4. Press **OK** .



Customizing

Did you know?




If you're using a hands-free device and your Treo is in a pocket or bag, you can manually turn on Keyguard during a call to prevent accidental key presses. Press Option and Power/End to manually turn on Keyguard.

Using Phone Lock

You can lock your phone to prevent unauthorized use of your account. When your phone is locked, you must enter the lock code to make calls (except for emergency numbers and Sprint Customer Service [*2]), to send messages, and to use other wireless features such as browsing the Web.

Tip

During an emergency call, you can see the phone number on your Treo by selecting the onscreen Phone Info button.

1. Make sure your phone is on and that you're inside a coverage area (see "Turning Your Palm® Treo™ 800w Smart Device On and Off" on page 34).
2. Press **Start**  and select **Settings**.
3. On the **Personal** tab, select **Phone** .
4. Select the **Security** tab and set any of the following options:
 - **Auto-lock:** Set whether your Treo locks automatically and when this occurs.
 - **Change Lock Code:** Assign or change the lock code used to unlock your phone. (Your default lock code is the last four digits of your wireless phone number. If this doesn't work, call Sprint Customer Service at 1-888-211-4727. If you change the lock code, select **OK** to accept your new code.)
5. Press **OK** .



Tip



If you try to make a call when Phone Lock is on, a box appears and prompts you to enter your lock code to unlock the phone. You do not need to enter your lock code to answer a call.

Using System Password Lock

To protect your personal information, you can lock the system so that you need to enter your password to access any of your information or to use other features of your Treo.

Important

If you lock your system, you must enter the exact password to unlock it. If you enter an incorrect password, you are given another chance. Each time an incorrect password is entered, you are given progressively longer time periods between your chances to enter the password. If you forget the password, you need to perform a hard reset to resume using your Treo. Performing a hard reset deletes all the entries on your Treo. However, you can restore all previously synchronized information the next time you sync (see "Connecting to Your Computer" on page 41). In addition, your device might not reestablish a Sprint Power Vision™ session after a hard reset. To manually establish a new Sprint Power Vision session, open the browser to access a Web site.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Lock** .
3. On the **Password** tab, check the **Prompt if device unused for** box to turn on the password feature.
4. Select the first list, and then select how long a period of inactivity must pass before you are prompted to enter a password to unlock the system.
5. Select the **Password type** list, and then select a format for your password:
 - **Strong alphanumeric**: A strong alphanumeric password must contain at least 7 characters and must contain a combination of letters, numerals, and punctuation. You must press Option or Alt before entering numerals or punctuation.
 - **Simple PIN**: A simple PIN must contain at least 4 characters and includes numerals only. You do not need to press Option before entering the PIN numerals.




Customizing

6. Select **Password**, and enter your password.

Note

You can't see your password as you enter it, so be careful. Be sure Caps Lock and Option Lock are not on unless you need them. For information on how to enter characters, see "Entering Lowercase and Uppercase Letters" on page 64 and "Entering Numbers, Punctuation, and Symbols" on page 65.




7. Select **Confirm**, and enter the password again.
8. (Optional) Select the **Hint** tab and enter a hint to help you recall your password.
9. Press **OK** .

Tip

If you lock your Treo and use a Simple PIN as the password, you can dial an emergency number by entering the number in the password field and pressing Phone/Talk. You do not need to press Option before entering the number. However, if you select Strong alphanumeric as the password type, you must first press Option twice before entering an emergency number in the password field.

Entering Owner Information

You can enter personal information that you want to associate with your Treo, such as your name, company name, and phone number. You can also set whether you want this information to appear when you turn on your Treo. If you lose your device, this feature can help the person who finds it return it to you.

1. Press **Start**  and select **Settings**.
2. On the **Personal** tab, select **Owner Information** .
3. On the **Identification** tab, enter any of the contact information you want to include.
4. Select the **Notes** tab and then enter any additional text you want to include.
5. Select the **Options** tab and check the boxes to indicate which information (if any) you want to appear on the screen when you turn on your Treo.
6. Press **OK** .





Tip

You can also display your Owner Information on your Today screen. See "Selecting Which Items Appear on Your Today Screen" on page 319 for details.

System Settings

Setting the Date and Time

Clock & Alarms Settings lets you set the time zone, time, and date for your home location and a location that you visit.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Clock & Alarms** .
3. On the **Time** tab, select **Home**.

4. Select the first list, and then select the time zone for your home location.
5. Select the hour, and then press **Up** ▲ or **Down** ▼ to increase or decrease the hour setting. (Repeat this process for the minutes, seconds, and AM/PM settings.)
6. (Optional) Select **Visiting** and set the information for a location that you visit often.
7. Press **OK** [OK].
8. If prompted, select **Yes** to accept your changes.



Tip

To display the time in all your applications, select the **More** tab and check the **Display the clock on the title bar in all programs** box. To set the display format for the date and time, see "Setting Display Formats" on page 323.

Synchronizing the Date, Time, and Time Zone With the Network

By default, your Treo synchronizes the date, time, and time zone with your wireless service provider's network whenever your phone is on and you are inside a coverage area.





1. Press **Start** [Start] and select **Settings**.
2. Select the **System** tab, and then select **Clock & Alarms** [Clock & Alarms].
3. Select the **More** tab.
4. To enter the date and time manually, uncheck the **Enable local network time** box.
5. If you want to use the Home or Visiting settings (see "Setting the Date and Time" on page 333) regardless of the network time, uncheck the **Use network time zone** box.
6. Press **OK** [OK].
7. If prompted, select **Yes** to accept your changes.

Note

If you turn off the **Use network time zone** setting and later turn it on again, you need to turn your phone off and then on for this setting to take affect.

Setting System Alarms


System alarms let you set alarms that are not associated with a task or appointment. For example, you can use your Treo as an alarm clock when you travel, or set alarms to remind you when it's time to take medication or pick up the kids.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Clock & Alarms** .
3. Select the **Alarms** tab.
4. Check a box to turn on that alarm.
5. Select the description next to the box you checked, and enter a description for the alarm.
6. Select the days of the week you want the alarm to go off. (You can select multiple days for each alarm.)
7. Select the time you want the alarm to go off, and then press **OK** .
8. Select the **alarm**  icon, and then check the boxes to indicate how you want the alarm to go off. (You can choose a flashing light, a single sound, a repeating sound, or a vibration.)



Tip

To change the alarm sound, select the alarm sound icon, select the Play Sound list and then select the alarm sound you want to use.

9. Press **OK**  twice.
10. If prompted, select **Yes** to accept your changes.

Managing Identity Certificates

Your Treo may include preinstalled certificates. Certificates are digital documents that are used to authenticate and exchange information on networks. Certificates can be issued for a user, a device, or a service.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Certificates** .
3. Select any of the following:
 - **Personal**: Display certificates that establish your identity when you log in to a secured network, such as a corporate network.
 - **Intermediate**: Display certificates issued from a root certificate whose purpose is to then issue personal certificates.
 - **Root**: Display certificates that identify the computers, such as servers, that you connect to. (These certificates help prevent unauthorized users from accessing your Treo and your information.)
4. Press **OK** .

Tip

To delete a certificate, tap and hold the certificate in the list, and then select **Delete** from the shortcut menu.




Enabling Error Reporting

Error Reporting sends information that helps diagnose application errors for devices running Windows Mobile® software. When an error is detected, a text file is created. You can review the file and choose whether you want it delivered to Microsoft Support. The information is used by programming groups at Microsoft for quality control and is not used for tracking individual users or installations for any marketing purpose. The information that is collected is technical information about the state of your system when the error occurred. No documents (or any information contained in them) are intentionally sent with the report. To ensure further security, the report is transmitted by means of a secure connection and is kept confidential and anonymous in a limited-access database.

Tip



This error-reporting method meets the privacy regulations of the European Union (EU) as well as the Fair Information Practice Principles of the Federal Trade Commission. To view the Fair Information Practice Principles, visit the Federal Trade Commission Web site at www.ftc.gov/reports/privacy3/fairinfo.htm.


If your Treo is connected to your computer when you send the error report, you are not billed for sending error reports—provided your computer is connected to the Internet. If you use the Sprint network to send an error report, data transfer charges apply.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Error Reporting** .
3. Select whether you want to enable or disable error reporting.
4. Press **OK** .




Setting Up an External GPS Device

If you purchased an optional Global Positioning System (GPS) receiver, your Treo can show your exact location on a map. The External GPS settings do not affect the built-in GPS features of your device.

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **External GPS** .
3. On the **Programs** tab, select the **GPS program port** list, and then select the port for applications to use to access GPS information. (This port must also be selected in your GPS application's configuration settings.)
4. Select the **Hardware** tab.
5. Select the **GPS hardware port** list, and then select the port to which your GPS receiver is connected. (This must be a different port from the one you set in step 3 as your program port. To connect to the GPS device using Bluetooth® wireless technology, you must first set up a partnership between the two devices. See “Setting Up a Bluetooth Connection” on page 196.)



6. Select the **Access** tab and check the **Manage GPS automatically** box. This setting lets more than one application simultaneously access your GPS information.
7. Press **OK** .


Viewing Memory Usage

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Memory** .
3. Select either of the following tabs:
 - **Main**: View the amount of memory assigned to your applications and information, as well as the amount of memory in use versus the available memory.
 - **Storage Card**: View the amount of memory available on an expansion card that is inserted into the expansion slot on your Treo.
4. Press **OK** .



Viewing and Optimizing Power Settings

1. Press **Start**  and select **Settings**.
2. Select the **System** tab, and then select **Power** .
3. On the **Battery** tab, check the **Battery Power Remaining** indicator to see how much power remains in your battery.

4. Select the **Advanced** tab and set whether your Treo turns off automatically after a specified period of inactivity. (You can assign various intervals for battery power and external power.)
5. Select the **Screen Saver** tab and set whether the clock screen saver appears when the phone is turned on and the screen is turned off.
6. Press **OK** .



Tip

To conserve additional battery power, adjust the display backlight setting. Press Start and select Settings. Select the System tab, and then select Backlight. On the Battery Power tab, set whether the display backlight turns off automatically after a period of inactivity.

Viewing and Managing Active Tasks

1. Press **Start**  and select **Settings**.
2. Select **System** and then select **Task Manager** .
3. Do any of the following:
 - **Close a specific application:** Highlight the application's name and press **End Task**  (left softkey).

- **Close all active applications:** Press **Menu** (right softkey), select **End All Tasks**, and then select **Yes** to confirm the action.
 - **View a list of all active processes:** Press **Menu** (right softkey) and select **View > Processes**.
4. Press **OK** (OK).

Tip

You can also press and hold **Option** + **OK** to access **Task Manager**.

Connection Settings

Turning Wireless Services On and Off

1. Press **Start** (Start) and select **Settings**.
2. Select the **Connections** tab, and then select **Wireless Manager** (Wireless Manager).
3. Turn the wireless features of your Treo on or off. (Select **All** to turn all wireless features on or off.)
4. Press **OK** (OK).



Tip

You can also turn wireless services on and off by tapping the signal-strength icon at the top of the screen and then selecting **Wireless Manager**.

To change the settings for one of the displayed wireless features, press **Menu** (right softkey) and select the wireless feature you want to change.

Managing ISP Settings



Your Treo is already set up to connect to the Internet using a high-speed data connection on the Sprint network. To connect to the Internet, simply start Internet Explorer® Mobile.

For special situations, such as connecting to your ISP (Internet service provider) or a remote access server (RAS), you can set up another connection. Before you begin, obtain the following information from your ISP or system administrator:

Before You Begin

Obtain the following information from your ISP or system administrator:

- ISP server phone number or access point.
- Username.
- Password.

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Connections** .
3. On the **Tasks** tab, select **Manage existing connections**.
4. Select the **Modem** tab.
5. Highlight the connection you want to view or change, and then select **Edit**, or to create a new connection, select **New**.
6. Follow the onscreen instructions for editing or creating the connection.

Customizing

Connecting to a VPN

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

You need to set up a VPN to access a corporate server in either of the following situations:

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



Before You Begin

Check with your company's system administrator to see if a VPN is required for accessing the corporate network. If you need a VPN, you must purchase and install a third-party VPN client in order to use this feature. Before you begin setting up a VPN, ask your system administrator for the following information:

- Your username and password.
- Your server's domain name.
- Your server's TCP/IP settings.
- Your server's host name or IP address.

Did you know?



A common cause of sync problems is the presence of protective software, such as VPNs or firewalls, on your computer or network. See "The Desktop Sync Software Does Not Respond to a Sync Attempt" on page 360.

1. Install your third-party VPN client (see "Installing Applications" on page 296).
2. Press **Start**  and select **Settings**.
3. Select the **Connections** tab, and then select **Connections** .
4. On the **Tasks** tab, select **Add a new VPN server connection**.
5. Follow the onscreen instructions for entering the settings provided by your corporate system administrator.

Tip

To manually start a data connection on the Sprint network or another network, go to Connections Settings. On the Tasks tab, select Manage existing connections. Tap and hold the connection you want to start, and then select Connect from the shortcut menu.


Setting Up a Proxy Server

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Connections** .
3. On the **Tasks** tab, select **Set up my proxy server**.

4. Check both of the boxes near the top of the screen.
5. Select **Proxy server** and enter the proxy server name.

Tip

To change settings such as the port number, proxy server type, or credentials, select **Advanced**.



6. Press **OK** .

Note

Setting a proxy server may prevent you from accessing some Sprint Power Vision Web pages.

Ending a Data Connection

If your service plan includes minutes-of-use fees for data connections, you can reduce costs by ending the data connection after you finish browsing the Web.

1. Use the stylus to tap the  or  signal icon on the title bar.
2. Select **Disconnect** from the shortcut menu.



Enrolling a Domain


If your company uses Microsoft System Center Mobile Device Manager, you may need to use the Domain Enroll settings to register your Treo within your company's network.

Important

After you enroll your device in your company's network, your system administrator can turn various features on your Treo on and off. If a feature, such as the camera or messaging, worked previously and this feature no longer works after enrollment, contact your system administrator to find out if this feature is disabled on your Treo.

Customizing

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Domain Enroll** .

3. Press **Enroll**  (right softkey).
4. Follow the onscreen instructions to complete the enrollment process.

Purchasing Accessories for Your Treo

These accessories, and others, are available from your local Sprint Store or at palm.com/treo800wsprint-support. For more information, you can also call Sprint at 1-888-211-4727 or visit www.sprint.com. Next-day delivery is available in selected areas.

- ✓ **Vehicle Power Charger:** A charger that enables you to charge your Treo in your vehicle using the car lighter socket.
- ✓ **Replacement Battery:** A backup battery that you can use if your primary battery becomes drained, is charging, or has reached the end of its useful life.
- ✓ **Battery Charger:** A charger that enables you to charge a spare battery.
- ✓ **USB Sync Cable:** A replacement or spare cable (your Treo comes with one USB sync cable).
- ✓ **Extra AC Charger:** A 100-to-240-volt AC charger for your Treo.
- ✓ **Palm® Treo™ 800 Power/Audio Adapter:** An adapter that enables you to charge your Treo and use a wired headset at the same time.
- ✓ **MicroUSB/2.5mm adapter:** An adapter that enables you to connect a wired headset with a 2.5mm connector to your Treo.
- ✓ **International Travel Adapters:** Snap-on adapters that enable you to use the Extra AC charger in continental Europe, the United Kingdom, and Australia. (For use with the Extra AC Charger only.)
- ✓ **Leather Side Case With Belt Clip:** A case that you can clip to your belt or bag that provides quick access to and protection for your Treo.
- ✓ **Stylus:** A replacement or spare stylus for your Treo.

Your Resources



Help

In This Section

- | Transferring Information From Another Device
 - | Trouble Installing the Desktop Software on a Windows XP Computer?
 - | Resetting Your Palm® Treo® 800w Smart Device
 - | Performance
 - | Screen
 - | Network Connection
 - | Synchronization
 - | Email
 - | Web
 - | Camera
 - | Third-Party Applications
 - | Making Room on Your Treo
 - | Voice Quality
-

Although we can't anticipate all the situations that might arise, this chapter provides helpful information and answers to some of the most commonly asked questions. For additional information and technical support, visit palm.com/treo800wsprint-support.

Transferring Information From Another Device

For information on transferring your information from a previous Windows Mobile® device or from a Palm OS® by ACCESS device to your new Palm® Treo™ 800w smart device, visit palm.com/treo800wsprint-support.

If you have questions about Windows Mobile, you can also go to the Microsoft Windows Mobile Web site (www.windowsmobile.com) and search for information on Palm devices.

Important

To prevent your Treo from malfunctioning, do not use a backup utility to transfer your information from another device to your new Treo. In addition, do not use a backup utility to back up and restore your information if you update the operating system on your Treo.

Trouble Installing the Desktop Software on a Windows XP Computer?

The desktop synchronization software lets you synchronize with Microsoft® Outlook® 2003 or later. You must have Outlook 2003 or later (sold separately) installed on your computer, and you should install and open Outlook before you install or use Microsoft® ActiveSync® technology.

Tip

If you don't have Outlook 2003 or later installed on your computer, insert the CD into your computer's CD drive, select Palm® SupportCenter, and then select Microsoft® Outlook® 2007 (60-day trial) to download a trial version of this software.



If you want to synchronize with a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's author or vendor to find out whether software is available for your Treo.

1. Shut down your computer, and then turn it on again.
2. On your computer, click **Start > Control Panel > Add or Remove Programs**.
3. Remove ActiveSync if it is on your computer.
4. Quit any active applications, including virus scanners and Internet security applications.
5. Make sure you're installing the version of the software that came with your Treo on the Getting Started CD for Palm Treo 800w smart device. (Other versions may not work with this Treo.)
6. Make sure your computer profile includes administrator rights to install software. (In large organizations, these are usually granted by the system administrator.)

Resetting Your Palm® Treo™ 800w Smart Device

Performing a Soft Reset

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

1. If your Treo responds to key presses, press and hold **Power/End**  to turn off your phone.
2. If the screen display is on, press **Power/End**  to turn off the screen.
3. Remove the battery from your Treo, and then reinsert it. (See "Replacing the Battery" on page 351 for details. The reset begins when you insert the battery.)
4. Wait for the progress bar on the Palm logo screen to fill and the Windows Mobile screen to transition to the **Today** screen before continuing to use your Treo. (Be patient, this may take a few minutes.)

Help


Performing a Hard Reset



A hard reset erases all personal information, such as appointments, contacts, and tasks, as well as programs you have added, such as third-party software, on your Treo. Never do a hard reset without first trying a soft reset. You can restore previously synchronized information the next time you sync.

Review the following important information before performing a hard reset:

- ✓ After a hard reset, synchronize to restore your Outlook data, such as Outlook email, Calendar, Contacts, Notes, and Tasks. You can also use the included Sprite Backup utility to restore previously backed up configurations and preferences such as speed-dials, SMS entries, call log information, and personal settings.
- ✓ Some third-party applications do not create a backup on your computer when you synchronize. If you do a hard reset, you may lose information in these applications and you need to reinstall the application on your Treo after the hard reset. Please contact the developer to find out if your information is backed up during synchronization.
- ✓ When you synchronize after a hard reset, the Files sync folder reverts to the default folder name.
- ✓ Your Treo might not reestablish a Sprint Power VisionSM session after a hard reset. To manually establish a new Sprint Power Vision session, open the Web browser to access a Web site.

A hard reset can tell you whether a problem stems from your Treo or from an application installed on it. If you do not experience the problem after you perform a hard reset, the problem may be related to software you installed. See “Third-Party Applications” on page 373 for suggestions on diagnosing third-party software issues.

1. If possible, synchronize your device with your computer so that your device applications and info can be restored by synchronizing again after you perform the hard reset.
2. Remove the battery from your Treo.
3. Press and hold **Power/End**  while reinserting the battery. (See “Replacing the Battery” on page 351 for details.)

4. When the **Palm logo** screen appears and the progress bar begins to fill, release **Power/End** .
5. When the “Erase all data?” prompt appears, press **Up**  to confirm the hard reset.
6. Wait for the progress bar on the **Palm logo** screen to fill again and for the **Windows Mobile** screen to appear.
7. Follow the onscreen instructions to align the screen before continuing to use your Treo.
8. (Optional) Sync your Treo with your computer to restore your previously synchronized information. (Connect your Treo to your computer, press **Start**, and then select **Programs** > **ActiveSync** > **Sync**. If you use Sprite Backup or another compatible backup utility, you may also need to restore a backup to recover additional information and settings.)

Replacing the Battery


Your Treo comes with a replaceable battery. Be sure to use a replacement battery from Palm that is compatible with the Treo 800w smart device. See “Caring for the Battery” on page 388 for information on handling the battery safely.

WARNING

Use only batteries and chargers that are approved by Sprint or Palm with your Treo. Failure to use an approved battery or charger may prevent your Treo from turning on or charging, may void your Treo warranty, and may increase the risk of your Treo overheating, catching fire, or exploding, which may also result in serious bodily injury, death, or property damage.

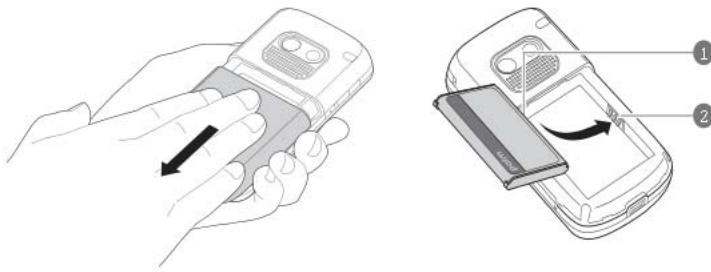
Did you know?

Your Treo stores all your information even when you remove the battery.

1. Press **Power/End**  to turn off the screen.
2. Gently press the battery door while sliding it downward to remove it from your Treo.
3. Place a finger in the notch between the stylus and the battery, and lift the old battery out of the compartment.
4. Align the contacts on the new battery with the contacts inside the battery compartment and press the battery into place.

Help

5. Slide the battery door onto the back of the Treo until it clicks into place.
6. Wait for the screen to turn on, and then enable the network time or set the date and time when prompted.



- 1 Battery Contacts
- 2 Device Contacts





Tip

Be sure to dispose of your old battery in an environmentally responsible and legal way. In some areas, disposal in household or business trash is prohibited. Visit palm.com/environment for more information.

The Applications Are Running Slower Than Usual

Tip




Be sure that third-party applications are compatible with Windows Mobile Professional version 6.1 or later. Applications written for earlier versions can have performance problems. If you can try a free version of the software before purchasing it, you can test it first to make sure it works properly.

1. In your open applications, save any unsaved information you want to keep.
2. Press **Start**  and select **Settings**.
3. Select **System** and then select **Task Manager** .
4. Press **Menu**  (right softkey) and select **End All Tasks**.
5. Select **Yes** to close all your open applications and discard all unsaved information.
6. Press **OK** .

Tip




You can also press and hold OK or Option + OK to access Task Manager.

If the previous steps don't fix the problem, try doing a soft reset (see "Performing a Soft Reset" on page 349). If the problem persists, follow these steps to turn off the **Microsoft® Voice Command** setting, if it is enabled:

1. Press **Start**  and select **Settings**.
2. Select the **Personal** tab, and then select **Voice Command** .
3. Uncheck the **Enabled** box.
4. Press **OK** .

Help

I Can't Beam or Receive Information Via Infrared or Bluetooth® Wireless Technology

1. Press **Start**  and select **Settings**.
2. Select the **Connections** tab, and then select **Beam** .
3. Check the **Receive all incoming beams** box.
4. Press **OK** .
5. If beaming still does not work and your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether infrared or Bluetooth® wireless technology features are disabled on your Treo.

I Can't Save or Access Files on an Expansion Card

- Make sure the card is not locked or copy-protected.
- If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether removable storage features are disabled on your Treo.

I Can't Charge the Battery

- If you're using a new battery or a new charger, make sure the battery and charger are approved by Sprint or Palm for use with your Treo. Failure to use an approved battery or charger may prevent your device from turning on or charging.
- If you're using an existing, approved battery, the battery may have reached the end of its useful life and needs to be replaced. See "Replacing the Battery" on page 351 for details.



Tip

Make sure that third-party applications support 320 x 320 screen resolution. Some older applications have screen-size limits.


The Screen Appears Blank

1. The screen backlight dims when there is no keyboard activity for 30 seconds. The screen backlight turns off automatically when the screen turns off or when you are on a call or playing music in the background for longer than the time period specified in **Backlight Settings** expires. (Press any key to wake up the screen. Keep in mind that pressing **Power/End** hangs up any calls in progress.)
2. Look closely at the screen, and if you can see a dim image, try adjusting the screen brightness (see “Adjusting the Brightness” on page 322).
3. If that doesn’t work, perform a soft reset (see “Performing a Soft Reset” on page 349).
4. If that doesn’t work, connect your Treo to the AC charger (see “Charging the Battery” on page 29) and perform a soft reset again.
5. If you’re using a third-party application, make sure that the application supports 320x320 screen resolution.
6. If that doesn’t work, perform a hard reset (see “Performing a Hard Reset” on page 350).

The Screen Doesn’t Respond Accurately to Taps or Activates Wrong Features

1. Make sure there is no debris trapped under the edges of the screen.
2. Press **Start**  and select **Settings**.
3. Select the **System** tab, and then select **Screen** .
4. On the **Alignment** tab, select **Align Screen**.
5. Follow the onscreen instructions to align the screen.

Help

6. Press **OK** .

Tip

To find carrying cases that protect the screen, and other useful accessories, visit palm.com/treo800wsprint-support

Network Connection

Signal Strength Is Weak

- ✓ If you're standing, move about ten feet in any direction.
- ✓ If you're in a building, move near a window. Open any metal blinds.
- ✓ If you're in a building, move outdoors or to a more open area.
- ✓ If you're outdoors, move away from large buildings, trees, or electrical wires.
- ✓ If you're in a vehicle, move your Treo so that it's level with a window.

Tip

Become familiar with low coverage areas where you live, commute, work, and play, so you know when to expect signal-strength issues.

My Treo Won't Connect to the Wireless Network

1. Try the preceding suggestions for weak signals.
2. Turn off your phone and turn it on again (see "Turning Your Phone On and Off" on page 35).
3. Perform a soft reset (see "Performing a Soft Reset" on page 349).

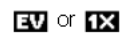

My Treo Seems to Turn Off by Itself

If a system error and reset occur, the phone automatically turns on if it was on before the reset. However, if your Treo can't determine if your phone was on before the reset, it does not automatically turn on the phone (see "Turning Your Phone On and Off" on page 35).

I Can't Tell If Data Services Are Available

Key term	1xRTT (single-carrier [1x] radio transmission technology): A wireless technology that can provide fast data transfer and Internet access, with average speeds of 60-to-80Kbps and bursts of up to 144Kbps.
Key term	EVDO (Evolution Data Optimized): A wireless broadband technology that is designed for very high-speed data transfer, with average download speeds of 400-to-600Kbps, and capable of reaching speeds up to 3.2Mbps and upload speeds up to 1.8Mbps.

The following icons appear in the title bar to indicate whether data services are available. If you don't see one of these icons, you cannot open a data connection:





-  The Sprint Mobile Broadband (EVDO) or Sprint 1xRTT network is within range. You can make or receive calls or open a data connection.
-  Your Treo is connected to a Wi-Fi network. You can open a data connection.

My Treo Won't Connect to the Internet

Your Treo supports Sprint Mobile Broadband (EVDO), Sprint 1xRTT, and Wi-Fi wireless data networks. To connect to the Internet, you must either subscribe to data services with Sprint or be within range of a Wi-Fi network.

- ✓ Contact Sprint to verify that your subscription plan includes data services and that these services have been correctly activated. Sprint should also be able to tell you if there are any outages in your location.
- ✓ If your company uses Microsoft System Center Mobile Device Manager and you're attempting to make a Wi-Fi connection, contact your system administrator to find out whether Wi-Fi features are disabled on your Treo.

Help

- Press and hold **Power/End**  to turn off your phone. Then press and hold the same button to turn it back on again.
- Perform a soft reset (see “Performing a Soft Reset” on page 349).
- Confirm that data services are correctly configured on your Treo:
 1. Press **Start**  and select **Settings**.
 2. Select the **Connections** tab, and then select **Connections** .
 3. On the **Tasks** tab, select **Manage existing connections**.
 4. If **Power Vision** appears in the list, press **OK** . If not, contact Sprint for assistance.


I Can't Send or Receive Text Messages

- Make sure your phone is on (see “Turning Your Phone On and Off” on page 35).
- Contact Sprint to verify that your plan includes messaging services, that these services have been correctly activated, and that they are available at your location (Sprint should be able to tell you if messaging services have been experiencing transmission delays).
- If possible, contact the recipient of the message, and make sure the receiving device can handle the type of message you're sending.
- If a text message arrives but does not display a notification, perform a soft reset (see “Performing a Soft Reset” on page 349).
- If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether messaging features are disabled on your Treo.



I Can't Make or Receive Calls Using a Bluetooth Hands-Free Device

Verify all of the following:



- The **Turn on Bluetooth** box is checked in **Bluetooth Settings**.
- Your Bluetooth device is charged and turned on.
- Your Treo is within range of the hands-free device. Bluetooth range is up to 30 feet (10 meters) in optimum environmental conditions, which include the absence of obstacles, radio interference from nearby electronic equipment, and other factors.
- The **Bluetooth Settings** screen is closed.

- ✓ The Wi-Fi feature is off. If Wi-Fi is on, press and hold **Wi-Fi**  to turn this feature off, and then try to use your Bluetooth device again.
- ✓ You are away from other devices using the 2.4GHz radio frequency, such as cordless phones and microwaves. If this is impossible, move the phone closer to the hands-free device.
- ✓ The device specifications are compatible with your Treo.
- ✓ If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether Bluetooth features are disabled on your Treo.

I Lost the Connection Between My Treo and My Bluetooth Headset

1. Press **Start**  and then select **Settings**.
2. Select the **Connections** tab, and then select **Bluetooth**.
3. On the **Devices** tab, select **Add New Device**.
4. Select your headset name from the list.
5. In **Partnership Settings**, make sure the **Hands Free** box is checked.
6. Select **Save**.
7. Highlight the headset name.
8. Press and hold **Center**  to open the shortcut menu, and then select **Set as Hands-Free**.
9. Test your headset by making or receiving a call.

If the headset still doesn't work, delete the existing partnership and create a new one. To delete the partnership, do the following:

1. Press **Start**  and then select **Settings**.
2. Select the **Connections** tab, and then select **Bluetooth**.
3. On the **Devices** tab, highlight the headset device name.
4. Press and hold **Center**  to open the shortcut menu, and then select **Delete**.
5. Create a new partnership (see "Setting Up a Bluetooth Connection" on page 196).

Synchronization

Synchronization enables you to back up the information on your Treo onto your computer or your server. If you ever need to perform a hard reset or otherwise erase all your information on your Treo, you can synchronize your Treo with your computer to restore the information. To make sure you always have an up-to-date backup of your information, synchronize frequently.

You can synchronize email and other information directly with Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2, using Microsoft Exchange ActiveSync, or you can synchronize your Treo with your computer, using the desktop sync software (see “Setting Up Your Computer for Synchronization” on page 46).

Did you know?

You can go to the Windows Web site for more information at www.windowsmobile.com

A common cause of sync problems is the presence of protective software, such as VPNs or firewalls, on your computer or network.










Desktop Sync Software


This section covers issues with synchronizing using the desktop sync software that came with your Treo. If you have a Windows XP computer, the desktop sync software is called ActiveSync® desktop software. If you have a Windows Vista® computer, the desktop sync software is called Windows Mobile Device Center.

The Desktop Sync Software Does Not Respond to a Sync Attempt

If you can successfully sync at any point during the following procedure, you do not need to complete the remaining steps.

1. Make sure you are using the USB sync cable that came with your Treo or a replacement cable that has been approved by Palm for use with a Treo 800w smart device.
2. Make sure the USB sync cable is securely connected at all points (see “Synchronizing With a USB Connection” on page 50).

3. If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether desktop synchronization features are disabled on your Treo.
4. Make sure that all the files you're trying to sync are closed on both your computer and your Treo.
5. Check synchronization progress:
 - On your Treo, look for the animated **ActiveSync**  icon at the top of your screen.
 - On your computer, look for the animated **sync** icon in the taskbar:  (Windows XP) or  (Windows Vista).
6. If you did not see the correct icons, do the following:
 - **On your Treo:** Press **Start** , select **Programs**, select **ActiveSync** , and then press **Menu**  (right softkey), select **Connections**, and make sure the **Synchronize all PCs using this connection** box is checked and that **USB** is selected from the list.
 - **Windows XP computer:** Click **Start > All Programs > Microsoft ActiveSync**.
 - **Windows Vista computer:** Click **Start > All Programs > Windows Mobile Device Center**.
7. Do one of the following:
 - **Windows XP computer:** Double-click the **ActiveSync**  icon in your taskbar, and then from the **File** menu, select **Connection Settings**, make sure the **Allow USB connections** box is checked, and then click **Connect**.
 - **Windows Vista computer:** Click **Start > All Programs > Windows Mobile Device Center**. Select **Connect without setting up your device**, and then select **Connection settings**. Make sure the **Allow USB connections box** is checked, and then click **Connect**.
8. On your Treo, press **Start** , select **Settings**, select the **Connections** tab, and then select **USB to PC** . If the **Enable advanced network functionality** box is checked, uncheck it. If this box is currently unchecked, then check it.

9. Perform a soft reset (see “Performing a Soft Reset” on page 349).
10. Restart your computer and make sure the desktop sync software is running.
11. If problems persist and you’re synchronizing through a USB hub, try connecting the sync cable to a different USB port on the hub or directly to your computer’s built-in USB port.
12. If you’re synchronizing through a built-in USB port on the front of your computer, move the sync cable to a USB port on the back of your computer (if your computer has USB ports in both places).
13. For a Windows XP computer only: Uninstall the desktop software that came with your Treo, and then insert the Getting Started CD for Palm Treo 800w smart device, and repeat the installation process.
14. For a Windows XP computer only: Delete the existing partnership between your Treo and your computer and create a new one by doing the following steps in turn:
 - Disconnect your Treo and your computer from the sync cable.
 - Right-click the gray **ActiveSync**  icon in the taskbar in the lower-right corner of your computer screen, and then select **Open Microsoft ActiveSync**.
 - Click **File** and then click **Delete Mobile Device**. When asked to confirm, click **Yes**.
 - Connect your Treo and your computer to the sync cable.
 - When the **Synchronization Setup Wizard** appears, follow the steps to establish a sync relationship between your Treo and your computer.
15. If your organization uses a firewall or a VPN connection, synchronizing with ActiveSync may not work. For a Windows XP computer only, go to www.microsoft.com and search for the following topics to help with specific firewall setup situations:
 - ActiveSync USB Connection Troubleshooting Guide
 - ActiveSync with Sygate Personal Firewall
 - ActiveSync with Trend Micro PC-cillin Internet Security
 - ActiveSync with Norton Personal Firewall

16. Verify with your computer hardware vendor that your operating system supports your internal USB controller.

Did you know? A common cause of sync problems is the presence of protective software, such as VPNs or firewalls, on your computer or network.

Tip If you are synchronizing to an Exchange server and you're unable to change your lock settings, check with your system administrator to find out if a systemwide locking policy is in place.

Synchronization Finishes But Information Doesn't Appear Where It Should

- ✓ With the included software, your Treo can synchronize with the root folders of Contacts, Calendar, Tasks, and Notes. If you want to synchronize with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Microsoft Office Outlook. Right-click the addresses and select **Add to Personal Address Book**.
- ✓ Microsoft Office Outlook subfolders and public folders are not accessible with the included software. You may want to use a third-party solution instead.
- ✓ If you're trying to sync offline, be sure to set your Microsoft Office Outlook Calendar, Contacts, Notes, and Tasks to be available offline.
- ✓ If you're still having problems, try the following:
 1. Make sure you're synchronizing with the intended desktop personal information manager (PIM). The Getting Started CD for Palm Treo 800w smart device lets you synchronize with Microsoft Office Outlook for Windows. If you use a different PIM, you need to install third-party software to synchronize. For more information, consult the company that makes the PIM.
 2. Open the desktop sync software on your computer, and make sure the Files synchronization option is selected ("Changing Which Applications Sync" on page 314).
 3. For a Windows XP computer only: Uninstall the desktop synchronization software, reboot your computer, and then insert the Getting Started CD for Palm Treo 800w smart device that came with your Treo, and repeat the installation process.

Help

Synchronization Starts But Doesn't Finish

1. Make sure that you installed the desktop software that came with your Treo. If you're not sure whether this software is installed, reinstall it.
2. If you're trying to sync offline, be sure to set your Microsoft Office Outlook Calendar, Contacts, Notes, and Tasks to be available offline.

My Windows Media® Player Library Won't Sync

1. Make sure you have Windows Media® Player 10 or later installed on your computer.
2. For a Windows XP computer only: Reinstall your synchronization software from the Getting Started CD for Palm Treo 800w smart device that came with your Treo. Media file synchronization fails if you installed the synchronization software before you installed Windows Media Player 10 or later.

My Appointments Show Up in the Wrong Time Slot After I Sync

1. Make sure the appointments are assigned to the correct time zone. (If not, change the time zone. If yes, then continue to the next step.)
2. Make sure that you installed the desktop software that came with your Treo. If you're not sure whether this software is installed, reinstall it.
3. Open Microsoft Office Outlook and correct the wrong entries.
4. Manually enter any information you've added to your Treo since the last time you synchronized.
5. Synchronize your Treo and your computer.


Before You Begin

- Do the following:
- Make sure your computer is equipped with Bluetooth wireless technology, either built-in or through a Bluetooth card.
 - Make sure that the PC's Bluetooth setting is discoverable.
 - Make sure your computer is set up for synchronization (see "Setting Up Your Computer for Synchronization" on page 46).

1. Do one of the following:

Windows XP computer: Right-click the gray **ActiveSync**  icon in the taskbar, and select **Connection Settings**.

Windows Vista computer: Click **Start > All Programs > Windows Mobile Device Center**. Select **Connect without setting up your device**, and then select **Connection settings**.
2. Check **Allow connections to one of the following**, and then select the Bluetooth COM port you set up on your computer.
3. On your Treo, go to your **Today** screen (see "Accessing Your Today Screen" on page 76), and then tap **Bluetooth** .
4. Select the **Mode** tab, and then check the **Turn on Bluetooth** box to turn on the Bluetooth feature on your Treo.
5. Press **OK** .
6. Press **Start**  and select **Programs**.
7. Select **ActiveSync** .
8. Press **Menu**  (right softkey) and select **Connect via Bluetooth**.
9. If this is the first time you're making a Bluetooth connection to this computer, follow the onscreen prompts to set up a Bluetooth partnership with this computer.
10. Select **Sync**.





11. When synchronization has finished, press **Menu**  (right softkey) and select **Disconnect Bluetooth**.

Exchange ActiveSync (wireless synchronization)

I Can't Synchronize With My Company's Exchange Server

If you're unable to change your lock settings, check with your system administrator to find out if a systemwide locking policy is in place.

My Scheduled Sync Doesn't Work

- If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether synchronization frequency settings are restricted on your Treo.
- By default, a scheduled sync does not work while you are roaming. This is to prevent roaming charges on your account. If roaming charges are not a concern, follow these steps to continue your sync schedule while roaming:
 1. Press **Start**  and select **Programs**.
 2. Select **ActiveSync** .
 3. Press **Menu**  (right softkey) and select **Schedule**.
 4. Check the **Use above setting when roaming** box.
 5. Press **OK** .

An Alert Tells Me That ActiveSync Encountered a Problem on the Server

There is a temporary problem with the server, or the server may be temporarily overloaded. Try again later, and if the problem persists, contact your system administrator.

An Alert Tells Me That There Is Not Enough Free Memory to Synchronize

ActiveSync ran out of storage space. Try the following:

1. Go to **Task Manager** and close all running programs (see "Closing Applications" on page 71 for details).
2. If the problem persists, see "Making Room on Your Treo" on page 374 for suggestions of other ways to free up space on your Treo.

An Alert Tells Me That the Server Could Not Be Reached

Your Treo had to wait too long to connect to the Exchange server. The connection may have been lost, the server may be temporarily overloaded, or the server may have encountered an internal error. Check your Exchange server name and proxy server settings (see “Setting Up Wireless Synchronization” on page 308), and try again later.

An Alert Tells Me That ActiveSync Encountered a Problem With [Item Type] [Item Name]

There is an error while synchronizing a single item. This error can usually be corrected only by removing the item that caused the error. If you sync again to see if the error persists, be aware that items causing this type of error are skipped and do not show up again.

An Alert Tells Me That My Account Information Could Not Be Detected

When you set up the Exchange server sync options, the credentials page was left blank. Correct the credentials (see “Setting Up Wireless Synchronization” on page 308), or set up your Treo to sync only with a computer, and try to sync again.

An Alert Tells Me that My Device Timed Out While Waiting For Credentials

The Exchange server credentials screen was left open too long. Reenter the Exchange server credentials, and try to sync again.




My Today Screen Settings Are Not Restored After a Hard Reset

Settings such as the background image and plug-in choices are not backed up during synchronization, so they can't be restored after a hard reset. If you use a backup utility, such as the included Sprite Backup, you may be able to restore a backup to recover your *Today* screen settings and other additional information.

When I Sync With My Exchange Server My Information Is Not Downloading to My Treo

Check with your system administrator to obtain the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out, because they do not want wireless access to their servers), you cannot use ActiveSync to synchronize with the Exchange server. You can also check the following setting:

Help

1. Press **Start**  and select *Programs*.
2. Select *ActiveSync* .
3. Press **Menu**  (right softkey) and select *Configure Server*.
4. Make sure the **SSL** box is checked.

Email

I Have Problems Using My Account

Occasionally you may experience problems using an email account after you set it up. If you followed the account setup procedure and are experiencing problems using the account, verify that the account complies with your email provider's requirements by following these steps:

- Verify both your password and your username for your email account.
- Some wireless service providers require you to be on their network to use your email account. If this is the case, be sure to use your provider's network as the connection type for the account.
- Some wireless service providers have other requirements specific to their service. Check with your service provider to find out whether any provider-specific requirements exist.
- Service provider settings frequently change. If your email account was working but you are currently experiencing problems, check with your service provider to find out whether any of the account settings have changed.




I Have Problems Sending and Receiving Email

- Short periods of time when email is unavailable are common, due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly, and check with Sprint Customer Service for outage information in your area.

- If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether email features are disabled on your Treo.




Auto Sync Is Not Working

If Auto Sync is occurring and you turn your Treo off, or if the connection to your email service provider is disconnected, the Auto Sync fails.

1. Check the synchronization schedule to make sure that Auto Sync is set to occur at the expected day and time (see “Setting the Synchronization Schedule” on page 310 for details).
2. Press **Start** , select **Programs**, and then select **ActiveSync** .
3. Press **Menu**  (right softkey) and select **Add Server Source** or **Configure Server**. (Make sure the verify password setting is on. This is required for wireless synchronization.)

I Have Problems Sending Email

If you are able to receive email messages but cannot send them, try these steps:

1. Make sure your ISP or email provider allows you to access email on a Treo. Some providers do not offer this option at all; other providers require an upgrade for you to access email on a Treo.
2. Turn on ESMTP. Many services require authenticated access, or ESMTP, to use their SMTP servers.
3. Press **Start** , select **Programs**, and then select **ActiveSync** .
4. Press **Menu**  (right softkey) and select **Configure Server**. (Make sure the **SSL** box is checked.)
5. Enter the name of a different outgoing mail server for sending mail. Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server. Contact Sprint for an outgoing mail server option based on your Sprint account settings.

In other cases, your ISP may be able to provide you with the outgoing mail server settings required to send mail from your Treo.

I Have Problems Synchronizing Messages on My Treo With Messages on My Computer

Make sure you have chosen the same settings for the account on both your Treo and your computer. For example, if the account is set up on your Treo to use the POP protocol, check the **ActiveSync** settings on your computer to make sure that POP is selected as the protocol for that account.


My vCard or vCal Email Attachment Isn't Forwarding Correctly

Microsoft Office Outlook provides several features that work with email client software on a Windows computer. For these features to work correctly, the email client software must be properly set up. Follow these steps to check the settings:

1. On your computer, click **Start > Control Panel**.
2. Select **Internet Options**, and then click the **Programs** tab.
3. Make sure that the email field is set to the correct email client software.
4. Click **OK**.
5. Start the email client software and make sure it is configured as the default MAPI client. (Consult the documentation for your desktop email application for more information.)

Web

I Can't Access a Page

1. Make sure you have Internet access:
 - Open Internet Explorer® Mobile and try to view a Web page you've loaded before.
 - To ensure that you're viewing the page directly from the Internet, press **Menu**  (right softkey) and select **Refresh**.

- After confirming your Internet connection, try to view the page in question again. If it comes up blank, press **Menu** (right softkey) and select **Refresh**.
 - If you're still having trouble, the page may contain elements that are not supported by Internet Explorer Mobile, such as Flash, Shockwave, VBScript, WML script, and other plug-ins.
2. Some Web sites use a redirector to their true home page (for example, if you enter the address <http://www.palm.com/support>, it may resolve to <http://www.palm.com/us/support>. If Internet Explorer Mobile can't follow the redirect, try using a desktop browser to see the landing page of the redirector, and enter that address in Internet Explorer Mobile.
 3. If your company uses Microsoft System Center Mobile Device Manager and you're attempting to connect to the Internet with a Wi-Fi connection, contact your system administrator to find out whether Wi-Fi features are disabled on your Treo.

An Image or Map Is Too Small on My Treo Screen

Internet Explorer Mobile has various viewing modes: **One Column**, **Fit to Screen**, **Desktop**, and **Full Screen**. Switch to **Desktop** to see the full-size image (see "Viewing a Web Page" on page 172).

A Secure Site Refuses to Permit a Transaction

Some Web sites don't support certain browsers for transactions. Please contact the site's Web master to make sure the site allows transactions using Internet Explorer Mobile.

Camera

Here are some tips for taking good pictures with the built-in camera:

- ✓ Clean the camera's lens with a soft, lint-free cloth.
- ✓ Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.

- ✓ Hold the camera as still as possible. Try supporting your picture-taking arm against your body or a stationary object, such as a wall.
- ✓ Keep the subject of the pictures still. Exposure time is longer with lower light levels, so you may see a blur.
- ✓ For best results, position the brightest light source behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light.
- ✓ Make sure the subject is at least 18 inches away from the camera to ensure good focus.

Remember that when you synchronize, your Camera images are stored in the following folder on your hard drive (see “Synchronizing Your Media Files” on page 205):

Windows XP: C:\Documents and Settings\<Username>\My Documents\<device name> My Documents.

Windows Vista: C:\Users\<Username>\Pictures.

My Camera Won't Take Pictures

If your company uses Microsoft System Center Mobile Device Manager, contact your system administrator to find out whether the camera features are disabled on your Treo.

The Camera Preview Image Looks Strange

Some third-party applications overwrite the color settings of your Treo with their own 8-bit color settings. This can affect the **Camera Preview Mode**. Delete third-party applications one by one until the preview image improves.

Did you know?

Pictures are 16-bit color. Resolution settings range from 1600 x 1200 to 160 x 120 pixels. Video resolution settings range from 320 x 240 to 176 x 144 pixels. You can change the resolution setting by pressing Menu (right softkey) and selecting Resolution (still images) or Quality (video).

Third-Party Applications

Sometimes, third-party applications can cause conflicts on your Treo. Third-party applications that modify wireless features may affect the performance of your device and may require extra troubleshooting. Use caution when installing the following types of applications:

- ✓ Ringtone managers.
- ✓ Caller ID applications.
- ✓ Instant messaging.
- ✓ Applications that modify when your phone or data connections turn on or off and how your phone behaves.

Tip

Remember that not all third-party applications were written with the Treo keyboard and 5-way navigator in mind. You may encounter strange behavior or errors in these applications if you use the keyboard and 5-way navigator.

If you recently installed an application and your Treo seems to be stuck, try the following:

1. Perform a soft reset (see “Performing a Soft Reset” on page 349).
2. Make sure the third-party application is compatible with the Windows Mobile version 6.1 operating system on your Treo.
3. Delete the most recently installed application from your Treo (see “Removing Applications” on page 300).
4. If the problem persists, perform another soft reset.
5. If possible, synchronize or use the included Sprite Backup utility to back up your most recent information.
6. Perform a hard reset (see “Performing a Hard Reset” on page 350).
7. Synchronize or restore your backup to refresh the information in your built-in applications.

Help

8. If the problem is resolved, begin reinstalling your third-party applications one at a time.
9. If the problem recurs, delete the last application you installed and report the problem to its developer.

Getting More Help

Contact the author or vendor of any third-party software if you require further assistance. Sprint does not provide technical support for applications that are not built into your Treo.

Making Room on Your Treo

If you store a large number of records, or install many third-party applications, the internal memory on your Treo may fill up. Here are some ways to clear space on your device:

- ✓ **Camera:** Large images take up a lot of memory. Move images to an expansion card, or delete images from your Treo (see “Synchronizing Your Media Files” on page 205).
- ✓ **Email:** Email attachments can consume excessive memory. Move attachments to an expansion card, or delete large files from your Treo (see “Managing Your Messages” on page 161). You may also want to empty the deleted items folder.
- ✓ **Internet:** If you save links to pages you’ve visited in Internet Explorer Mobile, you may want to clear all recent pages (see “Customizing Your Internet Explorer® Mobile Settings” on page 177).
- ✓ **Third-party applications:** You can delete infrequently used applications or move them to an expansion card (see “Copying or Moving Applications and Files Between Your Treo and an Expansion Card” on page 304).

Also, remember that your Treo includes an expansion card slot, and that you can store applications and information on expansion cards. However, you still need free memory on the device itself to run applications from an expansion card.

Is the Other Person Hearing an Echo?

- ▼ Try decreasing the volume on your Treo to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and to the handset earpiece.
- ▼ Position the Treo closer to your ear to prevent sound leaking back to the microphone. Keep your hand away from the microphone hole in the lower-left corner of your device.
- ▼ If you're using **Speakerphone** mode with your Treo lying on a flat surface, try turning the device face-down (screen facing the surface).

Are You Hearing Your Own Voice Echo?

Ask the other person to turn down their volume or to hold the Treo closer to their ear.

Is Your Voice Too Quiet on the Other End?

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

Check the signal strength-indicator. If the signal is weak, try to find an area with better coverage.

Glossary

1xRTT: A standard of wireless Internet connectivity that allows for persistent data connections as long as you are actively using your data connection. The average data transmission rate is about 70Kbps, although theoretical limits are 153.6Kb/s. With Sprint Power VisionSM plans, you pay a monthly rate for unlimited data transfer and you don't pay for connection time.

ActiveSync[®]: The software on your Palm[®] Treo[™] 800w smart device that exchanges and updates the information on your Treo with the information on your computer.

ActiveSync Desktop Software: The software on your Windows XP computer that exchanges and updates the information on your computer with the information on your Treo. To open ActiveSync on your computer, double-click the **ActiveSync** icon in the taskbar in the lower-right corner of your screen. If the icon does not appear, click **Start > All Programs > Microsoft ActiveSync**. See "Installing ActiveSync[®] Desktop Software: Windows XP" on page 46.

Microsoft ActiveSync. See "Installing ActiveSync[®] Desktop Software: Windows XP" on page 46.

Auto-off interval: The time of inactivity that passes before the screen on your Treo turns off. The wireless features on your device are unaffected by this setting.

Beam: The process of sending or receiving an entry or application using the infrared port on your Treo or using Bluetooth[®] wireless technology.

Bluetooth[®] wireless technology: Technology that enables devices such as Treo smart devices, wireless phones, and computers to connect wirelessly to each other so that they can exchange information over short distances.

Desktop software: A PIM application for computers, such as Microsoft® Outlook®, that helps you manage your personal information and keep your personal information synchronized with your Treo.

Dial-up networking: Wireless technology that enables you to convert your Treo into a wireless modem so that you can access the Internet from your computer.

Direct Push technology: A two-way wireless delivery method used between Microsoft Exchange Server 2007, or Exchange Server 2003 upgraded to Service Pack 2, and a Treo with Windows Mobile® 6.1 with MSFP (Messaging and Security Feature Pack). Microsoft Direct Push technology enables features such as Tasks Over The Air (OTA), and IP-based push updating of Outlook information (Inbox, Calendar, Contacts, and Tasks).

EVDO (Evolution Data Optimized): A wireless broadband technology (also known as EVDO) that is designed for very high-speed data transfer with average download speeds of 400 to 700Kbps and that is capable of reaching speeds up to a theoretical maximum of 3.2Mbps, and upload speeds up to 1.8Mbps. The Sprint Mobile Broadband Network uses EVDO technology. Your Treo supports EVDO Rev 0 and Rev A technologies.

Global Address List (GAL): An online address book for Microsoft Exchange Server 2007 or Exchange Server 2003 upgraded to Service Pack 2. The GAL contains names, email addresses, and other information, and is created and maintained by your Exchange server administrator.

Infrared (IR): A way of transmitting information using light waves. The IR port on your Treo lets you transfer information between other IR devices within a short radius.

Lithium-ion (li-ion): The rechargeable battery technology used in your device.

Microsoft System Center Mobile Device Manager: A security management platform that enables system administrators to set and implement security policies by remotely controlling mobile devices. This platform also enables users to access corporate information on networks with firewalls.

Mobile Broadband Network: An advanced wireless data network using the fastest commercially available wireless network technology (EVDO) to deliver broadband-like transfer speeds for your data connections.

Partnership: Two Bluetooth devices—for example, your Treo and a hands-free device—that can connect because each device finds the same passkey on the other device. Once you form a partnership with a device, you don't need to enter a passkey to connect with that device. Partnership is known on some devices as *paired relationship*, *pairing*, *trusted device*, or *trusted pair*.

Phone as Modem: The feature that enables your device (when connected to the mobile broadband network) to be used as a high-speed modem for your computer, using a wired (USB sync cable) connection.

Phone Off: The icon that indicates when the phone feature is not connected to any wireless phone network. You can still use the organizer and other features.

PIM (personal information manager): A category of software that includes applications such as Microsoft Outlook, Palm® Desktop software, Lotus Notes, and ACT!. PIMs generally store contacts, schedules, tasks, and memos.

SMS (Short Messaging Service): The service that exchanges short text messages almost instantly between wireless devices. These messages can usually include up to 160 characters. Your Treo can send and receive text messages while you are on a voice call.

Sprint 1xRTT: The next generation of wireless Internet access that enables you to check your email and browse the Web.

SSID: The name that identifies a Wi-Fi network. If a network does not broadcast its SSID, you must get the SSID from the system administrator in order to connect to the network.

Synchronization: The process in which information that is entered or updated on your Treo, your computer, or a server is updated in one of the other locations either wirelessly or by means of a cable connection. See “Synchronizing Information” on page 307.

Username: The name associated with your Treo that distinguishes it from other Windows Mobile devices. When you first synchronize your device, you are asked to give it a username.

Wi-Fi access point: A network device with an antenna that provides wireless connections to a larger network. Also called a hotspot.

Windows Mobile®: The operating system of your Treo. Your device uses the Windows Mobile 6.1 Professional edition of this operating system.

Windows Mobile Device Center: The software on your Windows Vista® computer that enables you to synchronize content and manage music, pictures, and videos between your device and your computer. To open Windows Mobile Device Center on your computer, click **Start > All Programs > Windows Mobile Device Center**. See “Setting Up Windows Mobile Device Center: Windows Vista™” on page 47 for more information.

Your Safety and Specifications



Important Safety Information

In This Section

- | General Precautions
 - | Maintaining Safe Use of and Access to Your Palm Treo 800w Smart Device
 - | Using Your Phone With a Hearing Aid Device
 - | Caring for the Battery
 - | Radio Frequency (RF) Energy
 - | Static Electricity, ESD, and Your Treo
 - | Owner's Record
 - | User Guide Proprietary Notice
-

Safety

WARNING

This guide contains important operational and safety information that helps you safely use your Palm® Treo™ 800w smart device. Failure to read and follow the information provided in this guide may result in serious bodily injury, death, or property damage.

General Precautions

There are several simple guidelines for operating your Treo properly and maintaining safe, satisfactory service.

- ✓ Speak directly into the microphone.
- ✓ Avoid exposing your Treo and accessories to rain or liquid spills. If your Treo does get wet, immediately turn the power off and remove the battery.
- ✓ Although your Treo is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending, or sitting on it.
- ✓ Any changes or modifications to your Treo not expressly approved in this document could void your warranty for this equipment and void your authority to operate this equipment.

Note

For the best care of your Treo, be sure that only Sprint authorized personnel services your Treo and accessories. Failure to do so may be dangerous and may void your warranty.

Maintaining Safe Use of and Access to Your Palm® Treo™ 800w Smart Device

Do Not Rely on the Phone Feature of Your Treo for Emergency Calls

Wireless phones, such as the one on your Treo, operate using radio signals, which cannot guarantee connection in all conditions. Therefore you should never rely solely on any wireless phone for essential communication (for example, medical emergencies). Emergency calls may not be possible on all cellular networks or when certain network services and/or phone features are in use. Check with your local service provider for details.

Using Your Phone While Driving

Talking on your phone while driving (or operating the phone without a hands-free device) is prohibited in some jurisdictions. Laws vary as to specific restrictions. Remember that safety always comes first.

Tip

Purchase an optional hands-free accessory at your local Sprint Store, or order by phone. Call 1-866-866-7509 or visit www.sprint.com/accessories.

Following Safety Guidelines

To operate your Treo safely and efficiently, always follow any special regulations in a given area. Turn the phone feature of your device off in areas where use is forbidden or when it may cause interference or danger.

Using Your Treo Near Other Electronic Devices

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, RF signals from wireless phones may affect inadequately shielded electronic equipment. RF signals may affect improperly installed or inadequately shielded electronic operating systems and/or entertainment systems in motor vehicles. Check with the manufacturer or their representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle.

Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, to determine whether they are adequately shielded from external RF signals.

Note

Always turn off the phone in health care facilities and request permission before using the phone near medical equipment.

Safety

Turning Off Your Phone Before Flying

Turn off your phone before boarding any aircraft. To prevent possible interference with aircraft systems, the U.S. Federal Aviation Administration (FAA) regulations require you to have permission from a crew member to use your phone while the plane is on the ground. To prevent any risk of interference, FCC regulations prohibit using your phone while the plane is in the air.

Turning Off Your Phone in Dangerous Areas

To avoid interfering with blasting operations, turn your phone off when in a blasting area or in other areas with signs indicating that two-way radios should be turned off. Construction crews often use remote-control RF devices to set off explosives.

Turn your phone off when you're in any area that has a potentially explosive atmosphere.

Although it's rare, your phone and accessories could generate sparks. Sparks can cause an explosion or fire, resulting in bodily injury or even death. These areas are often, but not always, clearly marked. They include:

- ✓ Fueling areas such as gas stations.
- ✓ Below deck on boats.
- ✓ Fuel or chemical transfer or storage facilities.
- ✓ 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's engine.

Note

Never transport or store flammable gas, flammable liquid, or explosives in the compartment of your vehicle that contains your phone or accessories.

Restricting Children's Access to Your Treo

Your Treo is not a toy. Do not allow children to play with it; they could hurt themselves and others, damage the Treo and/or its phone, or make calls that increase your Sprint charges.

Using Your Phone With a Hearing Aid Device

Your Treo 800w smart device is compliant with the FCC Hearing Aid Compatibility (HAC) requirements. For additional HAC information, including the HAC rating of this product, please go to www.palm.com/treoHAC.

Your Treo has been tested for hearing aid device compatibility. When some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their wireless phones, to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that have been rated have a label on the box. **Your Treo 800w smart device phone has an M4/T4 rating.**

These ratings are not guarantees. Results will vary, depending on the level of immunity of your hearing device and degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference with hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings. (Note that not all hearing devices contain telecoils.)

The more immune your hearing aid device is, the less likely you are to experience interference noise from your wireless phone. Hearing aid devices should have ratings similar to those of phones. Ask your hearing health care professional for the rating of your hearing aid. Add the rating of your hearing aid and your phone to determine probable usability:

- ✓ Any combined rating equal to or greater than six offers best use.
- ✓ Any combined rating equal to five is considered normal use.

- ✓ Any combined rating equal to four is considered usable.

Thus, if you pair an M3 hearing aid with an M3 phone, you have a combined rating of six for “best use.” The same applies for T ratings.

Sprint further suggests that you experiment with multiple phones (even those not labeled M3/T3 or M4/T4) while in the store to find the one that works best with your hearing aid device. If you experience interference or find the quality of service unsatisfactory after purchasing your device, promptly return it to the store within 30 days of purchase. With the Sprint 30-day Risk-Free Guarantee, you may return the device within 30 days of purchase for a full refund, and you will only be responsible for charges based on your actual usage.

Getting the Best Hearing Device Experience With Your Treo

To further minimize interference:

- ✓ There is usually less interference on the microphone setting than on the telecoil setting.
- ✓ Set the phone’s screen and keyboard backlight settings to ensure the minimum time interval. See “Viewing and Optimizing Power Settings” on page 338 for instructions.
- ✓ Move the phone around to find the point with the least interference.

For information on selecting HAC settings, see “Selecting Your HAC Settings” on page 105.

Caring for the Battery

Protecting Your Battery

The following guidelines will help you get the most out of your battery’s performance:

- ✓ Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Sprint is not aware of similar problems with Treo smart devices resulting from the proper use of batteries and accessories approved by Sprint or by the manufacturer of your phone. Use only batteries and accessories that have been approved by Sprint or by the manufacturer of your Treo, and that are found at Sprint Stores or

through manufacturer of your Treo, or call 1-866-343-1114 to order them. They're also available at www.sprint.com/accessories. Buying the right batteries and accessories is the best way to ensure that they're genuine and safe.

- ✓ To avoid damage, charge the battery only in temperatures that range from 32° F to 113° F (0° C to 45° C).
- ✓ Don't use the battery charger in direct sunlight or in high humidity areas such as the bathroom.
- ✓ Never dispose of the battery by incineration.
- ✓ Keep the metal contacts on top of the battery clean.
- ✓ The battery may need recharging if it has not been used for a long period of time.
- ✓ It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- ✓ Don't store the battery in high-temperature areas for long periods of time. It's best to follow these storage rules:
 - Less than one month: -4° F to 140° F (-20° C to 60° C)
 - Less than three months: -4F to 104F (-20C to 40C)
 - Less than one year: -4F to 68F (-20C to 20C)

CTIA (Cellular Telecommunications and Internet Association)

Battery Handling Guidelines

- ✓ Use and/or replace the battery and charging system only with the battery or charging system specified for this phone. Use of an unqualified battery or charger, or improper battery use, may present a risk of fire, explosion, leakage, or other hazard.
- ✓ Do not disassemble, open, crush, bend, deform, puncture, or shred the battery.
- ✓ Do not short-circuit the battery or allow metallic conductive objects to contact the battery terminals.
- ✓ Do not modify or remanufacture the battery, attempt to insert foreign objects into the battery, immerse it or expose it to water or other liquids, or expose it to fire, explosion, or other hazard.
- ✓ Battery usage by children should be supervised.

- ✓ Avoid dropping the phone or battery. If you drop the phone or battery, especially on a hard surface, and you suspect damage, take it to a service center for inspection.
- ✓ Promptly dispose of used batteries in accordance with local regulations.

Disposal of Lithium-Ion (Li-Ion) Batteries

To avoid being burned, do not handle a damaged or leaking lithium-ion (li-ion) battery.

For safe disposal options of your li-ion batteries, contact your nearest Sprint authorized service center.

Special Note: Be sure to dispose of your battery properly. In some areas, the disposal of batteries in household or business trash may be prohibited.

Radio Frequency (RF) Energy

Understanding How Your Phone Operates

Your phone is basically a radio transmitter and receiver. When it's turned on, it receives and transmits radio frequency (RF) signals. When you use your phone, the system handling your call controls the power level. This power can range from 0.006 watts to 0.2 watts in digital mode.

Knowing Radio Frequency Safety

The design of your Treo complies with updated NCRP standards described below.

In 1991–92, the Institute of Electrical and Electronics Engineers (IEEE) and the American National Standards Institute (ANSI) joined in updating ANSI's 1982 standard for safety levels with respect to human exposure to RF signals. More than 120 scientists, engineers and physicians from universities, government health agencies and industries developed this updated standard after reviewing the available body of research. In 1993, the Federal Communications Commission (FCC) adopted this updated standard in a regulation. In August 1996, the FCC adopted a hybrid standard consisting of the existing ANSI/IEEE

standard and the guidelines published by the National Council of Radiation Protection and Measurements (NCRP).

Body-Worn Operation

To maintain compliance with FCC RF exposure guidelines, if you wear a handset on your body, use the carrying case, holster, or other body-worn accessory that is supplied by or approved by Sprint. Use of accessories that are not approved by Sprint may violate FCC RF exposure guidelines.

For more information about RF exposure, visit the FCC Web site at www.fcc.gov/oet/rfsafety.

Specific Absorption Rate (SAR) for Wireless Phones

The SAR is a value that corresponds to the relative amount of RF energy absorbed in the head of a user of a wireless handset.

The SAR value of a phone is the result of an extensive testing, measuring, and calculation process. It does not represent how much RF the phone emits. All phone models are tested at their highest value in strict laboratory settings. But when in operation, the SAR of a phone can be substantially less than the level reported to the FCC. This is because of a variety of factors including its proximity to a base station antenna, phone design, and other factors. What is important to remember is that each phone meets strict federal guidelines. Variations in SARs do not represent a variation in safety.

All phones must meet the federal standard, which incorporates a substantial margin of safety. As stated above, variations in SAR values between different models of phones do not mean variations in safety. SAR values at or below the federal standard of 1.6 W/kg are considered safe for use by the public.

The highest reported (FCC) SAR values of the Treo 800w smart device are as follows:

<i>Maximum Scaled SAR Values (W/kg) FCC</i>				
	<i>CDMA 2000 Cellular</i>	<i>CDMA 2000 PCS</i>	<i>WLAN</i>	<i>Co-location</i>
Head	0.837	1.420	0.067	1.433
Body	0.577	0.456	0.018	0.595

FCC Radio Frequency Emission

This phone meets the FCC Radio Frequency Emission Guidelines and is certified with the FCC as:

FCC ID number: O8F-715

IC ID number: 3905A-715

More information on the phone's SAR can be found from the following FCC Web site:
<http://www.fcc.gov/oet/ea> and enter FCC ID number **O8F-715** in the FCC ID Search.

Static Electricity, ESD, and Your Treo

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

Description of ESD

Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-Susceptible Equipment

Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm® Treo, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your Treo, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Safety

Precautions Against ESD

Make sure to discharge any built-up static electricity from yourself and your electronic devices *before* touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your Treo to your computer, placing the Treo in a cradle, or connecting it to any other device. You can do this in many ways, including the following:

- ✓ Ground yourself when you're holding your Treo, by simultaneously touching a metal surface that is at earth ground. For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- ✓ Increase the relative humidity of your environment.
- ✓ Install ESD-specific prevention items, such as grounding mats.

Conditions That Enhance ESD Occurrences

Conditions that can contribute to the buildup of static electricity in the environment include the following:

- ✓ Low relative humidity.
- ✓ Material type (the type of material gathering the charge; for example, synthetics are more prone to static buildup than natural fibers like cotton).

- ✓ The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

Owner's Record

The model number, regulatory number, and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Model: Treo 800w Smart Device

Serial No.:

User Guide Proprietary Notice

CDMA Technology is licensed by QUALCOMM Incorporated under one or more of the following patents:

4,901,307 5,109,390 5,267,262 5,416,797

5,506,865 5,544,196 5,657,420 5,101,501

5,267,261 5,414,796 5,504,773 5,535,239

5,600,754 5,778,338 5,228,054 5,337,338

5,710,784 5,056,109 5,568,483 5,659,569

5,490,165 5,511,073

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Specifications

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Specifications

Specifications

Radio	<ul style="list-style-type: none">✓ CDMA 800 (Digital Cellular), 1900 (PCS), and 1.5GHz (GPS)✓ EVDO (Rev 0, Rev A) and 1XRTT
Phone features	<ul style="list-style-type: none">✓ Personal speakerphone✓ MicroUSB standard B connector (2.0-compliant; for sync cable, charger, and audio accessories)✓ External antenna port✓ Microphone mute option✓ 3-way calling✓ HAC compatible (M4/T4 rating)
Processor technology	<ul style="list-style-type: none">✓ TI processor
Expansion	<ul style="list-style-type: none">✓ microSD/SDHC card slot
Battery	<ul style="list-style-type: none">✓ Rechargeable lithium-ion✓ Removable for replacement✓ 3 hours to be fully charged
Operating system	<ul style="list-style-type: none">✓ Windows Mobile® 6.1 Professional
Camera	<ul style="list-style-type: none">✓ Still image capture resolution: 1600 x 1200, 2.0 megapixel✓ Video capture resolution: 176 x 144 and 320 x 240 pixels✓ Automatic light balance
Size	<ul style="list-style-type: none">✓ 4.41 in. x 2.28 in. x 0.73 in. (112mm x 58mm x 18.5mm)
Weight	<ul style="list-style-type: none">✓ 4.94 ounces (140 grams)

Connectivity	<ul style="list-style-type: none"> ✓ Wi-Fi (802.11b/g, 802.1x with EAP-PEAP, EAP-TLS) ✓ Infrared (1.2-compliant) ✓ Bluetooth® wireless technology (Complies with Bluetooth 2.0+EDR specification. Supports GAP, GOEP [OBEX], SPP, SDAP, OPP, HSP, HFP 1.5, A2DP, AVRCP, PAN, PBAP, Microsoft® ActiveSync® technology, and BPP)
Display	<ul style="list-style-type: none"> ✓ 320 x 320 pixel touch-sensitive LCD screen (includes stylus) ✓ 65,536 colors (16-bit color) ✓ User-adjustable brightness
Keyboard	<ul style="list-style-type: none"> ✓ Built-in QWERTY keyboard plus 5-way navigator ✓ Backlight for low lighting conditions
Included software	<ul style="list-style-type: none"> ✓ Today/Phone (includes Speed Dial and Dial Pad) ✓ Messaging (text and email) ✓ Internet Explorer® Mobile (Web browser) ✓ Maps ✓ Camera ✓ Pictures & Videos ✓ Windows Media® Player Mobile ✓ File Explorer ✓ Contacts ✓ Calendar ✓ Tasks ✓ Notes ✓ Calculator ✓ ActiveSync® (device and desktop software) ✓ Microsoft Direct Push technology ✓ Windows Live

Specifications

Included software (continued)	<ul style="list-style-type: none"> ✓ Excel® Mobile ✓ Word Mobile ✓ PowerPoint® Mobile ✓ OneNote® Mobile ✓ Handmark Pocket Express ✓ Solitaire ✓ Bubble Breaker ✓ Astraware Sudoku ✓ Aces Texas Hold'em Limit ✓ Voice Command ✓ My Treo ✓ Quick Tour ✓ Search ✓ Terminal Services ✓ Picsel PDF Viewer ✓ Sprite Backup ✓ Bejeweled 2 (on CD) ✓ WorldMate (on CD)
System requirements	<ul style="list-style-type: none"> ✓ Windows XP Service Pack 2, or Windows Vista® with USB port. Later versions may also be supported. ✓ Some wireless features require Microsoft Exchange Server 2003 with Service Pack 2 or later.
Operating and storage temperature range	<ul style="list-style-type: none"> ✓ 32°F to 113°F (0°C to 45°C) ✓ 5% to 90% RH

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