Using Your Treo™ 700P Smartphone

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Welcome

Congratulations on the purchase of your Treo™ 700p smartphone! In one compact and indispensable device, you now have all of the following:

- An advanced mobile smartphone 700p
- Mobile email (corporate and personal)
- High-speed Internet connection and data transfer with NationalAccess and BroadbandAccess support
- A Palm OS® organizer with portable expansion capability (MultiMediaCard/SD/SDIO)
- A 1.3-megapixel digital camera (camera version only)
- Text and multimedia messaging
- A media player
- Productivity software

This guide helps you set up your Treo smartphone and quickly learn to use it.

[*] NOTE Phone and text messaging services require a service contract with Verizon Wireless. Web, email, and multimedia messaging services require a service contract and high-speed data service from Verizon Wireless. Data speeds vary based on network availability and capacity.

✱ Tip
LOOK HERE: Don't miss the helpful tips and cross-references given in this column.

✚ Did You Know?
The Verizon Wireless business-to-business sales channel offers a Treo 700p smartphone without a camera. If you purchased your smartphone from this channel, check the packaging to see if your smartphone includes a camera.

What's in the box?

You should have received all the following items in the Treo smartphone box:

Hardware

- Treo smartphone
- Rechargeable battery
- AC charger
- USB sync cable
- Headset

Documentation and software

- *Read This First* poster
- Quick Reference Guide
- *Using Your Treo 700P Smartphone* (this guide)
- Palm Software Installation CD, which includes:
  - Palm® Desktop software
  - Bonus software for your smartphone
- Welcome CD, which includes the *Treo 700P Smartphone Interactive User Guide*
- Palm warranty

What do I need to get started?

As you work through the instructions in this guide, you'll need all the items that came in the Treo 700p smartphone box (see **What's in the box?**), as well as the following:

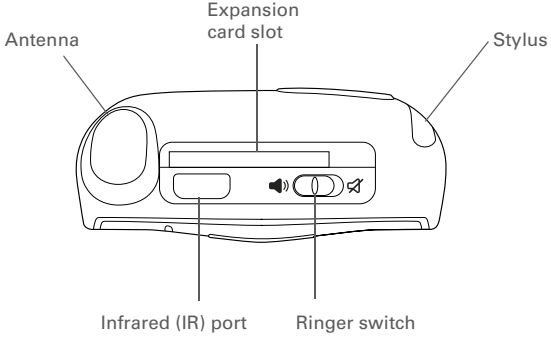
- An activated Verizon Wireless account*
- A location with wireless coverage for your smartphone
- An electrical outlet
- The computer with which you want to synchronize your personal information
- The Palm Software Installation CD included in the box

[*] NOTE To use email, web browsing, or multimedia messaging, your Verizon Wireless service plan must include data services.

Setting up your smartphone and computer

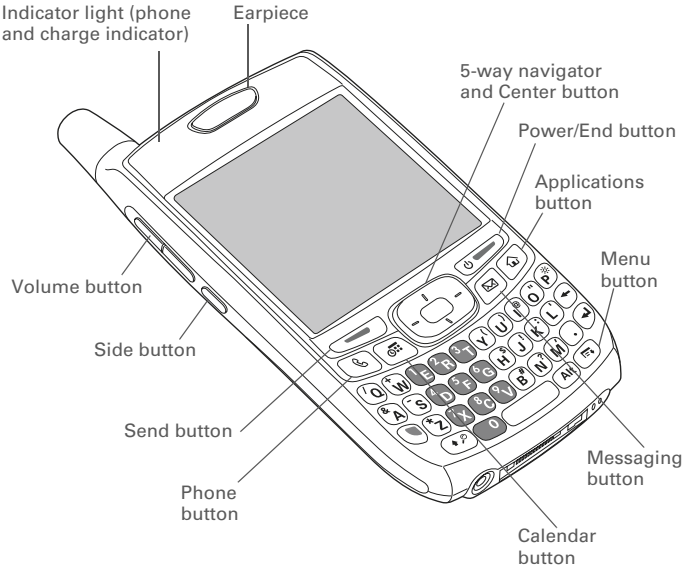
Treo™ 700p smartphone overview

Top view



+ Did You Know?
The Ringer switch silences all sounds. When you need quiet, there's no need to navigate menus.

Front view



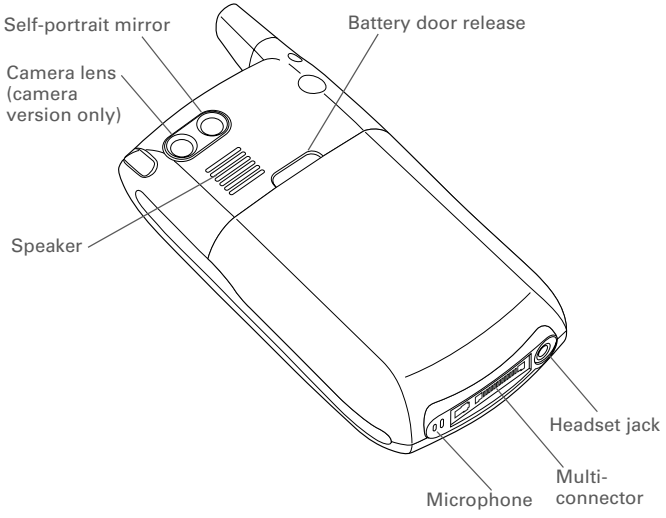
Tip

Protect your screen. Be careful to store your smartphone away from items that might scratch or crush the screen. Visit **www.palm.com/mytreo700pVerizon** to find carrying cases and other useful accessories.

Did You Know?

When your smartphone screen is on, you can press and hold the Side button to open an application of your choice; see **Reassigning buttons** for details.

Back view



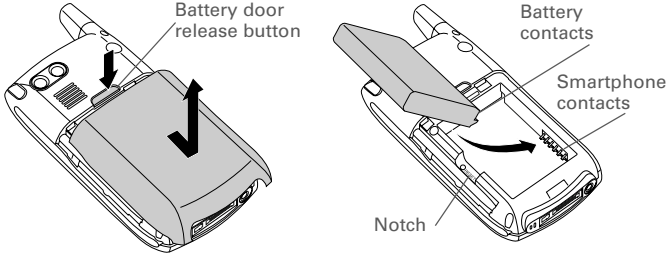
[!] IMPORTANT The Treo smartphone speaker includes a large magnet, so be sure to keep your smartphone away from credit cards or other items that could be demagnetized.

Installing the battery

1. Use one hand to press the battery door release button and use your other hand to slide the battery door downward to remove it from your smartphone.
2. Align the metal contacts on the battery with the contacts inside the battery compartment.
3. Insert the battery into the compartment at a 45-degree angle, and then press it into place.
4. Slide the battery door onto the back of the smartphone until it clicks into place.
5. When the language selection screen appears, select the language you want to use.

[!] IMPORTANT You must select the same language on your smartphone and desktop software.

6. Follow the onscreen instructions to set up your smartphone.



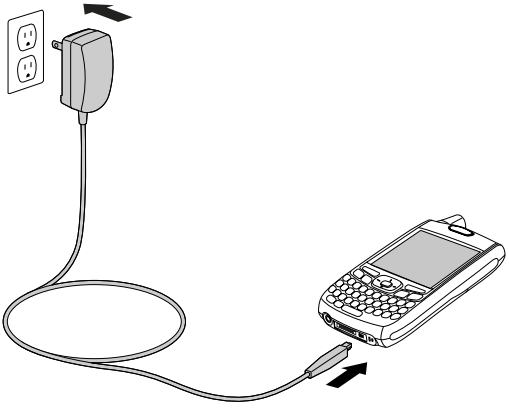
✱ Tip
If your smartphone does not turn on, you need to connect it to the AC charger. If it still does not turn on after you connect the AC charger, then do a soft reset. See **Performing a soft reset**.

✱ Tip
You can buy an extra battery as a spare for long airplane trips or periods of heavy use. To purchase batteries that are compatible with your smartphone, go to **www.palm.com/mytreo700pVerizon**.

Charging the battery

The battery comes with a sufficient charge to complete the setup process and activate your phone. After activation, we recommend charging your smartphone for 3.5 hours (or until the indicator light is solid green) to give it a full charge. See **Maximizing battery life** for tips on maximizing the life of your smartphone's battery.

1. Plug the AC charger into a wall outlet.
2. Connect the charger cable to the bottom of the smartphone. Make sure the arrow on the connector is facing up, toward the screen.

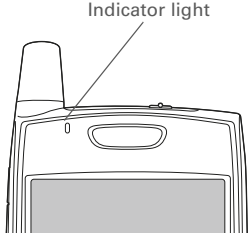


Tip
If the indicator light does not turn on when you connect your smartphone to the AC charger, double-check the cable connection and the electrical outlet to which it is connected.

Did You Know?
You can also charge your smartphone by connecting it to your computer with the sync cable. You can do this with or without using the charger cable (see **Connecting your Treo smartphone to your computer**).

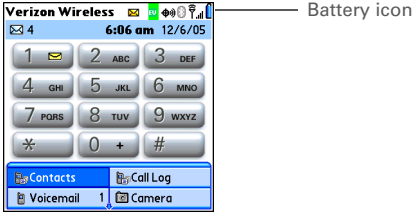
Tip
Keep in mind that it takes longer to charge the battery using the sync cable, and if your laptop isn't plugged into a power source, it can drain the laptop's battery.

3. To confirm that your smartphone is charging, check the indicator light on your smartphone.
   - Solid red indicates that your smartphone is charging.
   - Solid green indicates that your smartphone is fully charged.



When your smartphone is on (see **Turning your smartphone on and off**), the onscreen battery icon displays the charging status:

- A red lightning bolt indicates that the battery is connected to a wall outlet and is charging.
- A green lightning bolt indicates that the battery is connected to a wall outlet and is fully charged.
- A partial battery without a lightning bolt indicates that the battery is not connected to a wall outlet and it has some power.
- An almost empty battery that is red at the bottom indicates that you need to charge the battery immediately.



Tip
To see exactly how much power is left in your battery, tap the onscreen battery icon.

Did You Know?
If your battery ever becomes fully drained, your info is still stored safely on your smartphone until you recharge the battery or connect your smartphone to a power source.

Tip
To avoid draining the battery, charge your smartphone every day, especially if you use your phone often.

Maximizing battery life

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

- Charge your smartphone whenever you're at your desk, or charge it overnight. The Li-Ion battery has a much longer useful life when it is topped off frequently, versus charging it after it is fully drained.
- Your smartphone's wireless features (phone, email, messaging, and web) and media features (camera, media players, eBooks, and games) consume more power than its organizer features. If you spend a lot of time using the wireless and media features, keep an eye on the battery icon and charge when necessary.
- If you don't plan to use the wireless features on your smartphone for a while, turn off your phone (see **Turning your phone on and off**) and let all calls be picked up by voicemail.
- As with any mobile phone, if you are in an area with no wireless coverage, your smartphone searches for a signal, which consumes power. If you cannot move to an area of better coverage, temporarily turn off your phone. While your phone is off, you can continue to use your smartphone's nonwireless features.
- Turn down the screen brightness (see **Adjusting the brightness**).
- Decrease the settings in Power Preferences and turn off Beam Receive (see **Optimizing power settings**).
- Turn off the Bluetooth® feature if you're not using it. See **Connecting to a Bluetooth headset or car kit**.

+ Did You Know?

Battery consumption varies based on personal usage. Consumption factors include signal strength, speakerphone usage, and screen brightness.

✱ Tip

If the battery is fully drained, it may take a few moments for the indicator light to turn on when you begin charging.

Making your first call

1. Press Phone .
2. If prompted, press Center to turn off Keyguard (see **Locking your keyboard (Keyguard)** for more info).
3. If you haven't already activated your phone, follow these steps before continuing:
   - Tap the onscreen Dial Pad to enter *228.
   - Press Send to dial.
   - When prompted, press 1 (this number appears on the E letter key) to program your phone. A service provisioning message appears on your smartphone screen.
   - Wait a few minutes until you see the Programming Successful! message, and then tap the onscreen OK button. If the Ringer switch is set to Sound On, you hear three tones when programming is successful.
   - Press Power/End to end the call.
4. Tap the onscreen Dial Pad to enter the number you want to call.

[!] Before You Begin

If Phone Off appears in the title bar, you need to turn on your phone (see **Turning your phone on and off**).

If No Service appears in the title bar, you are outside a wireless coverage area. If you believe you are in a wireless coverage area and this problem persists, contact Verizon Wireless for assistance:

- Verizon Wireless technical support: 866-788-9387
- Verizon Wireless customer service and billing: 800-256-4646

+ Did You Know?

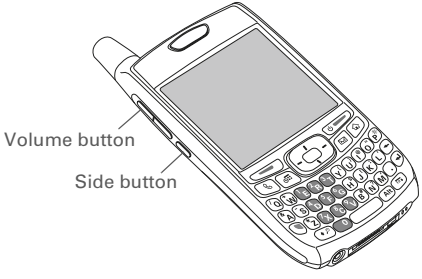
You can also dial phone numbers with the number pad on the keyboard. See **Dialing using the keyboard** for details

5. Press Send to dial.
6. After you finish the call, press Power/End to end the call.

Adjusting call volume

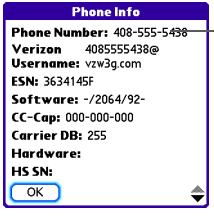
While a call is in progress, press the Volume button on the side of your smartphone to adjust the call volume.

- To increase the volume, press the upper half of the Volume button.
- To decrease the volume, press the lower half of the Volume button.
- To accept your volume setting, press the Side button.



What's my phone number?

1. Make sure your phone is on (see **Turning your phone on and off**).
2. Press Phone .
3. Open the menus .
4. Select Options, and then select Phone Info.



Tip

If your phone number doesn't appear in Phone Info, follow the steps under **Making your first call** to activate your phone. Be sure to turn your phone off and on again before you recheck Phone Info.

Setting up your computer

[!] **Before You Begin**
To set up your computer, you also need the sync cable that came with your smartphone.

You can enter or change information on your smartphone or on your computer (using Palm® Desktop software or Microsoft Outlook for Windows), and then synchronize to automatically update the info in both places, so there's no need to enter the info twice. We strongly recommend that you synchronize your smartphone with your computer frequently to keep your information up-to-date (and backed up) in both locations.

Before you can synchronize, you need to install the desktop synchronization software and connect the sync cable to your computer.

System requirements

Your computer should meet the following minimum system profiles for Windows or Mac computers:

- Windows 2000 or XP (or later)
  - 32MB of available memory (RAM)
  - 170MB of free hard disk space
  - CD drive
  - Available USB port
- Mac OS X version 10.2 or later
  - 128MB of total memory (RAM)
  - 190MB of free hard disk space
  - CD drive
  - Available USB port

Upgrading from another Palm OS® device

[*] NOTE If you are setting up your first Palm OS device, skip ahead to **Connecting your Treo smartphone to your computer**.

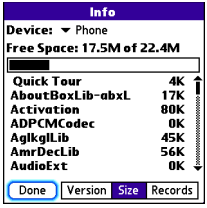
You can transfer all compatible applications and information from your previous Palm OS device to your new Treo™ 700P smartphone. This includes your calendar events, contacts, memos, and tasks, as well as your application settings and any compatible third-party applications and files.

When you install the desktop software from the Palm Software Installation CD, some third-party applications may be quarantined because they are not compatible with the Palm OS® software version 5.4.9 on your new Treo smartphone. Quarantined files are not installed on your smartphone, nor are they deleted; these files are placed in a new folder on your computer: C:\Program Files\Palm*device name*\PalmOS5 Incompatible Apps. (On some systems Palm may be replaced with palmOne.)

Tip
If you have trouble upgrading, including finding the location of quarantined files, see **Upgrading**.

Tip
Some third-party utilities allow you to back up your old device's information onto an expansion card and then transfer the info to your Treo 700P smartphone. We do not recommend this method because any incompatible applications are also transferred to your smartphone.

1. Calculate how much space your apps and info occupy on your *previous* Palm OS device:



   - From the Applications View, open the menus.
   - Select Info on the App menu.
   - At the bottom of the screen, select Size.
   - Look at the numbers on the Free Space line and subtract the number on the left from the number on the right to calculate the space used. For example, on the device shown here, 22.4 – 17.5 = 4.9. This means that 4.9MB of space is occupied on this device.
2. If the space occupied on your previous device is 60MB or less, then go to step 3. If the space occupied is greater than 60MB, then do any of the following to reduce the storage space you're using before you go to the next step:
   - Delete any third-party applications that you no longer use.
   - Move large files, such as eBooks and images, to an expansion card.
   - Move third-party applications to an expansion card.
   - Purge old info in applications such as Calendar (Date Book), Tasks (To Do), and email. Refer to the documentation that came with your previous device for instructions on these items.
3. Synchronize your *previous* device with your *previous* desktop software to back up your information one last time.

4. Install the desktop synchronization software from your new Palm Software Installation CD (see **Installing the desktop synchronization software**).

   [!] IMPORTANT Do not synchronize your *new* Treo 700p smartphone with any *previous* versions of Palm Desktop software.

5. During the installation process, sync your *new* Treo smartphone with your *new* desktop software as instructed. When prompted, do the following:

   - Connect your *new* smartphone to your computer (see **Connecting your Treo smartphone to your computer**).
   - Indicate whether you want to sync all applications or only PIM applications.
   - Select a device name for your new smartphone; be sure to select the same name that you used for your old device. (This is the name that appears in the User list in Palm Desktop software.)

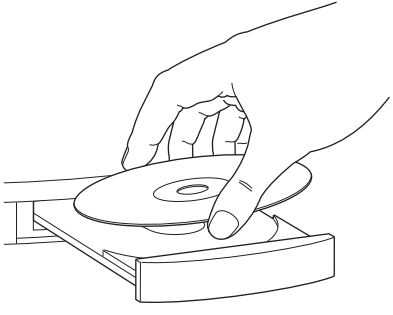
6. **(Mac users only)** If you have pictures on your previous device, copy them from your previous device to an expansion card or beam them to your new Treo 700p smartphone.
7. If you plan to continue using your *previous* device, perform a hard reset to remove its associated device name. (See the documentation that came with your *previous* device for instructions on performing a hard reset.) Each device you synchronize with your computer must have a unique name. The next time you synchronize your previous device with your computer, be sure to assign it a new name.

If any third-party applications are quarantined during the installation, do not manually install them. Contact the third-party developer for software updates and info about compatibility with your Treo 700p smartphone.

Installing the desktop synchronization software

[!] IMPORTANT Even if you already own a Palm OS device and have installed a previous version of the desktop software, you *must* install the software from the Palm Software Installation CD that came with your Treo 700p smartphone.

1. Close any applications that are currently running on your computer, including those that are minimized. Your computer needs to have all its resources available to install the software.
2. Insert the Palm Software Installation CD into the CD drive on your computer.



[!] Before You Begin
If you are installing on a computer at work, make sure your computer is configured to let you install new software. Contact your company's IT department for help.

Tip
If you want to sync info with applications other than Palm Desktop or Microsoft Outlook, you need to purchase additional third-party sync software. This sync software is sometimes called a *conduit*.

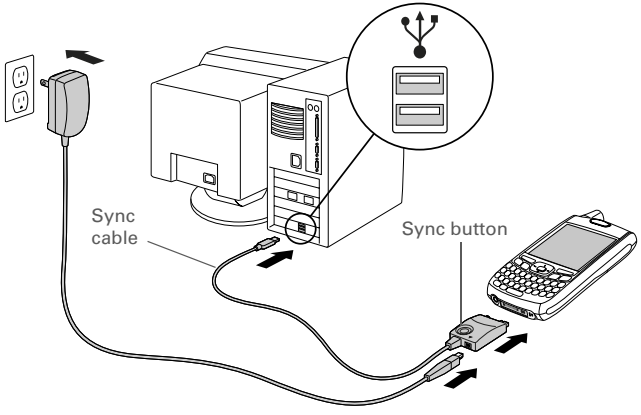
3. If you are installing on a Mac, double-click the CD icon on the desktop, and then double-click the PalmSoftware.pkg icon.
4. When the installation wizard opens, follow the onscreen instructions. Please note these important points about the installation process:
   - When the language selection screen appears, click the same language you selected on your smartphone.
   - You can choose which desktop software you want to use for synchronization: Palm Desktop software or Microsoft Outlook (Windows only).

   [*] NOTE If you use Microsoft Outlook as your desktop email application, select Microsoft Outlook as your desktop synchronization software. If you select Microsoft Outlook, Palm Desktop software still installs on your computer. When you enter information on your computer, be sure to enter your information in Microsoft Outlook not in Palm Desktop software.

   - When the install process prompts you to connect your smartphone to your computer, go to **Connecting your Treo smartphone to your computer**.

Connecting your Treo smartphone to your computer

1. Plug the AC charger into a wall outlet.
2. Plug the USB sync cable into an available USB port or a powered USB hub on your computer.
3. With the sync button facing up, connect the sync cable to the bottom of your smartphone. Do not press the sync button until you are instructed to do so.
4. Connect the charger cable to the connector on the 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; the front port is often a low-power port. If you use a USB hub, make sure the hub has its own power supply.

You are now ready to synchronize, go to **Synchronizing information—the basics**.

Synchronizing information—the basics

Synchronizing means that info that is entered or updated in one place (your smartphone or your computer) is automatically updated in the other, so there's no need to enter the info twice. We strongly recommend that you sync your smartphone with your computer or corporate server frequently to keep your info up-to-date (and backed up) in both locations.

The info from all the following applications is updated by default each time you sync your smartphone with your desktop software:

How each application syncs depends on your computer type and the desktop software you are using, as follows:

Computer type	Desktop type	What syncs and where
Windows	Microsoft Outlook	• Calendar, Contacts, Memos, and Tasks sync with Outlook • Pics&Videos syncs with Palm Desktop
Windows	Palm Desktop	All apps sync with Palm Desktop
Mac	Palm Desktop	All apps sync with Palm Desktop

[!] Before You Begin

To sync your info, you must install Palm Desktop software from the Palm Software Installation CD that came with your Treo 700P smartphone—even if you sync with Outlook or another third-party application. See **Installing the desktop synchronization software** for instructions.

✱ Tip

For more sync options, including which apps sync, see **Synchronizing information—advanced**.

✱ Tip

If you have any problems synchronizing, see **Synchronization** for troubleshooting suggestions.

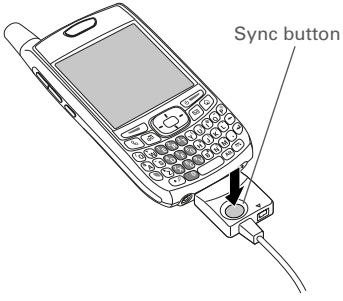
✱ Tip

For info on locating your pictures and videos on your computer, see **Viewing pictures and videos on your computer**.

1. Connect your Treo 700p smartphone to your computer, as described in **Connecting your Treo smartphone to your computer**.

   [*] NOTE If you're performing initial setup, you smartphone should already be connected to your computer.

2. Press the sync button on the sync cable.



3. A message indicates that synchronization is in progress.
4. Wait for a message that indicates that the process is complete before you disconnect the sync cable.

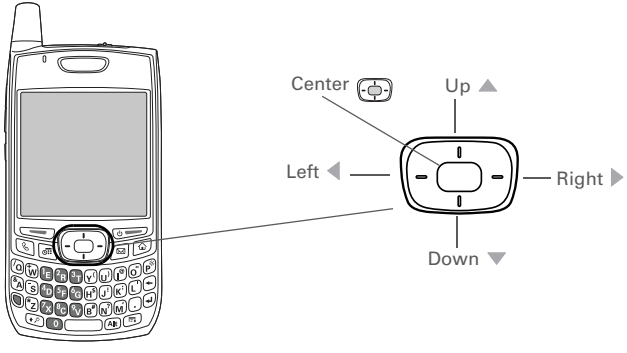
If you're finishing your initial setup, you now have the option to install bonus software from the Palm Software Installation CD. If you choose to install some of the bonus software, you need to sync again to install the software on your smartphone. You can also install bonus software later, see **Installing bonus software from the CD**.

Moving around on your smartphone

Moving around the screen

To move around the Treo™ 700p smartphone screen, you can use the 5-way navigator for one-handed navigation, or you can tap items on the screen with the stylus. With use, you will find your own favorite way to scroll, highlight, and select menu items.

The 5-way includes the Right ▶, Left ◀, Up ▲, Down ▼, and Center buttons.



Tip

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

Did You Know?

In this guide, we use arrow icons to indicate directions on the 5-way. These are different from any onscreen arrows that you tap with your stylus or select with the 5-way to display pick lists.

Scrolling through screens

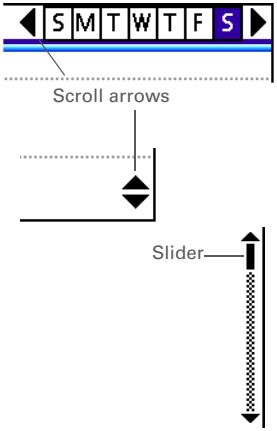
As on a computer, you scroll on the Treo smartphone to move from field to field or page to page, or in some cases to highlight an item or option in a list.

In list screens, use the 5-way to select and move between entries such as notes, memos, contacts, or photos. In individual entry screens—such as a single photo or email message—use the 5-way to move among the items on the screen or to move to another entry.

The behavior of the 5-way for list screens and entry screens varies according to application. Here are some general scrolling tips that apply in most applications:

- Press Right ▶, Left ◀, Up ▲, or Down ▼ to move to the next field, button, or action in that direction.
- In list screens, press and hold Up ▲ or Down ▼ to scroll one screen at a time.
- When inside a text field, press Right ▶ or Left ◀ to scroll to the next character or word, press Up ▲ or Down ▼ to scroll between lines, or press and hold Up ▲ or Down ▼ to scroll one screen at a time.

You can also scroll using the stylus. Tap an onscreen scroll arrow, or drag the slider of an onscreen scroll bar.



✱ Tip

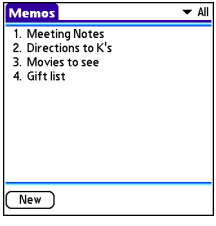
Once you've opened an application (see **Opening applications**), you can experiment with using the 5-way to highlight various screen elements.

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 glow:** When an onscreen button (such as OK or Cancel) or pick list is highlighted, the item displays a glow around its border. If an entire list screen is highlighted, the glow appears at the top and bottom of the screen only.
- **Colored background:** When a phone number, text, an email address, a web link, or an item in a list is highlighted, the item is displayed as white text against a colored background. Examples of lists include the Contacts list, the Messaging Inbox, and the Tasks list.



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

Tip

When a border appears at the top and bottom of a list screen, press Center on the 5-way to highlight the first item in the list.

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.

Accessing command buttons

In most applications, command buttons such as New, OK, and Details appear at the bottom of the screen. In many cases, you can jump directly to these buttons instead of scrolling to them.

- From a list screen, such as the Contacts list or Memos list, press Right ▶ to jump to the first button.
- From a screen where you create or edit entries, such as Edit Contacts, press Center to jump to the first button.
- From a dialog box, such as Edit Categories, press Up ▲ or Down ▼ to scroll to the buttons.

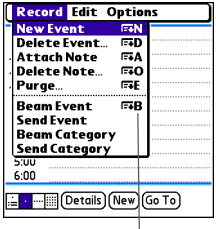
» Key Term

Dialog box A set of options and command buttons that are enclosed by a border and that enable you to carry out a specific task.

Selecting menu items

Many applications have menus to give you access to additional features. These menus are usually hidden from view, but they appear when you open the menus . To get the most out of your Treo smartphone, it's a good idea to familiarize yourself with the additional features available through the various application menus.

1. Open the menus to display an application's menus



2. Press Right and Left to switch between menus.
3. Press Up and Down to highlight a menu item.
4. Press Center to select the menu item, or press Menu to close the menu and cancel your selection.

Tip

Most menu items have menu shortcuts listed in the menu. To use a menu shortcut, press Menu plus the shortcut letter. You don't have to see the menu item to use the menu shortcut. For example, when you're in Calendar, you can press Menu + N to create a new event.

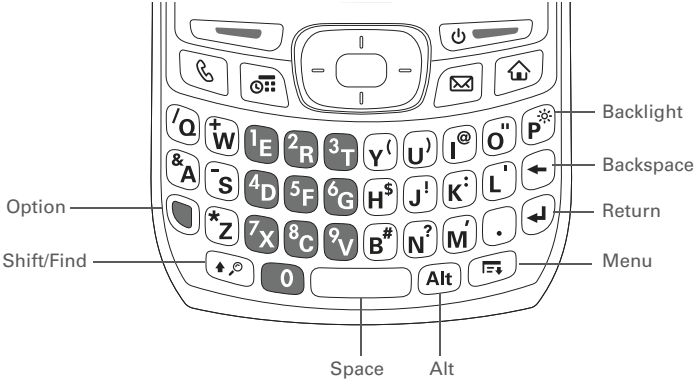
Selecting options in a pick list

A range of options is often presented in a type of menu called a pick list, which can be identified by a downward-pointing arrow. Pick lists are different from the application menus previously described. The application menus give you access to additional features and pick lists let you select the contents for a particular field.

You can select items from a pick list with the 5-way or the stylus.

- **5-way**: Use the 5-way to highlight the pick list, and then press Center to display the items in the list.
  - Press Up ▲ and Down ▼ to highlight the item you want.
  - Press Center to select the highlighted item.
  - To exit the pick list without making a selection, press Left ◀ or Right ▶.
- **Stylus**: Use your stylus to tap the pick list.
  - Tap the item you want from the list.
  - To exit the pick list without making a selection, tap outside the list.

Using the keyboard



Entering lowercase and uppercase letters

- To enter lowercase letters, press the desired keys.
- To enter an uppercase letter, press Shift/Find and then press a letter key. You don't need to press and hold Shift while entering a letter. When Shift is active, an up arrow appears in the lower-right corner of the screen.
- To turn Caps Lock on, press Shift/Find twice. To turn it off, press Shift/Find once. When Caps Lock is on, an underlined up arrow appears in the lower-right corner of the screen.

Tip

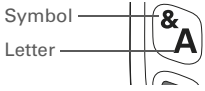
When using the keyboard, most people find it easiest to hold the Treo smartphone with two hands and use the tips of both thumbs to press the keys.

Did You Know?

The Treo smartphone includes a keyboard backlight that turns on and off when the screen turns on or off. The backlight also dims when an active call lasts longer than a specified period of time. See **Optimizing power settings** to adjust the automatic shut-off and dimming intervals.

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 with the desired character shown above the letter. You don't need to press and hold Option while pressing the second key. When Option is active, the symbol appears in the lower-right corner of the screen.
- To turn Option Lock on, press Option twice. To turn it off, press Option once. When Option Lock is on, the symbol appears in the lower-right corner of the screen.

Did You Know?
Some application views automatically default to Option Lock, such as the Dial Pad View in the Phone application or the Calculator. In this case, you do not need to press Option to enter numbers.

Entering other symbols and accented characters

Symbols and accented characters that do not appear on the keyboard are sometimes called alternate characters because they are entered using the Alt (Alt) key.

1. Enter the character that corresponds to the symbol or accented character you want. See the table on the next page.
2. Press Alt (Alt).
3. Press Up ▲, Down ▼, Right ▶, or Left ◀ to highlight the desired character.
4. Press Center to insert the character.

Did You Know?
Alternate characters are grouped by their similarity to the base key. For example, the alternate characters for the e key are é, è, ë, ê, and €.

Tip
To see a list of additional alternate characters, position the cursor at the beginning of the line or after a space, and then press Alt.

Symbols and accented characters

Enter...	Then press Alt to select...
a	á à ä â ã å æ
A	Á À Ä Â Ã Å Æ
b or B	ß
c	ç ¢ ©
C	Ç ¢ ©
e	é è ë ê
E	É È Ë Ê
i	í ì ï î
I	Í Ì Ï Î
l or L	£
n	ñ
N	Ñ

Enter...	Then press Alt to select...
o	ó ò ö ô œ õ
O	Ó Ò Ö Ô Œ Õ
p or P	¶
r or R	®
s	ß š
S	ß Š
t or T	™
u	ú ù ü û
U	Ú Ù Ü Û
x or X	x ¤
y	ý ÿ
Y	Ý Ÿ

Enter...	Then press Alt to select...
0 1 2 3 4 5 6 7 8 9 . , ‘ “ @ + - * / # (or)	; _ • \ % = ° ÷ € £ ¥ ¢ [ ] { } < > « » © ® ™ ~ ^ ø |
!	¡
?	¿
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$	€ £ ¥ ¢

Opening applications

When you open an application using either Applications View or an application button, you automatically close the application you were previously using.

Using the quick buttons

The front of the Treo 700p smartphone has three buttons that you can use to open applications. The fourth button opens the Applications View (see **Using Applications View**).

Each of the three application quick button opens two applications:

- To access a button's primary application, simply press the button.
- To access a button's secondary application, press Option and then press the quick button.

Tip
You can customize the quick buttons yourself; see **Reassigning buttons** for details.

Tip
You can press any of the quick buttons or the Applications button to wake up your smartphone screen.

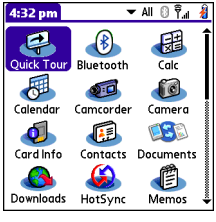
Did You Know?
Pressing Option + Menu dims your smartphone screen.

Button	Primary application	Secondary application
	Phone	+ Web
	Calendar	+ World Clock
	Messaging	+ Tasks

Using Applications View

You can access all available applications through the Applications View.

1. Press Applications .
2. Use the 5-way navigator to highlight the application you want to use.



3. Press Center to open the selected application.

In Applications View, you can also do any of the following:

- Press Applications repeatedly to cycle through various categories of applications. See **Applications settings** for more info on categories.
- Enter the first few letters of the application's name to highlight it. For example, if you enter "p," it highlights Phone; if you then enter "r," it highlights Prefs. If you pause and then enter "r," it highlights the first application that starts with "r."

Using your phone

The Phone application enables you to make and receive calls and store favorites for contacting people and opening applications.

Turning your smartphone on and off

[*] NOTE Throughout this guide the term *smartphone* is used to describe your device and it's physical aspects. The term *phone* is used to describe the feature of your smartphone that enables you to connect to and transmit data and voice over the Verizon Wireless network.

You can turn on your smartphone screen and your phone independently. For example, the smartphone screen can be off while the phone is turned on, or the smartphone screen can be on while the phone is off. You can also have both the smartphone screen and the phone turned on or off at the same time.

Waking up the screen

When your smartphone screen is off, you need to wake up the screen.

1. Press and release Power/End to wake up the screen.

2. Press Center to turn off Keyguard. For more info about turning Keyguard on and off, see **Locking your keyboard (Keyguard)**.
3. Press and release Power/End to turn off the screen.

Tip

You can set how long the screen stays on. Press Applications, select Preferences, select Power, and then adjust the Auto-off after setting.

Turning your phone on and off

When your phone is on, it is connected to the Verizon Wireless network (provided you are in a coverage area) so that you can make and receive phone calls and use wireless services, such as email, messaging, and the web browser. During initial setup, your phone is on by default, so you can use wireless services right away.

If you turn off your phone, you can still use the organizer features such as Contacts and Calendar, as well as the media features, such as the pTunes music application and Pics&Videos. This is sometimes referred to as *flight mode* and is ideal for airplane flights and maximizing battery life.

1. Wake up the screen.
2. Press and hold Power/End to turn on your phone. When your smartphone locates a signal (provided you are in a coverage area), Verizon Wireless 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 mobile network).
3. 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 and your smartphone is not connected to any mobile network. You can still use the nonwireless features of your smartphone, such as Contacts, Calendar, Tasks, and Memos.

Tip

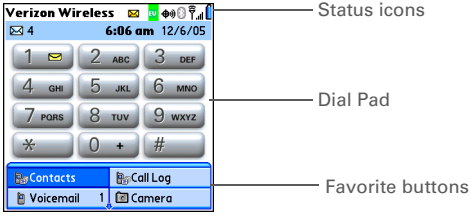
The indicator light flashes green when your phone is on and you're inside a coverage area. If you're outside a coverage area, No Service appears in the upper-left corner and the indicator light flashes amber.

Tip

If the Ringer switch is in the Sound On position, you hear a series of tones when you turn your phone on and off (see **Silencing sounds**).

Opening the Phone application

- Press Phone to open the Main View of the Phone application.



Making calls

Your Treo™ 700p smartphone offers several options for making calls. As you become familiar with your smartphone, you'll discover which method you prefer.

Dialing using the onscreen Dial Pad

1. Press Phone .
2. Enter the phone number by tapping the onscreen Dial Pad with the stylus.

3. Tap Dial or press Send to dial.

Tip

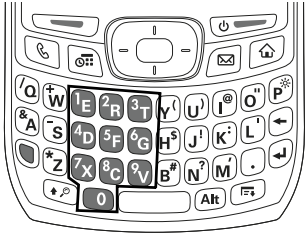
If you changed the wallpaper in the Main View of the Phone application (see **Customizing the Main View in the Phone application**), you can still access the Dial Pad. From the Main View of the Phone application, press Send, and then select Dial Pad.

Did You Know?

You can paste numbers directly into the Dial Pad. Copy a number from another application and press Phone to switch to the Dial Pad. Open the Edit menu and select Paste. Press Send to dial.

Dialing using the keyboard

1. Press Phone .
2. Press the numbered keys to enter the phone number. (You don't need to press Option.)



3. Press Send to dial.

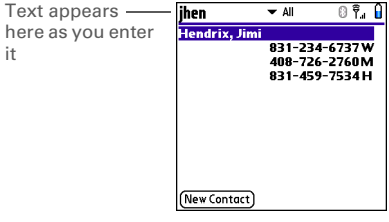
Tip
You can also press Center on the 5-way to dial.

Dialing by contact name

Before you can dial a call by contact name, you must create some contacts (see **Adding a contact**), or import them by synchronizing (see **Synchronizing information—the basics**).

1. Press Phone.
2. Select the Contacts favorite button.
3. Using the keyboard, just start entering one of the following for the contact you want to call:
   - First name (JOH for John)
   - Last name (SMI for Smith)
   - First initial and last name (JSM for John Smith)

   For example, entering SM would display Smilla Anderson, John Smith, and Sally Martin. Entering JSM finds only John Smith.



4. Select the *number* you want to dial.
5. Press Send to dial.

Did You Know?

If you want to be able to dial by entering a contact name in the Main View of the Phone application (instead of a phone number), you can change a setting to do that (see **Customizing phone settings**).

Tip

To see more info for a contact, highlight the *name* and press Center on the 5-way to view the address, company, and other details.

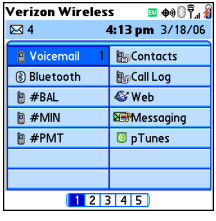
Tip

To restart your search, press Backspace to delete letters you've entered. Or select Cancel to return to the Main View.

Dialing with a speed-dial favorite button

Your smartphone comes with a few predefined speed-dial favorite buttons, but you can also create your own favorites. See **Creating a speed-dial favorite button**.

1. Press Phone .
2. Press Down ▼ to access Favorites.
3. Use the 5-way to highlight the desired speed-dial favorite button .



4. Press Center to dial the number associated with the selected button.

Tip

To view more favorite buttons, repeatedly press Down or Right on the 5-way to scroll to other Favorites pages.

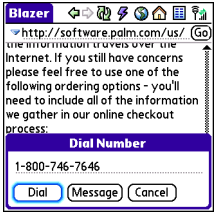
Did You Know?

You can see all the contact numbers for the selected person or business. Highlight the speed-dial favorite button and press Space on the keyboard.

Dialing from a web page or message

Your smartphone recognizes most phone numbers that appear on web pages or in text, email, or multimedia messages.

1. Select the phone number on the web page or in the message.



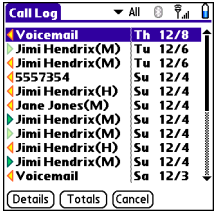
2. Press Center to open the Dial Number dialog box.
3. Select Dial to dial the number.

Tip

If you can't use the 5-way or stylus to highlight and dial a phone number on a web page or in a message, it means that your smartphone doesn't recognize the number as a phone number.

Redialing a recently called number

- **To dial the last number:** From the Main View in the Phone application, press and hold Send to dial the last number you called.
- **To select from your most recently dialed numbers:** From the Main View in the Phone application, press Send to open the Redial list, select the number you want to call, and then press Send again to dial.
- **To select from a chronological list of calls:** Select the Call Log favorite button. You can also access the Call Log from the Main View in the Phone application by pressing Send and selecting Call Log from the Redial list.



+ Did You Know?

If a number in your Contacts list supports text messaging, you can send a text message from your Call Log. If a number in your Call Log matches a number in your Contacts list, open the Record menu and select Message to send a message to this contact.

Receiving calls

To receive calls, your phone must be on. This is different from having only the screen turned on (see **Turning your phone on and off**). When your phone is off, your calls go to voicemail.

To answer a call, do one of the following:

- Press Send.
- Using the 5-way navigator or the stylus, select the onscreen Answer button.
- Press the headset button (if the headset is attached).

To ignore a call, do one of the following:

- **Send the call to voicemail:** Press Power/End or use the 5-way to select Ignore.
- **Send the caller a text message:** Use the 5-way to select Ignore with Text. This option sends the call to voicemail and opens a text message addressed to the caller.

To silence the phone while it is ringing, do one of the following:

- Press any key on your smartphone except Send, Power/End, or the 5-way.
- Slide the Ringer switch to the Sound Off position. This immediately silences all system sounds, including the ringer.

Tip
See a photo of the person calling you! Learn how to assign a caller ID photo in **Assigning a caller ID photo**.

Did You Know?
When you silence the ringer while it is ringing, you can either answer the call or let it ring through to voicemail.

Did You Know?
If music is playing and a call arrives, the phone rings softly. The music pauses automatically if you answer the call and resumes when you hang up.

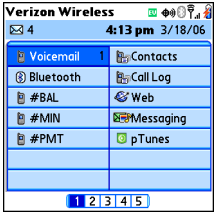
Tip
The headset button may work differently on headsets other than the one provided with your smartphone.

Using voicemail

Your Verizon Wireless service includes voicemail. Keep in mind that airtime and other charges apply when using voicemail from your phone.

Setting up voicemail

1. Make sure your phone is turned on (see **Turning your phone on and off**).
2. Press Phone .
3. Press and hold 1 or select the Voicemail favorite button to dial the Verizon Wireless automated voicemail system.



4. Follow the voice prompts to set up your voicemail.

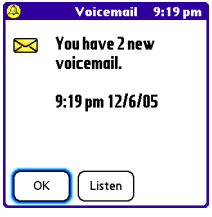
Tip

If you can't connect to the Verizon Wireless voicemail system, contact Verizon Wireless for assistance:

- Verizon Wireless technical support: 866-788-9387.
- Verizon Wireless customer service and billing: 800-256-4646.

Voicemail notification

When you have a new voicemail message, you are notified with an Alert screen. To respond to the Alert screen, select OK to dismiss the alert or select Listen to play the message. When you have messages that you have not listened to, a Voicemail icon also appears in the title bar at the top of the screen.



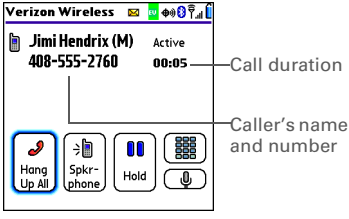
Retrieving voicemail messages

1. Press Phone .
2. Press and hold 1 to dial the voicemail system or select the Voicemail favorite button.
3. Enter your voicemail password using the keyboard, or select Extra Digits if you defined this option (see **Editing a favorite button** for details). Remember, you do not need to press Option to enter numbers, *, or # while on an active call.

Tip
If a Voicemail icon appears in the title bar, you can select this icon to retrieve your voicemail.

Managing active calls

When you make or receive a call, the Active Call View appears. Use the 5-way navigator to access the onscreen buttons in this view.



The onscreen buttons in the Active Call View perform the following functions:

Ends the call immediately. You can also press the headset button (if the headset is attached).

Turns on the speakerphone. When the speakerphone is on, you can take the smartphone away from your ear and use other features during a call. For example, you can check your calendar or look up contact info.

Turns off the speakerphone when it is on.

Replaces the Spkr-phone button when a Bluetooth headset is attached. Select this button to transfer the call from the Bluetooth headset to the built-in earpiece.

+ Did You Know?

To avoid accidentally pressing onscreen buttons while you're holding the smartphone up to your ear to speak, you can disable the screen's touch-sensitive feature during active calls (see **Locking your screen**).

✱ Tip

If the screen dims during a call, press any key except Power/End to restore the screen brightness. Be careful not to press Power/End to restore the screen brightness because this will accidentally end the call.

+ Did You Know?

You can set how long the screen stays at full brightness during phone calls. See **Optimizing power settings** for details.

Places the current call on hold.

Enables you to place another call while the first call is on hold. For information on handling a second incoming call, see **Making a second call**.

Opens the Dial Pad so you can manually dial additional numbers, such as an extension or a response to a voice prompt.

Dials any extra digits (such as a password or an extension) that you assigned to a favorite button. This button replaces the Dial Pad button during outgoing calls to numbers that include predefined extra digits. See **Defining favorite buttons** for information on defining extra digits.

Mutes the microphone so that you cannot be heard.

Ending a call

Do one of the following:

- Press Power/End .
- Select Hang Up All.
- Press the button on the headset (if the headset is attached).

Switching applications during an active call

You can use many other applications on your smartphone while holding a phone conversation, including the organizer and text messaging features. You cannot, however, make a data connection while on an active call. This means that you cannot browse the web or send and receive email or multimedia messages while on an active call.

1. Go to Applications.
2. Select the icon for the application you want to open.
3. Complete the task in the application.
4. Press Phone to return to the Active Call View.

Tip
You can also press Phone to toggle between the Active Call View and the Main View in the Phone app, so you can access a favorite during a call.

Tip
If you'd like to continue talking while viewing another application, select Spkr-phone before you switch to the other application. If you're using a headset, you can skip this step.

Saving phone numbers

After you complete an outgoing call to a number that is not in your Contacts list, you are prompted to add the number to your Contacts list. You are also prompted to add new numbers from incoming calls with caller ID.

- To create a new contact entry for this number, select Create a New Contact, and enter the contact's info.
- To add this number to an existing contact entry, select Add to a Contact, and then select the contact. The number will be pasted into the first available phone number field for that contact.
- To decline adding this number, select Cancel.
- To disable the Add New Number prompt, check the Don't ask me this again box.

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

1. In the Call Log (see **Redialing a recently called number**), highlight the number you want to save.
2. Open the menus .
3. Select Add Contact.
4. Enter the information for the entry.
5. Select Done.

Tip

You can turn the Add New Number prompt on and off. From the Main View in the Phone app, open the Options Menu, and select Phone Preferences. To turn this option on, check the Ask to add unknown phone numbers after calls box. To turn this option off, uncheck this box.

Making a second call

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

1. Dial the first number and wait until the person answers.

2. Use the 5-way navigator to select Hold.
3. Use the 5-way to select Add Call.
4. Dial the second number using any of the methods described in **Making calls**.
5. When the Dial another call prompt appears, select Yes.

When two calls are active, the Active Call View includes two status lines, each representing one of the calls.

+ Did You Know?

When the second call is an outgoing call, you can conference the two calls, but you cannot swap between them.

When the second call is an incoming call, you can swap between the two calls, but you cannot conference them.

When two calls are active and you press Power/End, you hang up both calls. If the second call is an outgoing call, you can return to the first call by waiting for the person on the second call to hang up. If you accidentally hang up both calls, your smartphone automatically dials the number that was on hold.

Answering a second call (call waiting)

When you are on an active call, you can receive a second call. When the second call comes in, you hear a call waiting tone and the Call Waiting dialog box appears. You can do any of the following to handle the second call:

- To place the current call on hold and answer the new call, press Send or use the 5-way navigator to select Answer.
- To send the new call to voicemail, use the 5-way to select Ignore.
- To send the new call to voicemail and send the caller a text message, use the 5-way to select Ignore with Text.
- To hang up the current call and answer the new call, press Power/End .

Tip

To switch between the original call and the second call you answered, use the 5-way to select Swap.

Making a conference call

When you are on a call and place a second outgoing call, you can join two calls in a conference session, provided that the service is available in your area. Please contact Verizon Wireless for more information. Additional charges may apply and minutes in your mobile account may be deducted for each active call you place.

1. While the first call is active, place a second call.
2. Use the 5-way to select Conf. This joins the two active calls in a conference session.

3. To end the conference, press Power/End to end all the calls.

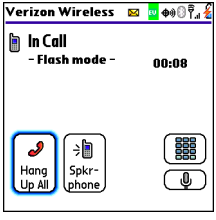
Using Flash mode during an Active call

Flash mode enables you to manually manage your calls while one or more calls are active. This mode is often used during a conference call when one of the calls has ended but the other remains connected.

1. Press Send from the Active Call View.

Did You Know?
Pressing Send during a conference call usually hangs up the second call. However, depending on your network connection, you may occasionally hang up the first call.

2. If the Do you want to switch to Flash mode prompt appears, select Yes.



3. While in Flash mode, do any of the following:
   - If you have one active call and answer an incoming second call, press Send to swap between the calls.
   - If you have one active call, to make an outgoing second call, dial the number using any of the methods described in **Making calls**.
   - If you have one active call and place an outgoing second call, press Send after establishing a connection with the second party to set up a conference session using three-way calling.
   - If you have two calls in conference, press Send to hang up one of the calls; you can then dial another number and place the new caller into the conference session.
4. To exit Flash mode and end all the calls, press Power/End.

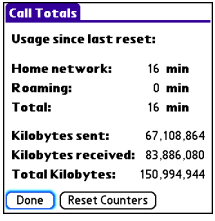
Forwarding calls

You can forward calls to another phone number. Please check with Verizon Wireless about availability and pricing of forwarded calls; call forwarding is not available in all areas, and additional charges may apply.

1. Press Phone .
2. Enter *72 followed by the number where you want to forward your calls. For example, to forward calls to 415-555-1234, enter: *724155551234.
3. Press Send to turn on call forwarding.
4. When you're ready to turn off call forwarding, enter *720 and then press Send .

Viewing minutes usage

1. Select the Call Log favorite button.
2. Select Totals.



3. **OPTIONAL** To reset the counters to zero, select Reset Counters.
4. Select Done.

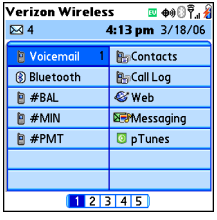
Tip

Want to see how much time you spent on a particular call? From the Call Log, select the call, and then select Details. Keep in mind that your billing statement may vary slightly from the information you see onscreen. Usage is charged based on your calling plan, and calling plans vary.

Defining favorite buttons

Your Treo smartphone provides 70 favorite buttons for quick access to the following common tasks:

- Dialing a phone number (speed dial)
- Accessing your Call Log
- Accessing the onscreen Dial Pad
- Opening an application
- Accessing a web page
- Addressing a text, MMS, or email message
- Accessing voicemail (preset on your Treo smartphone)



Verizon Wireless may preset favorite buttons on your smartphone that are customized for their services. You can customize the remaining favorite buttons to perform any of the supported tasks.

Tip

To see the next Favorites page, press Right on the 5-way. To see the previous page, press Left on the 5-way. To see more pages, press Left or Right on the 5-way again.

Did You Know?

If you're upgrading from a previous Treo smartphone, your favorites may be transferred along with your other info. However, you may need to rearrange the order in which your favorites appear by opening the Record menu and then selecting Edit Favorites Pages.

Creating a speed-dial favorite button

1. Press Phone .
2. Use the 5-way navigator to select a blank favorite button.
3. Enter a label for the favorite:
   - If the entry is for an existing contact, select Lookup. Start entering the last name of the contact, and select the contact when it appears in the lookup list.
   - If the entry is for a new contact, enter the label, press Down ▼, and enter the number.

4. **OPTIONAL** Enter a Quick Key, which you can press and hold from the Phone application to instantly dial this speed-dial number.

Tip

If there are no blank buttons on the current Favorites page, press Right on the 5-way to scroll through the other pages. If all your favorites are full, you can delete a favorite to make room for a new one (see **Deleting a favorite button**).

Did You Know?

You can assign a special ringtone for a contact. See **Assigning a caller ID ringtone** for details.

5. **OPTIONAL** Select More, and then select advanced options:
   - **Extra Digits:** Defines additional digits to dial, such as a password or extension. To enter a one-second pause, insert a comma between digits. To add a longer pause, enter more commas.
   - **Dial Extra Digits Automatically:** Dials predefined extra digits immediately after dialing the phone number, when checked.
6. Select OK.

Creating other types of favorite buttons

1. Press Phone .
2. Use the 5-way to access Favorites.
3. Select a blank button.
4. Select the Types pick list and select Call Log, Dial Pad, Application, Message, Email, or Web Link.
5. Enter a label for the favorite and enter any other necessary information on the screen.
6. **OPTIONAL** Enter a Quick Key, which you can press and hold to open the favorite from the Phone application.
7. Select OK.

Tip
You can also organize your buttons on various Favorites pages. Open the Record menu and select Edit Favorites Pages.

Did You Know?
When creating a Message or Email favorite, you can enter multiple addresses; simply separate each address with a comma. This is an easy way to send messages to a group of people.

Editing a favorite button

1. Press Phone .
2. Use the 5-way to access Favorites.
3. Highlight the favorite button you want to edit.
4. Open the menus .
5. Select Edit Favorites Button on the Record menu.
6. Make the desired changes. For example, you can add a Quick Key, which you can press and hold to instantly open the favorite from the Phone application.
7. Select OK.

Tip

To arrange your favorites, open the menus, select Edit Favorites Pages on the record menu, and drag and drop the buttons in a new slot. To move a favorite to another page, drag the button onto the page icon at the bottom of the screen.

Deleting a favorite button

1. Press Phone .
2. Use the 5-way to access Favorites.
3. Highlight the favorite button you want to delete.
4. Open the menus .
5. Select Edit Favorites Button on the Record menu.
6. Select Delete.
7. Select OK.

Using a phone headset

You can connect a phone headset for hands-free operation. If you need to use your phone while driving and this is permitted in your area, we recommend using a phone headset (wired headset included) or a hands-free car kit (sold separately).

In addition to the headset included with your Treo smartphone, your smartphone is compatible with the following types of headsets that are sold separately:

- Wired headsets with a 2.5mm connector (3-pin or 4-pin)
- Wireless headsets and car kits enabled with Bluetooth 1.1 or 1.2 wireless technology

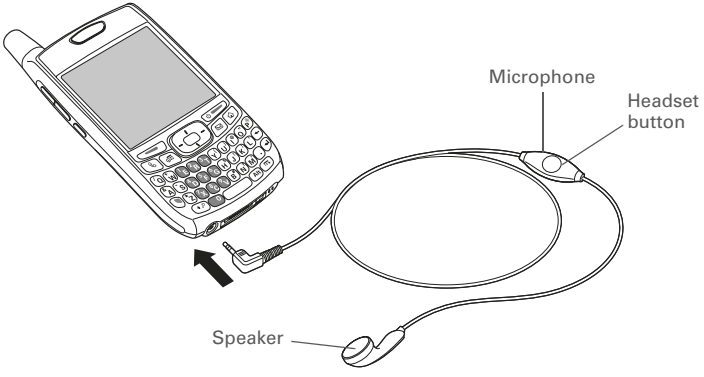
Check the specifications for your headset or car kit to confirm compatibility. When in doubt, ask the manufacturer if the product is compatible with Treo 700P smartphones. Please note that you cannot use a headset with Bluetooth wireless technology to listen to music files.

Tip
To find compatible hands-free devices, go to **www.palm.com/mytreo700pVerizon**.

Tip
To listen to music in stereo, you can purchase the Palm 2-in-1 Stereo Headset. If you want to use a stereo headset with a 3.5mm connector, then you need to purchase a stereo adapter. Visit **www.palm.com/mytreo700pVerizon** for more info on audio accessories.

Tip
The headset designed for Treo 180/270/300 devices is not compatible with your Treo 700P smartphone.

Using a wired headset



When using the headset that is included with your smartphone, you can press the headset button to perform any of the following tasks:

- Answer an incoming call
- Answer a call-waiting call
- Pick up a call that is on hold
- Switch between two incoming calls
- Join two calls in a conference (if the second call is outgoing)
- Hang up all active calls

Tip
If you hear a headset buzz or experience poor microphone performance, your headset may be incompatible with your smartphone.

Tip
The headset button may work differently on other headsets.

Connecting to a Bluetooth headset or car kit

Once you set up a partnership with a Bluetooth headset or car kit, you can communicate with that device whenever it is turned on and within range. Bluetooth range is up to 30 feet in optimum environmental conditions. Performance and range may be reduced by physical obstacles, radio interference from nearby electronic equipment, and other factors.

1. Go to Applications and select Bluetooth or tap the Bluetooth icon in the title bar.
2. Select On.

3. Enter a device name for your smartphone. This is the name that appears on the other Bluetooth device's screen when it connects to your smartphone.
4. Prepare your headset or car kit to accept a connection from another Bluetooth device. See the documentation that came with your hands-free device for instructions.

Tip

For a list of compatible Bluetooth hands-free devices, go to **www.palm.com/us/support/bluetooth/treo700p_bluetooth_compatibility.html**.

Tip

You can also tap the Bluetooth icon in the title bar of to open the Bluetooth application.

Key Term

Partnership Two devices—for example, your smartphone and a hands-free device—that can connect because each device finds the same passkey on the other device. Once you form a partnership with a device, you don't need to enter a passkey to connect with that device again. Partnership is also know as paired relationship, pairing, trusted device, and trusted pair.

5. Select Setup Devices.

6. Select Hands-free Setup.
7. Follow the onscreen instructions to create a partnership with the specific hands-free device. When prompted, enter a passkey.

   [!] IMPORTANT Some hands-free devices may have a built-in passkey; other devices may provide a screen where you enter the passkey. In either case, you must use the same passkey on both your smartphone and your hands-free device. We recommend that you use a passkey of 16 digits, where possible, to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered. If the hands-free device has a built-in passkey, see the device's documentation for the passkey.
8. After you finish setting up the device, select Done to return to the Applications View.

You can now use your smartphone with the Bluetooth headset or car kit.

Using a Bluetooth headset or car kit

If your Bluetooth headset or car kit is turned on and within range (up to 30 feet), the Treo smartphone automatically routes all calls to the headset or car kit instead of to the smartphone's earpiece. When a call comes in, your smartphone rings and the headset or car kit beeps. Even if you answer the call on your Treo smartphone, the call goes to the headset or car kit.

The features available on your headset or car kit vary by model. Check the documentation for your hands-free device for details on the supported features and how to use those features. Your smartphone can support the following features, provided that your headset or car kit also supports them:

- Answer an incoming call
- Answer a call-waiting call
- Switch between two incoming calls
- Hang up a single call
- Transfer an outgoing call from the smartphone's earpiece to the headset or car kit
- Ignore an incoming call
- Redial the last number you called from the hands-free device

Tip

If you're using a Bluetooth headset or car kit and you want to return to the earpiece or a wired headset during a call, select Cancel Bluetooth on the Active Call View. You can then return the call to the headset by selecting Connect Bluetooth from the Options menu.

Did You Know?

If you have both a Bluetooth headset and a car kit, the last one you connected becomes the active device. To switch between the headset and car kit, turn off the active device before you try to connect to the other device.

Setting your hands-free device to automatically answer calls

You can set your hands-free device to automatically answer calls, provided the device supports this feature.

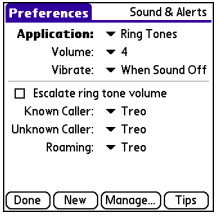
1. Go to Applications and select Prefs .
2. Select Hands-free.
3. Select the Auto answer pick list and select whether you want your hands-free device to automatically answer incoming calls, and how quickly it answers.
4. Select Done.

Customizing phone settings

Selecting ringtones

You can set various tones for various types of incoming calls.

1. Press Phone .
2. Open the menus .
3. Select Options, and then select Sound Preferences.
4. Select the Application pick list and select Ring Tones.



5. Select the Volume pick list and select the volume level.
6. Select the Vibrate pick list and select how you want your smartphone to vibrate upon an incoming call.
7. **OPTIONAL** Check the Escalate ring tone volume box if you want the ring to play softly and then increase to full volume the longer it rings.

Tip

You can also record sounds and use them as ringtones. Select Manage on the Sound & Alerts Preferences screen.

- To record a sound, select New.
- To play a sound, select it with the 5-way.
- To delete a sound, highlight it and press Backspace.
- To send a sound, highlight it and select Send.

Did You Know?

You can download any compatible ringtone directly to your smartphone (see **Downloading files from a web page**). You can also download ringtones to your computer and then email them to your smartphone.

Did You Know?

You can assign a ringtone to a favorite, a contact, or an entire category of contacts.

8. Select ringtones from the following pick lists:
   - **Known Caller:** An incoming call from someone in your Contacts or Favorites.
   - **Unknown Caller:** An incoming call from someone identified by caller ID who is not in your Contacts or Favorites.
   - **Roaming:** A special tone for incoming calls when you're outside your home mobile network. This tone overrides all other ringtones, unless it is set to No Sound.
9. Select Done.

Selecting Phone alert tones

You can set various tones for various types of alerts.

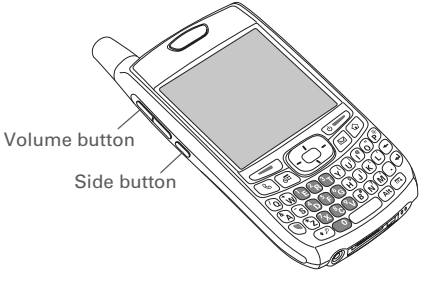
1. Press Phone .
2. Open the menus .
3. Select Options, and then select Sound Preferences.
4. Select the Application pick list and select Phone Alerts.

5. Select the Volume pick list and select the volume level.

6. Select the Vibrate pick list and select how you want your smartphone to vibrate upon an incoming call.
7. Select alert tones from the following pick lists:
   - **Voicemail Alert:** Indicates that a new voicemail message has arrived.
   - **Coverage in/out:** Indicates that you moved into or out of a coverage area.
   - **Signal faded:** Indicates that the signal lost strength and a call was dropped.
8. Select Done.

Adjusting call volume

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

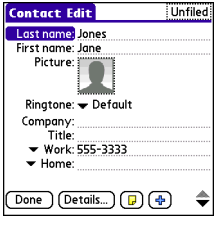


Adjusting ringer volume

When a call is not in progress and music is not playing, press the Volume button on the side of your Treo smartphone to adjust ringer volume, and then press the Side button to confirm your selection.

Assigning a caller ID photo

1. Press Phone .
2. Select the Contacts favorite button.
3. Open the contact to whom you want to give a caller ID photo.
4. Select Edit.



5. Select the Picture box and do one of the following:
   - Select Camera to take a photo and add it to this contact entry when you save the photo (if your smartphone includes a camera).
   - Select Photos and select an existing photo that you want to assign to this contact.
6. Select Done.

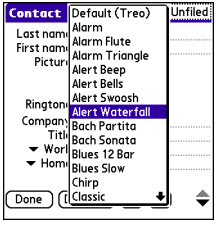
+ Did You Know?

If you assign pictures to your contacts in Microsoft Outlook or Palm Desktop software and you install the desktop software from the Palm Software Installation CD, the pictures are automatically added to your contact entries on your smartphone when you sync. If you use third-party synchronization software, picture sync may not be supported. Check with the software developer for information.

Assigning a caller ID ringtone

Caller ID ringtones can let you know who is calling before you even look at your smartphone. This is a great way to identify calls from important people in your life and to screen calls you'd prefer not answer.

1. Press Phone .
2. Select the Contacts favorite button.
3. Open the contact to whom you want to give a caller ID ringtone.
4. Select Edit.
5. Select the Ringtone pick list and select a tone for this contact entry.



6. Select OK.

Tip

You can assign a ringtone to an entire category of contacts. For example, use a special ringtone for categories such as Family, Work, or Golf Buddies. Select the category pick list in the upper-right corner, select Edit Categories, and then select the category. Select the ringtone on the Edit Category screen.

Customizing the Main View in the Phone application

Phone Display Options let you customize the appearance and entry mode of the Main View in the Phone application.

1. Press Phone .
2. Open the menus .
3. Select Options, and then select Phone Display Options.
4. Set any of the following options:
   - **Show...** : Sets whether the Dial Pad or wallpaper appears in the Main View of the Phone application. If you select Show Wallpaper, select the thumbnail image and then select an image to use as wallpaper.
   - **Typing...** : Sets whether typing enters numbers in the Dial Pad or starts a contact search.
   - **Show Calendar event**: Sets whether the current event from the Calendar application appears in the Main View of the Phone application. When this option is enabled, you can then select this event to jump to the Calendar application.
   - **Show Favorite buttons**: Sets whether Favorites appear in the Main View of the Phone application.
   - **Rows**: Sets the number of favorite button rows that appear in the Main View of the Phone application.
5. Select OK.

Tip

If you select the Show Wallpaper option, you can still access the Dial Pad. From the Phone application's Main View, press Send to open the Redial list, and then select Dial Pad.

Did You Know?

You can also set the background for the Calendar Agenda View. See **Customizing display options for your calendar** for details.

Tip

If you select the Typing starts contacts search option, you can still enter numbers in the Dial Pad by pressing and holding Option while entering numbers.

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 Phone.
2. Open the menus.
3. Select Options, and then select Dial Preferences.
4. Set any of the following options:
   - **Dialing from North America:** Formats phone numbers using North American conventions (XXX-XXX-XXXX).
   - **Always dial 1 in front of the area code:** Adds a 1 in front of 10-digit phone numbers. This option is available only when North American Dialing is enabled.
   - **International Prefix:** Adds the specified number in front of International phone numbers.
   - **To 7 digit numbers:** Adds a prefix to 7-digit numbers. For example, enter your own area code to automatically add your area code when you dial local numbers.

- **To (6), (5), (4), digit numbers:** Adds a prefix to numbers with the specified number of digits. For example, if all the phone numbers in your office begin with 555, followed by a 4-digit extension, you can select 4, enter your area code, and then enter 555 as the prefix. When you want to call a colleague, simply enter the colleague's 4-digit extension. Your smartphone automatically dials the area code and 555 plus the 4-digit extension. You can also create contact entries with just the extension number and then dial the number from your Contacts list.

5. Select OK.

Choosing your privacy settings

To maintain privacy, you can encrypt conversations when you place or receive calls, provided that this feature is supported by the network. You can also choose whether your longitude and latitude position are available to the network and third-party applications at all times or only during an emergency call.

1. Press Phone .
2. Open the menus .
3. From the Options menu, select Phone Preferences.

Tip
Select Location ON if you want to allow the network to determine your longitude and latitude position at any time in order to provide location-specific services. To restrict your location information to emergency services only, select 911 Only.

4. Check the Enable Voice Privacy box (voice conversations will be encrypted).

5. Choose Location ON or 911 Only.
6. Select OK.

When Voice Privacy is enabled, a Voice Privacy icon appears in the Active Call View. The Voice Privacy icon does not appear when a call is not in progress or if Voice Privacy service is not available in your area.

When Location ON is selected, the Location icon appears on the Applications View with radiating bars. When 911 Only is selected, the radiating bars disappear from the Location icon.

Enabling TTY

TTY (also known as a TDD or Text Telephone) is a telecommunications device that enables you to communicate by telephone if you are deaf, hard of hearing, or have speech or language disabilities.

Your device is compatible with select TTY devices. You can connect a TTY/TDD machine to your device through the headset jack while this mode is enabled. Please check with the manufacturer of your TTY device for connectivity information and to ensure that the TTY device supports digital wireless transmission.

1. Press Phone .
2. Open the menus .
3. From the Options menu, select Phone Preferences.
4. Select the TTY Mode pick list and select one of the following modes:
   - **TTY Full:** Sends and receives text.
   - **TTY + Talk:** Sends voice and receives text.
   - **TTY + Hear:** Sends text and receives voice.
   - **Off:** Sends and receives voice.
5. Select OK. A red TTY icon **T** appears in the title bar of the Phone application whenever TTY is enabled.

Manually selecting the wireless band

You can use Select Band to search for service in a different frequency.

[!] IMPORTANT You should only change this setting if a Verizon Wireless customer service representative recommends that you do so.

1. Press Phone .
2. Open the menus .
3. Choose Select Band from the Options menu.
4. Select the new band, if available.

5. Select OK.

What are all those icons?

You can monitor the status of several items using icons in the title bar of the Phone application:

Verizon Wireless — Your phone is on and you are in a Verizon Wireless coverage area. If you are outside a coverage area, No Service, Extended Network, 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 are outside a Verizon Wireless coverage area and are roaming on another wireless service provider's network. This icon appears in addition to the word Roaming, and the icon may flash if the provider is not on the Verizon Wireless preferred roaming list.

Your phone is on. The bars display the signal strength. The stronger the signal, the more bars that appear. If you are outside a coverage area, no bars appear.

Your phone is off.

You are in an area that supports NationalAccess (1xRTT) data services.

You are in an area that supports BroadbandAccess (EVDO) data services.

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

» 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 60–80Kbps and bursts 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 400–700Kbps, capable of reaching speeds up to1.8Mbps, and upload speeds up to 156Kbps

+ Did You Know?

You can tap the Bluetooth icon to quickly turn Bluetooth wireless features on and off.

✱ Tip

To display the remaining battery power, tap the battery icon at the top of the screen.

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

Your phone is on and a NationalAccess data connection is active. You can still make calls, but you cannot receive calls (incoming calls go to voicemail). When you make a call the data transmission is automatically interrupted.

Your phone is on and a BroadbandAccess data connection is active. You can still make or receive calls. When you make or receive a call, the data transmission is automatically interrupted, and then it resumes when you end the call.

You have new voicemail messages. You can select this icon to retrieve your messages.

You have a new alert, such as a Calendar alarm or a new text message. To view the alert, press and hold Center or select the icon. See **Viewing and using the Alert screen**.

T

TTY/TDD Mode is active. This mode you to communicate by telephone if you are deaf, hard of hearing, or have speech or language disabilities.

Voice Privacy is enabled, you are in a service area that supports this feature, and a call is in progress. When this feature is active, voice calls are encrypted for added privacy.

The Location setting is on and your longitude and latitude position are available to the network and third-party applications. When you select “911 Only,” the radiating bars disappear from this icon and your location is available only during emergency calls.

The Bluetooth® wireless technology icon appears in gray when this feature is off, in blue when this feature is on, and in reverse blue when your smartphone is communicating with another Bluetooth device.

This icon replaces the Bluetooth icon when your smartphone is connected to a Bluetooth headset or car kit. This icon appears in dark blue when a call is in progress and in light blue when a call is *not* in progress.

Your battery is partially drained. When the battery drains to 20% of its capacity, the icon changes from blue to red. At 10% of its capacity, you begin to receive warning messages, and at 5% of its capacity, the smartphone beeps (if the Ringer switch is in the Sound On position) and the icon changes from red to clear.

Your battery is charging. The lightning bolt turns from red to green when the battery is fully charged and your smartphone remains connected to the charger.

Your battery is fully charged and your smartphone is not connected to the charger.

You have new text or multimedia messages. The numbers next to the icon indicate the number of unread messages in your Inbox. You can select this icon to retrieve your messages.

You have new email messages. The numbers next to the icon indicate the number of unread messages in your Inbox. If you set up multiple email accounts on your smartphone, this number reflects the account that was most recently accessed. You can select this icon to retrieve your messages.

Viewing and using the Alert screen

The Alert screen on your smartphone shows info about incoming items such as new email messages and Calendar events. The Alert screen also notifies you if you miss a phone call.

To view the Alert screen, tap the blinking bell when it appears in the upper-left corner of any screen, or press and hold Center when the blinking bell appears.

You can do any of the following:

- Check the box to clear an alert from the list.
- Select the alert to open the corresponding application and view the alert item (message, event, missed call, and so on).
- Select Done to close the Alert screen and return to whatever you were doing on your smartphone before you opened the Alert screen. The bell continues to blink in the upper-left corner of the screen.
- Select Clear All to delete all alerts on the Alert screen.

Using email

Your Treo™ 700p smartphone includes two email applications: the Wireless Sync application and the VersaMail® application. You can also access web-based email from your smartphone's web browser.

Which application should I use?

I want to...	Use this app...
Check free web mail, such as Hotmail, Gmail, or Yahoo!	Web browser
Check fee-based Internet mail, such as Yahoo! Mail Plus	Wireless Sync or VersaMail
Sync my email and organizer info with my company's Exchange server	Wireless Sync or VersaMail
Sync my email with my company's Domino server	Wireless Sync or VersaMail
Check messages from multiple email addresses	VersaMail
Sync my email and organizer info with my company's Lotus Notes/Domino server	Wireless Sync
Connect to my company's Wireless Sync server	Wireless Sync
Access email on my smartphone, my computer, and the Verizon Wireless web site	Wireless Sync
Use the Advanced Encryption Standard (AES) while sending and receiving messages	Wireless Sync

[!] Before You Begin
You must activate data services on your Verizon Wireless account before you can use email on your smartphone.

✱ Tip
An email application is not an email provider. It works with an account from a provider to transfer messages to your smartphone.

» Key Term
Email provider The service you use to send and receive email. Your email provider's name appears between the @ symbol and the dot symbol in your email address.

The Wireless Sync application

In addition to sending and receiving email messages, you can also use Wireless Sync to sync your email and other personal information when you're away from your computer.

The sections that follow cover how to enter your email account settings in the Wireless Sync application. To use the Wireless Sync application, you must subscribe to the Wireless Sync feature from Verizon Wireless (additional charges may apply). For more info on Wireless Sync and to learn how to send and receive mail, see the documentation at the following location: **http://www.wirelesssync.vzw.com**

How do I get started?

1. If you are setting up a personal email account, or if your corporate email account does *not* use a Microsoft Exchange Server or a Domino server, gather the following info, and then follow the steps in **Setting up Wireless Sync to work with Internet email**.
   - Wireless Sync password (if you have one)
   - Mobile phone number
   - Email address and password
   - Incoming mail server name
   - Incoming mail server port number
   - Mail protocol: POP or IMAP

2. If your corporate email account uses a Microsoft Exchange Server or a Domino server, gather the following info, and then follow the steps in **Setting up Wireless Sync to work with corporate email**.
   - Wireless Sync password (if you have one)
   - Mobile phone number
   - Email address and password
3. If your corporate email account uses a Wireless Sync server which connects to a Microsoft Exchange Server or a Domino server, gather the following info, and then follow the steps in **Setting up Wireless Sync to work with a corporate Wireless Sync server**.
   - The URL for the Wireless Sync server
   - Your corporate login and password

Setting up Wireless Sync to work with Internet email

In the Wireless Sync application, all personal email accounts, such as Earthlink, AOL, or Yahoo! Mail Plus, are considered Internet email accounts. In addition, any corporate email account that does not use a Microsoft Exchange or Domino server is referred to as an Internet email account.

+ Did You Know?
Depending on your service agreement and rate plan, data fees may apply when downloading the Wireless Sync software.

1. Go to Applications and select Wireless Sync.
2. Select Start to download the Wireless Sync software to your smartphone.
3. Leave the Wireless Sync server box empty, and then select Next.

4. Select Yes, No, or Forgot, to indicate whether you have a Wireless Sync password. If you select No, your smartphone's web browser opens and you are taken through a series of steps to create an account. If you select Forgot, Verizon Wireless sends a temporary password to your smartphone.
5. Set the following Account Setup info, and then select Next:
   - **Mobile number:** Enter your smartphone's phone number, if it is not already filled in.
   - **Password:** Enter the password for your Wireless Sync account.
   - **Read Terms & Conditions:** Select this button to read about your Wireless Sync account.
   - **I agree to the terms & conditions:** Check the box to indicate that you agree to the terms and conditions. You cannot continue unless you check this box.
6. Set the following Account Setup info, and then select Next:
   - **Confirm home time zone:** Select the pick list and select the time zone where you live.
   - **Enable weather info for my ZIP code:** Enter the ZIP code where you live, so that you can receive local weather reports.
7. Set the following Email Setup info, and then select Next:
   - **Set up Internet email:** Select this setting to set up Wireless Sync to work with your existing Internet email account.
   - **Email Address:** Enter the email address you want Wireless Sync to access.
   - **Password:** Enter the password you use to access this email address.

8. If Wireless Sync recognizes your mail settings, the first sync begins and you are done with the setup process.

   If Wireless Sync does not recognize your mail settings, enter the following information, and then select Next:

   - **Server name**: Enter the name of your incoming mail server, such as mail.myisp.com.
   - **Port**: Enter the port number for your incoming mail server, such as 110 (POP) or 143 (IMAP).
   - **POP**: If you are connecting to a POP server, check the POP box. If you are connecting to an IMAP server, leave this box empty. If you are not sure which type of server you're connecting to, contact your email provider.
   - **Leave messages on server**: Check this box if you want to leave a copy of your messages on the mail server after you download them to your smartphone. If you want to delete the messages from your mail server after downloading them to your smartphone, leave this box empty.

Setting up Wireless Sync to work with corporate email

If your company uses a Microsoft Exchange Server or a Domino server, follow these steps to set up your email account settings in the Wireless Sync application. If your company uses a different type of mail server, see **Setting up Wireless Sync to work with Internet email** for instructions.

1. Go to Applications and select Wireless Sync.
2. Select Start to download the Wireless Sync software to your smartphone.
3. Leave the box asking if your company has a Wireless Sync server empty, and then select Next.
4. Select Yes, No, or Forgot, to indicate whether you have a Wireless Sync password. If you select No, your smartphone's web browser opens and you are taken through a series of steps to create an account. If you select Forgot, Verizon Wireless sends a temporary password to your smartphone.
5. Set the following Account Setup info, and then select Next:
   - **Mobile number:** Enter your smartphone's phone number, if it is not already filled in.
   - **Password:** Enter the password for your Wireless Sync account.
   - **Read Terms & Conditions:** Select this button to read about your Wireless Sync account.
   - **I agree to the terms & conditions:** Check the box to indicate that you agree to the terms and conditions. You cannot continue unless you check this box.

Tip

The Wireless Sync and VersaMail applications require the correct protocol, server, and security settings to send and receive email. Your email provider can easily provide these settings.

6. Set the following Account Setup info, and then select Next:
   - **Confirm home time zone:** Select the pick list and select the time zone where you live.
   - **Enable weather info for my ZIP code:** Enter the ZIP code where you live, so that you can receive local weather reports.
7. Set the following Email Setup info, and then select Next:
   - **Set up Exchange or Domino email:** Select this setting to set up Wireless Sync to work with your corporate email account.
   - **Email Address:** Enter the email address you want Wireless Sync to access.
8. When the Congratulations message appears, select Done.
9. On your computer, go to **www.wirelesssync.vzw.com/monitor** to install the software that lets Wireless Sync work with your server.

Setting up Wireless Sync to work with a corporate Wireless Sync server

If your company uses a Wireless Sync server to connect to your Microsoft Exchange Server or a Domino server, follow these steps to set up your email account settings in the Wireless Sync application.

1. Go to Applications and select Wireless Sync.
2. Select Start to download the Wireless Sync software to your smartphone.
3. Check the box asking if your company has a Wireless Sync server, and then select Next.
4. Enter the URL for your company's Wireless Sync server, and then select Next.
5. Select Yes or No to indicate whether you have a Wireless Sync password. If you select No, your smartphone's web browser opens and you are taken through a series of steps to create an account.
6. Set the following Account Setup info, and then select Next:
   - **Mobile number:** Enter your corporate login in this field. This may be your username or may include your corporate domain information. Contact your Wireless Sync administrator for more information.
   - **Password:** Enter the corporate password.
   - **Read Terms & Conditions:** Select this button to read about your Wireless Sync account.
   - **I agree to the terms & conditions:** Check the box to indicate that you agree to the terms and conditions. You cannot continue unless you check this box.

7. Set the following Account Setup info, and then select Next:
   - **Confirm home time zone:** Select the pick list and select the time zone where you live.
   - **Enable weather info for my ZIP code:** Enter the ZIP code where you live, so that you can receive local weather reports.
8. When the Congratulations message appears, select Done.

The VersaMail application

Before you can use VersaMail, you need to enter your email account settings. If you have multiple email accounts, you must enter settings for each email account.

After you enter your email account settings, see the *User Guide for the VersaMail Application* on the Palm Software Installation CD for information on sending and receiving messages and customizing your VersaMail application settings.

How do I get started?

1. Install the VersaMail application from the CD that came with your smartphone. See **Installing applications** for details.
2. If you already use the VersaMail application on a Palm OS® device, and you want to transfer those settings to your new smartphone, then see the *User Guide for the VersaMail Application* on the Palm Software Installation CD for upgrade information.
3. If you're entering settings for an email account on a Microsoft Exchange ActiveSync® server, a Lotus Notes server, or a Microsoft MAPI server, see the *User Guide for the VersaMail Application* on the Palm Software Installation CD for setup steps.

Tip

The correct protocol, server, and security settings are required for VersaMail to be able to send and receive email for your account. Your email provider can easily provide these settings. You may be able to find this account setup info on your email provider's website.

4. If your email provider is listed in the following table, then skip to **Setting up VersaMail to work with common providers**.

• AOL	• Comcast	• RCN
• Apple.Mac	• CompuServe	• SBC/PacBell
• AT&T Global	• Covad	• SBC/Prodigy
• AT&T Worldnet	• EarthLink	• Speakeasy
• Bell South	• Gmail	• Verizon DSL
• Cablevision	• Mail.com	• Yahoo!
• Charter	• NetZero	

5. If your email provider's name is not listed, then you need to obtain the following info from your system administrator or ISP, and then skip to **Setting up VersaMail to work with other providers**:

   - Mail protocol: POP or IMAP
   - Incoming and outgoing mail server names, such as mail.myisp.com
   - Incoming and outgoing mail server port numbers, such as 110 (incoming POP), 143 (incoming IMAP), or 25 (outgoing POP or IMAP)
   - (If necessary) Security settings: APOP, ESMTP, SSL

Setting up VersaMail to work with common providers

1. Go to Applications and select Email .
2. If prompted to select an initial setup option, then select Continue.
3. In the Account Name field, enter a descriptive name, such as Work Email.
4. Select the Mail Service pick list, and then select your email provider, such as Earthlink, and then select Next.

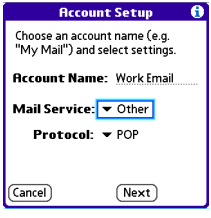
5. Enter the username for your email account. Your username appears before the @ symbol in your email address.
6. Select the Password box, enter your email account password, select OK, and then select Next.
7. Select Next, and then select Done.

Tip

To enter settings for another email account, open the Accounts menu and select Account Setup.

Setting up VersaMail to work with other providers

1. Go to Applications and select Email .
2. If prompted to select an initial setup option, then select Continue.
3. In the Account Name field, enter a descriptive name, such as Work Email.
4. Select the Mail Service pick list, and then select Other.
5. Select the Protocol pick list, select POP or IMAP (based on the info you got from your system administrator or ISP), and then select Next.



6. Enter the username for your email account. Your username appears before the @ symbol in your email address.
7. Select the Password box, enter your email account password, select OK, and then select Next.
8. Enter your email address and the names of the incoming and outgoing mail servers, and then select Next.
9. If your system administrator or ISP provided port numbers or security settings, select Advanced, and then enter those settings.
10. Select Done.

Tip
To set more options for incoming and outgoing messages, select Advanced on the Account setup complete screen.

Using other wireless features

Messaging

You can use the Messaging application to exchange brief text messages (SMS) and multimedia messages (MMS) with other devices and email addresses that support these forms of messaging. Before you use your smartphone to send or receive messages, refer to your service plan for pricing and availability of messaging services.

[!] Before You Begin
Make sure your phone is turned on (see **Turning your phone on and off**).

+ Did You Know?
You can page someone to call you by sending them a blank text message.

+ Did You Know?
You can address messages to multiple recipients by separating the addresses with a comma. If you address a single message to three people, you will be billed for three messages.

Creating and sending a text message

Each text message can hold up to 160 characters. Messages with more than 160 characters are automatically split into several messages. (If you send a text message to an email address, the email address is deducted from the 160-character count.)

1. Press Messaging .
2. Select New.
3. Select the To field to address the message:
   - Press Center . If the recipient's name appears in the list of recent addresses, select it from the list.
   - If the recipient is in your Contacts list, enter the first initial and last name (no spaces), and then select the recipient's phone number or email address, depending on where you want to send the message.
   - If the recipient's name isn't in the list of recent addresses or your Contacts list, enter the phone number, email address, or a Verizon Wireless alias.

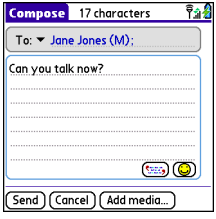
Tip
If you see numbers when you expect to see letters (or the other way around), you need to turn Option Lock on by pressing Option twice or turn it off by pressing Option once.

Tip
To add a new QuickText phrase, select Edit QuickText from the list.

Tip
Some symbols can't be used in text messages. The Messaging application automatically replaces invalid characters.

Tip
Select Save as Draft to save a draft of the message without sending it. To access the draft, select the category pick list at the top of the screen and select Drafts.

4. Enter your message or select QuickText to insert predefined phrases. To insert emoticons, select .



5. **OPTIONAL** Open the menus , and then select High Priority from the Compose menu to mark the message as urgent.
6. Select Send.

Creating and sending a multimedia message

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

Item	Supported File Types
Pictures	JPEG, GIF, BMP
Videos	MPEG4, 3GP2
Ringtones	MIDI
Sound clips	WAV, QCELP

» Key Term
Slide A collection of text, pictures, videos, and sounds that are grouped together within a multimedia message. During playback, all the items within a particular slide appear on the same screen. If a multimedia message contains multiple slides, each slide can be viewed separately during playback.

» Key Term
Pix Place The companion website for Verizon Wireless picture and video messaging services.

1. Press Messaging .
2. Select New.
3. Select Add Media.
4. Select the To field to address the message with up to 25 addresses:
   - Press Center . If the recipient's name appears in the list of recent addresses, select it from the list.
   - If the recipient is in your Contacts list, enter the first initial and last name (no spaces), and then select the recipient's phone number or email address.
   - If the recipient's name is not in the list of recent addresses or your Contacts list, enter the phone number, email address, or alias.
   - If you want to upload a picture or video to your Verizon Wireless PIX Place account, press Center , and then select PixPlace.
5. Enter a subject.

+ Did You Know?

You can send a contact or calendar entry. Select the entry, open the Record menu, select Send, and then select Messaging.

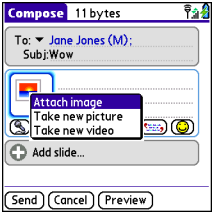
✱ Tip

When creating a message, you can preview or delete an item. Highlight the item, press Center on the 5-way, and then select Remove, View, or Play.

✱ Tip

You can set the priority of outgoing messages to High or Normal.

6. **OPTIONAL** Select the image placeholder, and then select one of the following:



   - **Attach image:** Insert one or more photos or videos from your smartphone or an expansion card.
   - **Take new picture:** Take a picture with the built-in camera and add it to the message.
   - **Take new video:** Capture a video of up to 14 seconds with the built-in camcorder and add it to the message.
7. **OPTIONAL** Select Sound, and then select one of the following:
   - **Record new:** Record a sound clip of up to 1 minute.
   - **Attach voice memo:** Select a memo you recorded in the Voice Memo application.
   - **Attach ringtone:** Select a ringtone.
8. Enter a text message or caption.
9. Select Add slide to insert additional slides.
10. **OPTIONAL** Select Preview to view the message as the recipient will see it.
11. Select Send.

Receiving messages

When your phone is turned on and is in an area of wireless coverage, you automatically receive new text messages. For multimedia messages, you can set your smartphone to automatically download new messages or to notify you that a message is ready to be downloaded (see **Customizing your Messaging settings**). You can also configure how your smartphone notifies you when a new message arrives (see **Selecting Messaging alert tones**).

The new message alert may include any of the following buttons:

- **OK**: Dismisses the alert and places the message in your Inbox.
- **Reply**: Opens the Chat View, where you can reply with a text message. To send an MMS reply, select Add Media from the Chat View.
- **Call Back**: Dials the sender's phone number.
- **Go To Msg**: Opens the message so you can view its full contents.
- **Delete**: Moves the message from your Inbox to the Deleted folder.

Tip

If you have multiple alerts, the Alert screen displays all your pending alerts. Select an item's description to jump to that item, or check the box to clear that item. To view all your pending alerts from any screen on your smartphone, press and hold Center on the 5-way.

Did You Know?

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

Tip

When you receive a message, you can also press Send to call the sender.

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.

1. Press Messaging .
2. Select the message that contains the link you want to use.
3. Select the phone number, email address, or URL (appears as underlined blue text).

Your smartphone automatically launches the appropriate application from the link.

Viewing/playing a multimedia message

1. Press Messaging .
2. Select the message you want to view.
3. If there are sounds or multiple slides, playback begins immediately.

4. Do any of the following:

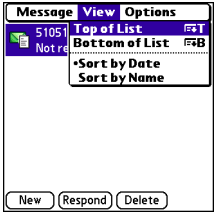
   - Use the onscreen controls to scroll to other slides and messages.
   - To play a sound, select the Sound icon .
   - To save a sound, open the menus , and select Save Sound from the Message menu.
   - To save a picture, open the menus , and select Save Picture from the Message menu. You can access saved pictures later by going to Applications and selecting Pics&Videos .
   - To save a calendar or contact entry, select it. You can access saved entries later by going to Applications and selecting Calendar or Contacts (depending on the type of entry you saved).
   - To select the text, position the cursor in the text area, and then press Center .
   - To stop playback of a message, select Play/Stop.
   - To view message details, open the menus and select Message Details from the Message menu.

5. Select OK.

Arranging your messages

You can rearrange the messages in any folder by using the Sort command.

1. Press Messaging .



2. Select the folder list in the title bar and select the folder you want to sort.
3. Open the menus .
4. Select View, and then select Sort by Name or Sort by Date.

Deleting messages

You can delete several messages at once from any folder by using the Purge command.

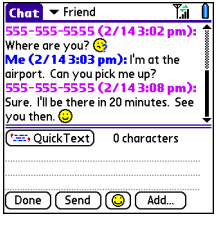
1. Press Messaging .
2. Select the folder list in the title bar and select the folder that contains the messages you want to delete.
3. Open the menus .
4. Select Purge from the Message menu.
5. Select the Purge pick list, and then select an option.
6. Select OK.

Chatting with Messaging

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 Chat view displays all messages you've exchanged with this contact, and the lower part provides an entry area.

You can carry on multiple chats at the same time and easily switch between them, using the pick list at the top of the screen.

1. Press Messaging .
2. 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 .



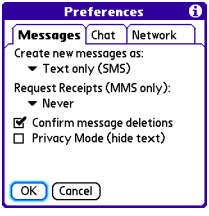
3. Enter your message.
4. Select Send.

Tip
To find a chat you had with someone, open your Messaging Inbox and select a chat session.

Tip
Pale gray text indicates that a message is pending or enroute.

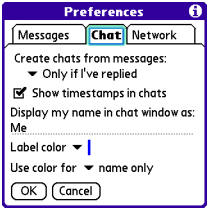
Customizing your Messaging settings

1. Press Messaging .
2. Open the menus .
3. From the Options menu, select Preferences.
4. On the Messages tab, set any of the following preferences for your individual messages:



   - **Create new messages as:** Indicate whether you want to default to text or multimedia messages when you create a new message.
   - **Request Receipts (MMS only):** Indicate whether you want to receive a confirmation when an outgoing MMS message is delivered.
   - **Confirm message deletions:** Indicate whether you want deletion confirmation prompts to appear.
   - **Privacy Mode (hide text):** Indicate whether you want the body text to appear in the alert when you receive a new message, or if you want the alert to hide the text and prompt you to go to the message.

5. Select the Chat tab and set any of the following preferences for chat sessions.



   - **Create chats from messages**: Indicate when you want to group messages from the same person into a chat.
   - **Show timestamps in chats**: Indicate whether you want to see the local date and time the message was sent next to each message.
   - **Display my name in chat window as**: Enter the name you want to use as the label for your messages in the Chat view.
   - **Label color**: Select a color to differentiate your messages from the sender's messages while in the Chat view.
   - **Use color for**: Indicate whether you want both your name and message text in the selected label color, or only your name.

6. Select the Network tab and set any of the following preferences for network connections.

   - **Automatically collect MMS messages**: Indicate whether you want to download multimedia messages automatically.
   - **Even when roaming**: Indicate whether you want to automatically receive multimedia messages while roaming.

7. Select OK.

Selecting Messaging alert tones

1. Press Messaging .
2. Open the menus .
3. Select Options, and then select Alerts.

4. Select the Application pick list and select Messaging.
5. Select the Volume pick list and select the volume level.
6. Select the Vibrate pick list and select how you want your smartphone to vibrate upon an incoming call.
7. Select the Message Tone pick list and select a tone for incoming message alerts.
8. Check the boxes if you want to see onscreen alerts when a new message arrives and when a message you sent is received.
9. Select Done.

+ Did You Know?

Your smartphone includes a silent alert that can vibrate even when the Ringer switch is set to Sound Off.

What are all those icons?

The message descriptions in the Inbox, Outbox, and Sent folders show the message status:

- Unread messages appear in bold.
- Read messages appear in plain text.
- Urgent messages appear with a red exclamation point (!).

The following icons show the message type and additional status info:

A text message

A chat session

A multimedia message that is ready for you to download

A multimedia message that is fully downloaded

A multimedia message that is fully downloaded and contains sound

A voicemail page

An incoming message with an error

A message that is waiting to be sent

A message that was successfully sent

A message that was sent to multiple recipients, and only some of the recipients received the message

An outgoing message with an error

Tip

By default, the Messaging app shows the Inbox folder. To view a different folder, select the folder list in the title bar and select a different folder from the list.

Did You Know?

If you are outside a coverage area or if your phone is turned off, outgoing messages go into the Outbox. When you return to a coverage area or turn your phone back on, your pending messages are sent automatically and transferred to the Sent folder.

Web browser

The web browser on your Treo™ 700p smartphone provides quick and easy access to web pages. You can view most sites you use on your computer, including those with security and advanced features, such as JavaScript and frames. To browse the web, you must activate data services from Verizon Wireless.

Tip

To adjust the font size, open the Options menu and select Font. To fit more text on the screen, select Small. To make the text easier to read, select Large.

Did You Know?

You can send email from a web page on your smartphone. Email addresses appear as links on web pages. After you configure an email application on your smartphone, you can select an email address link to create a message to the selected address.

Viewing a web page

The web browser uses patent-pending technology to optimize web pages for your smartphone. By default, the browser is in Optimized Mode, which reformats web pages into a single column and resizes images on your screen. This way, you can see most content without scrolling left or right.

1. Make sure your phone is turned on (see **Turning your phone on and off**).
2. Press Phone and confirm that data services are available. You should see either the NationalAccess 1x or BroadbandAccess EV icon in the title bar.

   If you do not see a NationalAccess or BroadbandAccess icon, data services are not available in your current location and you cannot connect to the Internet.
3. Go to Applications and select Web .

Tip
To find a recent page or search, select the Address Bar pick list and select the item from the list.

Tip
Want to get to the icons faster? Press Space to jump to the Address Bar and then press Up on the 5-way to scroll to the icons. You can also open the menus to access the same commands from the menus.

Tip
You can customize the Fast Mode settings. See **Customizing your web browser settings** for details.

Tip
Tap and hold the back or forward buttons or select these buttons with the 5-way to pop up a list of sites you've visited.

4. Enter a web page address (URL) in the Address Bar and select Go.

   [*] NOTE If you browse to a secure web page, a lock icon appears in the Address Bar.

5. Do any of the following to navigate within the web page:

   - **View a page in wide layout format** (as on your computer): Open the menus, select Options, and then select Wide Page Mode.
   - **Scroll through the page:** In Optimized Mode (the default format which is optimized for your smartphone screen), press Up or Down. In Wide Page Mode, press Up, Down, Left, or Right to scroll in all directions.
   - **Follow a link to another web page:** In Optimized Mode, highlight the link by pressing Left or Right and then press Center to go to the selected page. In Wide Page mode, use the stylus to select a link.
   - **Submit a form:** Enter the info and then select the onscreen button to submit the form. If the form doesn't have an onscreen button, press Return.

6. Use the 5-way to access any of the following icons in the title bar:

Goes to your home page.

Opens a dialog box where you can enter a web address you want to go to or view a list of recently viewed web pages.

Goes to the previous web page.

Goes to the next web page.

Refreshes the page with the latest content from the Internet.

Opens a list where you can select Fast Mode (no images or style sheets) or Normal Mode (with images and style sheets).

Creating a bookmark

With bookmarks you can instantly access a web page without entering the address every time. The web browser can store up to 100 bookmarks or saped pages, allowing you to open your favorite web pages quickly. Note that a bookmark is different from a favorite (see **Defining favorite buttons**).

+ Did You Know?
The predefined bookmarks take you to pages that are optimized for your smartphone.

1. Go to the page you want to bookmark.
2. Open the menus .
3. Select Add Bookmark from the Page menu.
4. **OPTIONAL** Change the entries in the Name and Description fields.

5. Select OK, and then select OK again.

Saving a page

You can use the web browser to save a page for offline viewing, so you don't need a wireless connection to view it later.

1. Go to the page you want to save.
2. Open the menus .
3. Select Save Page from the Page menu.
4. Select OK, and then select OK again.

Viewing bookmarks or saved pages

Bookmarks and saved pages both appear in Bookmarks View. Saved pages are indicated by a small triangle in the upper-right corner of the bookmark.

1. Select the Bookmarks View icon .
2. Select the bookmark or saved page you want to view.

Did You Know?

You can make Bookmarks View the default view when you open the browser. Open the Options menu and select Preferences. Select the Start With pick list and select Bookmarks.

Tip

To go back to the last web page you viewed without selecting a bookmark, select Page View.

Editing or deleting a bookmark or saved page

1. From the Bookmarks View, open the menus .
2. Select Edit Bookmarks on the Bookmarks menu.
3. Select the bookmark you want to edit or delete.
4. Enter the desired changes.
5. Select OK.

Tip
If you can't edit, delete, or beam a bookmark, it is probably locked and these actions are prohibited.

Arranging bookmarks and saved pages

The Bookmarks View includes ten pages of bookmarks so that you can arrange bookmarks and saved pages in a logical fashion. For example, you can store travel links on one bookmark page, stock links on another, and business links on a third page.

1. From the Bookmarks View, open the menus .

2. Select Edit Bookmarks from the Bookmarks menu.
3. Enter a title for this page of bookmarks.

4. Use the stylus to drag and drop a bookmark into the desired slot. You can move a bookmark within the current page or move it to a different bookmark page by dragging and dropping it on the Bookmark Page icon .
5. Select OK.

Downloading files from a web page

The web browser lets you download files that are recognized by one of the applications on your smartphone. When you download a file, you can open it in the application that recognizes the file. For example, if you download a video, you can view it later in the Pics&Videos application. If a file is not recognized by any of the applications on your smartphone, you can download the file to an expansion card, but you cannot open it on your smartphone.

You can download files such as new applications, and choose to play or save music and video files in many popular formats—provided that the website permits the downloading of files:

Item	Supported File Types
Pictures	JPEG, WBMP, GIF, animated GIF
Videos	MP4, 3G2, ASF, WMV
Ringtones	MIDI, AAC
Music	MP3, WMA

1. Go to the page with the link to the file you want to download.
2. Press Left ◀ or Right ▶ to highlight the link to the file, and then press Center .
3. If prompted, select what you want to do with the file: Play, Save To Device, or Save To Card.
4. Select Yes.

✱ Tip

You can also access software and other downloads using the Downloads bookmark.

+ Did You Know?

You can visit secure websites. The security certificates and 128-bit Secure Socket Layer (SSL) encryption let you browse secure sites, such as online shopping, banking, and email. Remember: Some secure sites also require specific browsers and may not work with the web browser application.

+ Did You Know?

The web browser supports JavaScript, SSL strong encryption, and cookies, but does not support plug-ins (such as Flash or Shockwave) or Java applets.

✱ Tip

You can also save an image from a web page by tapping and holding it with the stylus.

Streaming files from a web page

The web browser lets you stream files that are recognized by one of the applications on your smartphone. For example, you can choose to play music and video files in many popular formats (MP3, WMA, WMV).

1. When the web browser recognizes streamed content on a web page, it displays a Play icon

. To view or listen to the streamed content, select Play

.
2. Once streaming begins, playback starts automatically. Use the following controls when viewing or listening:
   - Select to return to the web page containing the streamed content.
   - Select or press Center to pause playback.
   - Select or press Center to resume playback after pausing.
   - A few seconds after playback begins, the toolbar is hidden and you can view the content on the full screen. Press Up ▲ or Down ▼ to display the toolbar; press Up ▲ or Down ▼ again to hide the toolbar again.
   - Press the Volume button on the side of your smartphone to adjust the volume.

Tip

If the web browser recognizes streamed content that is not supported by any of the applications on your smartphone, a "Media type not supported" message appears.

Copying text from a web page

You can copy text from a web page and paste it into other applications.

1. Use the stylus to highlight the text you want to copy.
2. Open the menus .
3. Select Edit, and then select Copy.
4. Go to the app in which you want to paste the text and use the stylus or 5-way to position the cursor where you want to paste the text.
5. Open the menus .
6. Select Edit, and then select Paste.

Did You Know?

If the web browser does not recognize a phone number as dialable, you can copy the phone number (as text) and paste it into the Dial Pad (see **Dialing from a web page or message**).

Returning to recently viewed pages

The History list stores the addresses of the last 100 pages you visited. Items in the History list are sorted chronologically.

1. From the Page View, open the menus .
2. Select History from the Page menu.
3. Press Down ▼ to navigate through the list.
4. Select the web page you want to load.

Finding text on a web page

1. From the Page View, open the menus .
2. Select Find Text on Page from the Page menu.
3. Enter the text you want to find.
4. Check or uncheck the Wrap Search box to indicate whether you want the search to wrap from the end of the page to the beginning when the end is reached.
5. Select Find to start the search.

Customizing your web browser settings

1. From the Page View, open the menus .
2. Select Options, and then select Preferences.
3. Select Page and set any of the following preferences:

- **Start With**: Determines which view appears when you open the browser.
- **Home Page**: Sets the page that appears when you select .
- **Restore Default**: Selects the original home page, if you changed it.
- **Show Address Bar**: Sets whether the web address appears in Page View. When it is visible, you can select the pick list to go to a previously viewed page or enter a URL directly from Page View.

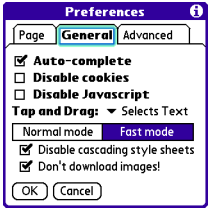
» Key Term

Cascading Style Sheets A method used to describe the presentation of a web page or document written in a markup language, such as HTML or XML.

✱ Tip

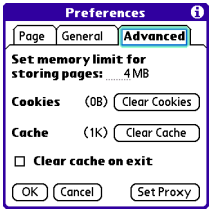
Lots of pretty graphics slowing you down? Browse the web faster by enabling the Don't download images! option.

4. Select General and set any of the following preferences:



   - **Auto-complete**: Determines whether the web browser suggests text, based on your previous entries, when you begin entering info.
   - **Disable cookies**: Determines whether websites can store personalized info on your Treo smartphone. Some sites do not work properly if you select this option.
   - **Disable JavaScript**: Bypasses JavaScript elements on the web pages you view.
   - **Tap and Drag**: Determines whether dragging the stylus selects text or scrolls through the content of the page.
   - **Normal mode/Fast mode**: Determines whether you want to hide selected items so that web pages load faster. When you select Fast mode, you can set the following options:
     - **Disable cascading style sheets**: Determines whether style sheets are applied when you load a web page. When style sheets are disabled, pages download faster, but you may lose some of the formatting.
     - **Don't download images!**: Determines whether images appear when you load a web page. If you select not to view images, you can still see any image by selecting the placeholder box on the web page.

5. Select Advanced and set any of the following preferences:



   - **Set memory limit for storing pages:** Sets the amount of memory used for your cache. Pages are cached so that they load faster the next time you view them.
   - **Cookies**: Indicates how much memory is being used by cookies. To free up this memory, select Clear Cookies.
   - **Cache**: Indicates how much memory is being used by your cache to store recent pages and history. To free up this memory, select Clear Cache.
   - **Clear cache on exit**: Determines whether the cache clears each time you exit the web browser.
   - **Set Proxy**: Sets up a proxy server to access the Internet. If your connection requires a proxy server, please contact your Internet service provider or IT administrator for this information.
6. Select OK.

BroadbandAccess Connect

The BroadbandAccess Connect service lets you convert your smartphone into a wireless modem so that you can access the Internet from your computer. You can set up BroadbandAccess Connect using the USB sync cable between your smartphone and your Windows computer. If you have a Mac computer enabled with Bluetooth® wireless technology, you can set up a wireless connection to use BroadbandAccess Connect using your smartphone's built-in Bluetooth technology.

The VZAccess Manager software helps you set up and manage your BroadbandAccess Connect connections.

Installing the VZAccess Manager software

To use the BroadbandAccess Connect service, you must install the VZAccess Manager software on your computer.

WINDOWS ONLY

1. Insert the Palm Software Installation CD in your computer's CD drive and select the Install bonus software option.
2. Under Desktop Applications, select VZAccess Manager.
3. Click the link to download the software and follow the instructions to begin installation.
4. On the Welcome screen, click Next.
5. Select the option to accept the License Agreement, and then click Next.

Tip

Certain smartphone application features, such as synchronizing or automatic retrieval of email messages, do not work when you have a BroadbandAccess Connect connection between your smartphone and your computer. To use these features, terminate the BroadbandAccess Connect connection.

Tip

You may need to use a virtual private network (VPN) to access corporate email. Check with your system administrator for more information.

6. Select whether you want to use with VZAccess Manager with one smartphone only or with all smartphones you use on this computer, and then select whether or not to create a desktop shortcut. Click Next.
7. Select the folder where you want to store the VZAccess Manager application files, or select Next to accept the default location.
8. Select whether to do a Typical or a Custom installation (we recommend Typical), and then click Next to begin the installation process.
9. On the Installation Complete screen, click Finish.

MAC ONLY

1. Insert the Palm Software Installation CD in your computer's CD drive and select the Install bonus software option.
2. Under Desktop Applications, select VZAccess Manager.
3. Click the link to download the software and follow the instructions to begin installation.
4. On the Welcome screen, click Next.
5. Select the option to accept the License Agreement, and then click Next.
6. Select the device name for each device you want to use with VZAccess Manager, and then select whether or not to create a desktop shortcut. Click Next.

Getting help with VZAccess Manager software

You can learn how to use VZAccess Manager software from within the application itself.

1. If you chose to install a desktop shortcut, click the VZAccess Manager icon on your desktop. Otherwise, use the Start menu on your Windows computer to navigate to and select the VZAccess Manager software.

2. Click Help at the top of the screen and select a topic to learn more.

Accessing the Internet using a BroadbandAccess Connect connection

1. Connect your smartphone to your computer with the sync cable (see **Connecting your Treo smartphone to your computer**).
2. Click the VZAccess Manager icon on your computer desktop.
3. Click the connection you want to use, such as BroadbandAccess.
4. Click Connect.

You can now use the BroadbandAccess Connect service to access the Internet from your computer.

Terminating a BroadbandAccess Connect Internet session

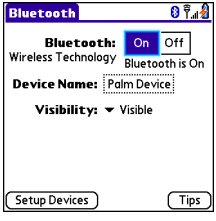
1. On your computer, go to the VZAccess Manager window.
2. Click Disconnect.

+ Did You Know?

When the BroadbandAccess Connect service is on, you cannot use any of the wireless features that require a data connection, such as web browsing and sending and receiving email and MMS messages. You can still use all the nonwireless features of your smartphone. If you choose to make a call, you automatically interrupt the BroadbandAccess Connect connection. When you receive a call in a BroadbandAccess coverage area, the call interrupts the BroadbandAccess Connect connection. In a NationalAccess coverage area, incoming calls go to voicemail.

Creating a Bluetooth partnership between your smartphone and your computer

1. Make sure that your computer's Bluetooth setting is on and that your computer is ready to create a Bluetooth partnership. Check the documentation that came with your computer to find and change these settings.
2. On your smartphone, go to Applications and select Bluetooth .
3. Select On if it is not selected, and then select Setup Devices.



4. Select Trusted Devices.

5. Select Add Device. The Discovery icon appears, indicating that the discovery process is active.
6. Select your computer from the Trusted Devices list, and then select OK.
7. Enter a passkey on the Bluetooth Security screen, and then select OK. The passkey can be any number of up to 16 characters.

   [!] IMPORTANT You must enter the same passkey on your smartphone and your computer. We recommend that you use a passkey of 16 digits where possible to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered.
8. Enter the same passkey number on your computer when prompted.
9. Select Done, and then select Done again to return to the Bluetooth screen.

Connections with Bluetooth devices

With your smartphone's built-in Bluetooth wireless technology, you can connect to a number of Bluetooth devices, such as a headset, car kit, printer, or GPS receiver, as well as to other smartphones and handhelds that are equipped with Bluetooth wireless technology. If your computer is enabled with Bluetooth wireless technology, you can also synchronize wirelessly or use your phone as a wireless modem.

You can create a list of Bluetooth devices that you trust to communicate with your Treo smartphone. When communicating with trusted devices, your Treo smartphone skips the discovery process and creates a secure link as long as the device is within range. Bluetooth range is up to 30 feet depending on environmental conditions, including obstacles, radio interference from nearby electronic equipment, and other factors.

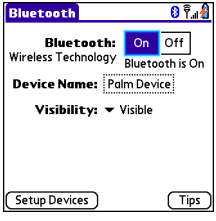
When you configure a headset as described previously in **Connecting to a Bluetooth headset or car kit**, the headset is automatically added to your trusted device list. Follow the steps in this section to add other devices to your trusted device list, such as a friend's handheld.

+ Did You Know?

Your Treo smartphone does not support wireless connections to Bluetooth keyboards and stereo headphones.

Requesting a connection with another Bluetooth device

1. Go to Applications and select Bluetooth .
2. Select On.



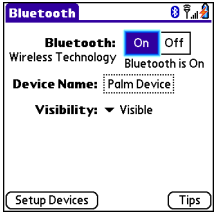
3. If you haven't already done so, enter a device name for your smartphone. This is the name that appears on the other Bluetooth device's screen when it connects to your smartphone.
4. Select Setup Devices.
5. Select Trusted Devices.

6. Select Add Device. The Discovery icon appears, indicating that the discovery process is active.
7. Select the Show pick list and select Nearby devices.
8. If the device you want to add doesn't appear on the discovery results list, make sure that the other device is ready to receive a connection request (see the device's documentation), and then select Find More on your smartphone to search again.
9. Enter the same passkey on your smartphone and on the Bluetooth device, and select OK.

   [!] IMPORTANT Some Bluetooth devices, such as headsets and GPS receivers, may have a built-in passkey; other devices may provide a screen where you enter the passkey. We recommend that you use a passkey of 16 digits, where possible, to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered. If the Bluetooth device has a built-in passkey, see the device's documentation for the passkey.
10. Select Done.

Accepting a connection from another Bluetooth device

1. Go to Applications and select Bluetooth .
2. Select On.



3. If you haven't already done so, enter a device name for your smartphone. This is the name that appears on the other Bluetooth device's screen when it connects to your smartphone.

Tip

For the smartphone to be visible to Bluetooth devices, the Bluetooth setting must be set to On and visibility must be set to Visible or Temporary. The smartphone screen does not need to be turned on.

4. Select the Visibility pick list and select one of the following:
   - **Visible:** Enables Bluetooth devices that are not on your Trusted Device list to request a connection with your smartphone. Your smartphone remains accessible to other devices until you turn this option off.
   - **Temporary:** Enables Bluetooth devices that are not on your Trusted Device list to request a connection with your smartphone during the next two minutes. Your smartphone reverts to the Hidden setting and becomes inaccessible to other devices after two minutes.
   - **Hidden:** Allows only devices with which you have previously formed a partnership to request a connection with your smartphone. New devices cannot request a connection.
5. Enter the same passkey on your smartphone and on the Bluetooth device.

   [!] IMPORTANT Some Bluetooth devices, such as headsets and GPS receivers, may have a built-in passkey; other devices may provide a screen where you enter the passkey. We recommend that you use a passkey of 16 digits, where possible, to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered. If the Bluetooth device has a built-in passkey, see the device's documentation for the passkey.
6. **OPTIONAL** Check the Add to trusted device list box if you want to form a partnership with the requesting device.
7. Select OK.

Playing media files

Camera and Camcorder

Your Treo™ 700p smartphone comes with an easy-to-use, built-in, 1.3-megapixel camera with 2x digital zoom (camera version only). You can use the camera to take and view pictures and videos and send them to your friends and family. To add a personal touch to your smartphone, use your pictures as your wallpaper in the Main View of the Phone application, and as caller ID images.

If your smartphone doesn't have a built-in camera, the sections in this chapter about taking pictures and videos don't apply to you. But you can still receive and view pictures and videos, send pictures and videos to other people as email attachments or multimedia messages (MMS), and use pictures to personalize your smartphone (such as wallpaper or picture caller ID; see **Assigning a caller ID photo** for details). You can also move pictures and videos to a computer by synchronizing your smartphone with your computer.

Tip

The camera defaults to 1.3 megapixel (1280 x 1024) resolution. The camera also supports VGA (640 x 480) and QVGA (320 x 240) resolution. The camcorder defaults to CIF (352 x 288) resolution and also supports QCIF (176 x 144) resolution. To view these settings, press Menu with the Camera or Camcorder application open before you take a picture or capture a video.

Taking a picture

You can store pictures on your smartphone or on an expansion card.

1. Go to Applications and select Camera .
2. By default, the Camera application stores pictures you take in the PALM folder on your smartphone. To store a picture in a different location, select one of the following:
   - **<Album name>:** Stores the picture in the selected album. The storage location is based on the location of the album (smartphone or expansion card).
   - **New Albums:** Opens a dialog box where you can enter an album name and select the storage location (smartphone or expansion card).

3. **OPTIONAL** Adjust the zoom setting by pressing Up ▲ to select 2x or pressing Down ▼ to select 1x.
4. Point the lens on the back of your smartphone at the subject you want to photograph.
5. Press Center to capture the picture.

Tip

To add an audio caption later, open the picture and then select Audio Caption from the Photo menu.

Did You Know?

You can personalize a picture. Open the Photo menu, select Draw on, and then use the drawing tools to add your own personal touch. When you save the picture, you can replace the original or save a copy.

6. Do any of the following:

Saves the picture in the location you selected in step 2.

Deletes the picture.

Opens an MMS message, so you can send the picture to a phone number or email address that supports picture messages.

Lets you add a voice caption.

Recording a video

You can store videos on your smartphone or on an expansion card.

1. Go to Applications and select Camcorder .
2. By default, the Camcorder application stores videos you record in the PALM folder on your smartphone. To store a video in a different location, select one of the following:
   - **<Album name>**: Stores the video in the selected album. The storage location is based on the location of the album (smartphone or expansion card).
   - **New Albums**: Opens a dialog box where you can enter an album name and select the storage location (smartphone or expansion card).

3. Adjust the position of your smartphone until you see the subject you want to record on the screen.
4. Press Center to start recording.
5. After you finish recording, press Center again to stop.

Tip

The video recording screen displays the approximate recording time you have left based on the space available on your smartphone or expansion card. Actual recording time may vary depending on how fast you are moving, how many colors you are recording, and so on.

Tip

Tap and drag the progress indicator bar to jump to a different section of the video. Select Pause to pause video playback.

6. Select any of the following:

Plays the video, so you can review it.

Saves the video in the location you selected in step 2.

Deletes the video.

Opens an MMS message, so you can send the video to a phone number or email address that supports video messages.

Opens a dialog box where you can adjust the volume during playback.

Customizing your Camera settings

You can customize the built-in camera's settings for your Treo 700P smartphone.

1. Go to the Camera View or Camcorder View.
2. Open the menus . If you are in Camera View, the Photo Settings screen appears. If you are in Camcorder View, the Video Settings screen appears.
3. Set any of the following preferences:
   - **Effects:** Sets the color palette for the current picture or video. You cannot change an item's palette after you take the picture or video.
   - **Prompt sound:** (Pictures only) Sets the sound that plays before you take the picture.
   - **Shutter sound:** Determines whether a sound plays when you take a picture.
   - **Microphone:** (Videos only) Turns the microphone on and off so that you can record videos with or without sound.
   - **Resolution:** Sets the default size for newly captured pictures or videos.
   - **Date stamp:** (Pictures only) Determines whether the date the picture is taken appears on your pictures.
   - **Review photos/videos:** Determines whether you can review pictures or videos before saving them and how quickly they are automatically saved.

- **Auto naming:** Assigns a name to a series of pictures to be captured, such as Seattle001, Seattle002, and so on.

4. Select Done.

Pics&Videos

Viewing a picture

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

- JPG
- TIF
- BMP
- GIF

1. Go to Applications and select Pics&Videos .
2. Select the album that contains the picture you want to see.
3. Select the picture you want to view.
4. Press Right ▶ or Left ◀ to scroll to the next item in the album.
5. If the picture has a voice caption, select to hear it.
6. Tap the picture or press Center to return to the Thumbnail View.

Tip
To view an album from an expansion card, insert the card and select the album from the Album list. If the items on the card are not grouped into albums, select the card name from the list.

Did You Know?
When viewing a picture, you can optimize the picture's position on the screen by tapping and dragging with the stylus.

Tip
In Thumbnail View, you can group photos or videos to more easily locate them. Select one of the grouping options from the View menu.

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. Your smartphone supports the following types of video files:

- 3GP
- 3G2 (MPEG-4 video + QCELP audio + .3g2 file type)
- MP4
- MPG
- M4V
- ASF (with MPEG-4 video and IMA-ADPCM audio)
- AVI (with MJPEG video and PCM audio)

1. Go to Applications and select Pics&Videos .
2. Select the album that contains the video you want to see.
3. Select the video you want to view. Playback begins automatically.
4. Hold down Right ▶ or Left ◀ to seek within the current video, or press Right ▶ or Left ◀ to scroll to the next item in the album.
5. Press Center to return to the Thumbnail View.

+ Did You Know?

If you pause video playback and then close the video, the video starts where you left off the next time you play it.

Viewing a slide show

1. Go to Applications and select Pics&Videos .
2. Highlight (or open) the album you want to view.
3. **OPTIONAL** Open the menus, select Options, and then select Auto-hide Toolbar Off if you want to see the toolbar.
4. Press Space to start the slide show.
5. Press Center to return to the previous view.

Tip

To set slide show options such as background music and transitions, open the Options menu and select Slideshow Setting. Keep in mind that background music overrides audio captions when you're running a slide show. Background music for a slide show also overrides any music that might be playing using the Pocket Tunes application on your smartphone if you start a slide show.

Sending pictures or videos

You can send pictures or videos to other devices that support picture and video messaging or to an email address.

1. From the Album list, select the album that contains the picture(s) or video(s) you want to send.
2. Tap in the lower-right corner of the screen.
3. Select the pictures or videos to send, or select Select All to send the entire album. (A + sign appears next to selected items.)
4. Select Share.

5. Enter any text you want to add to the message.
6. Address and send the message. (See **Creating and sending a multimedia message** for details.)

+ Did You Know?

You cannot send copyrighted pictures or videos that appear with a Lock icon in the Thumbnail View or Picture list.

✱ Tip

You can also send pictures and videos as email attachments or using your smartphone's built-in Bluetooth wireless technology.

Copying a picture or video

You can copy pictures or videos into another album. You can also copy pictures and videos between your smartphone and an expansion card.

1. From the Album list, select the album that contains the picture(s) or video(s) you want to copy.
2. Open the menus .
3. Select Copy to from the Photo (or Video) menu.
4. Select the pictures or videos to copy, or select Select All to copy the entire album. (A + sign appears next to selected items.)
5. Select Copy.
6. Select the Copy items to pick list and select whether you want to copy the selected items to your device or to an expansion card.

+ sign indicates a picture is selected

7. Select the Into album pick list and select the album you want to copy the selected items to.
8. Select Copy.

Tip

You can also move pictures and videos between albums. Open the Photo (or Video) menu and select Move to. The remaining steps are the same as copying pictures, but use the Move commands instead of the Copy commands.

Organizing pictures and videos

1. Open the album you want to organize.
2. Open the menus .
3. Select Album, and then select Add to album or Remove from album.
4. Select the pictures or videos to add or remove, or select Select All to add or remove the entire album. (A + sign indicates that you want to add the item. An X sign indicates that you want to remove the item.)
5. Select Add or Remove.

Saving a picture as wallpaper

You can select a picture to use as wallpaper for the Main View in the Phone application.

1. Open the picture you want to save as wallpaper.
2. Open the menus .
3. Select Options, and then select Save as Wallpaper.
4. When the confirmation message appears, confirm by selecting Yes, or decline by selecting No.

Adding a picture to a contact entry

1. Open the picture you want to add to a contact.
2. Open the menus .
3. Select Options, and then select Save as Contact.
4. Select the contact you want to add this picture to.

Did You Know?

You can also open the Album list from the Camera View or Camcorder View by selecting the icon in the lower-right corner.

Tip

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

Tip

To change the name, add a caption, or view other picture or video information, highlight (or open) the item, open the Photo (or Video) menu, and select Details.

Rotating a picture

1. Open the picture you want to rotate.
2. Open the menus .
3. Select Rotate from the Photo menu.
4. Select the orientation.

Deleting a picture or video

1. Open the album that contains the picture(s) or video(s) you want to delete.
2. Open the menus .
3. Select Delete from the Photo (or Video) menu.
4. Select the pictures or videos that you want to delete, or select Select All to delete the entire album. (An X sign appears next to selected items.)
5. Select Delete.
6. Select Delete to confirm the deletion.

Tip

You can also highlight a picture or video in the Thumbnail View, and then press Backspace to delete the highlighted item.

Viewing pictures and videos on your computer

When you synchronize your Treo 700p smartphone, your pictures and videos are copied to your desktop computer. You can view pictures in JPEG format and videos in MPEG-4 format (.3G2 file extension). You can email them to friends using your desktop email application.

On a Windows computer, you can view and edit synchronized pictures and videos in the Palm Media desktop application. Open Palm® Desktop software and click the Media icon. You can refer to the Palm Desktop Online Help for information about using the Palm Media desktop application.

Tip

Videos are captured in the 3GPP2 format, which has the 3G2 file type extension.

Pocket Tunes™

You can listen to music through the speaker on the back of your smartphone or through stereo headphones (stereo headphone adapter or 2.5mm stereo headphone required, sold separately). To listen to music on your smartphone, you need to convert the music files into MP3 format using Windows Media Player (Windows computers) or iTunes (Mac computers), and then transfer the music files to your smartphone or an expansion card. After you transfer the music files, you can play them using the Pocket Tunes™ application on your smartphone.

Setting up Windows Media Player for MP3

On a Windows computer, you need to set Windows Media Player to save your music files in MP3 format in order for the files to be compatible with Pocket Tunes.

1. Connect your smartphone to your computer with the sync cable.
2. Go to Applications and select pTunes.
3. On your computer, open Windows Media Player, and then click the full-screen icon in the upper-right corner to maximize the window.
4. Click Tools, and then click Options.
5. Click the Rip Music tab, click the Format pick list, and then select mp3. Click OK.

[!] Before You Begin

Mac You need an expansion card (sold separately) to listen to music on your smartphone. You cannot transfer MP3 files from your Mac directly onto your smartphone.

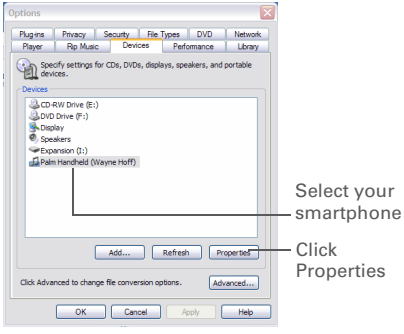
Tip

You can change the settings on your smartphone so that pressing and holding the Side button opens Pocket Tunes. See **Reassigning buttons** for details.

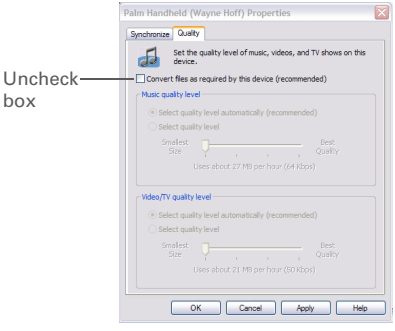
Did You Know?

If a call comes in when you're listening to music, you can take the call and the music pauses automatically. After you finish the call, the music starts again.

6. Click Tools, and then click Options.
7. Click the Devices tab, select Palm Handheld from the Devices list, and then click Properties.



8. Click the Quality tab, uncheck the Convert files as required by this handheld (recommended) box. Click Apply.



9. Click OK, and then click OK again.

You now have set up Windows Media Player to transfer MP3 files to the Pocket Tunes application on your smartphone.

Setting up iTunes for MP3

On a Mac, use iTunes (included with OS X) to convert music from a CD to MP3 format. For more information on using the iTunes software, see the documentation that came with your Mac.

1. On your Mac, open iTunes.
2. Select Preferences.
3. Click the Advanced button at the top of the window, and then click Importing.
4. Click the Import Using pop-up menu and select MP3 Encoder.
5. **OPTIONAL** Click the Setting pop-up menu and select Good Quality.

Tip

Mac If you want greater control over the file size and sound quality of your MP3 files, select Custom from the Setting pop-up menu.

Transferring MP3 files from your computer

The Pocket Tunes software that comes with your smartphone is compatible with the popular MP3 audio file format. If your MP3 files are already on your computer's hard drive, you need to transfer them to your smartphone to listen to them on your smartphone.

If an expansion card is inserted into the smartphone, Windows Media Player copies the MP3 files to the expansion card. If you don't have an expansion card inserted, the MP3 files are copied to your smartphone's memory.

[!] IMPORTANT You must synchronize your smartphone with your computer at least once before you can transfer MP3 files from your computer.

1. Connect your smartphone to your computer with the USB sync cable.
2. On your smartphone, go to Applications and select pTunes.
3. **OPTIONAL** Insert an expansion card into your smartphone.

Tip

Windows Do not press the sync button on your cable. Windows Media Player transfers the files, so there's no need to do anything.

Did You Know?

You can also use a card reader accessory (sold separately) to transfer MP3 files from your computer to your expansion card. Create a Music_Audio folder in the root directory of the card, and store your MP3 files in this folder.

4. Do one of the following:

   - **Windows:** Open Windows Media Player on your computer. Select the Sync tab, and then select Palm Handheld from the drop-down list. Select Start Sync. The files are transferred to your smartphone.

   - **Mac:** Drag and drop the MP3 files onto the Send To Handheld droplet in the Palm folder. Select your device name, the file name, and the destination (card). Click OK. Synchronize your smartphone with your computer. Be patient; transferring music to an expansion card can take several minutes.

Transferring music from a CD to your smartphone

If your songs are on a CD and you want to listen to them on your smartphone, you need to convert them to MP3 format on your computer before you transfer the files to your smartphone.

WINDOWS ONLY

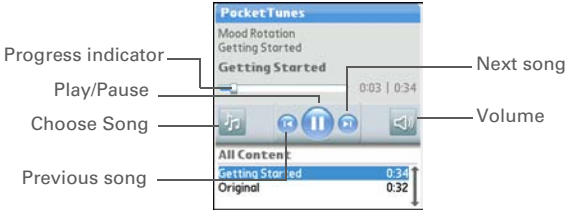
1. On your computer, open Windows Media Player.
2. Insert the music CD into your computer's CD drive.
3. Select the Rip tab.
4. Select the tracks you want to convert to MP3.
5. Select Rip Music.
6. Transfer the MP3 files to your smartphone as described in **Transferring MP3 files from your computer**.

MAC ONLY

1. On your Mac, open iTunes.
2. Insert the music CD into the CD drive on your Mac.
3. Check the boxes next to the tracks you want to convert to MP3.
4. Click the Import button in the upper-right corner of the iTunes window.
5. When the songs are finished importing, click the Eject Disk button in the lower-right corner of the iTunes window.
6. Transfer the MP3 files to your smartphone as described in **Transferring MP3 files from your computer**.

Listening to music on your Treo smartphone

1. Go to Applications and select pTunes.
2. Do any of the following:
   - To play or resume playback of the current song, select Play.
   - To play the next song, select Next Song.
   - To play the previous song, select Previous Song.
   - To play a different song, select Choose Song and select a song from the list.
   - To adjust the volume during playback, press the Volume button on the side of your smartphone.
   - To pause playback select Pause.



Tip
You can upgrade Pocket Tunes to a version that supports more music file formats (such as WMA) supports streaming MP3, and subscription music, and that includes additional features. For more info, visit **www.pocket-tunes.com**.

Tip
If you don't hear anything when you play a song, make sure the Ringer switch is not set to the Sound Off position. See **Silencing sounds** for more information.

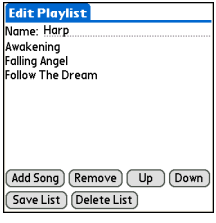
Did You Know?
You can also press Space to pause and resume playback, as well as use the 5-way to navigate among songs or pause and resume playback.

Pocket Tunes continues playing until it reaches the end of your list or until you select Pause . Music continues to play even if you switch to another application or turn off your screen. If you want to stop playing music when you exit Pocket Tunes, open the Background Prefs menu and uncheck the Enable background play box, and then select OK.

Creating a playlist

If you want to play a group of songs in a particular order, you can create a playlist.

1. Go to Applications and select pTunes .
2. Open the menus .
3. Select Actions, and then select Manage Playlists.
4. Select New, and then enter a name for the playlist.
5. Select Add Song. Select the songs you want to include on the playlist.



6. Select Save List.

Tip
To play songs from a playlist, open Pocket Tunes, select Choose Songs, and then select Playlists. Select the playlist you want to play, and then select All.

Editing a playlist

1. Go to Applications and select pTunes.
2. Open the menus.
3. Select Actions, and then select Manage Playlists.
4. Highlight a playlist, and then select Edit.
5. Do any of the following:
   - To delete a song from the playlist, select the song and then select Remove.
   - To add a song, select Add Song, check a song's box, and then select Done.
   - To move a song up or down one slot, select a song and then select Up or Down.
6. Select Save List.

Tip

To delete a playlist, select Manage Playlists from the Actions menu, select the playlist, and then select Delete List. Select Yes to confirm the deletion.

Staying organized

Contacts

Contacts is where you enter information about people you know. You can access this info from the Phone application to dial phone numbers and create favorites, and from the Messaging and email applications to send messages. When you create a contact, you can also assign a photo and ringtone ID to that contact, so you know when they call you.

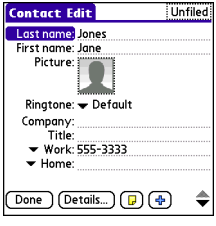
Tip
If you have several contacts to enter, it's more efficient to use Palm® Desktop software or Microsoft Outlook on your computer and then sync your smartphone with your computer. For more info see **Synchronizing information—the basics**.

Tip
You can also open Contacts from the Applications View. Go to Applications and select Contacts.

Did You Know?
If your company uses Microsoft Exchange Server 2003, you may be able to sync Contacts directly with the server. See **Synchronizing using Microsoft Exchange ActiveSync®** for info.

Adding a contact

1. Press Phone .
2. Select the Contacts favorite button.
3. Select New Contact.
4. Use the 5-way navigator to move between fields as you enter information.



Tip

You can assign a ringtone to an entire category of contacts. For example, use the a special ringtone for categories such as Family, Work, or Golf Buddies. Select the category pick list in the upper-right corner, select Edit Categories, and then select the category. Select the ringtone on the Edit Category screen.

5. **OPTIONAL** Do any of the following:
   - **Add a caller ID photo:** Select the Picture box, and then do one of the following:
     - Select Camera to take a picture and add it to this contact when you save the picture.
     - Select Photos to add an existing picture to this contact.
   - **Add a caller ID ringtone**: Select the Ringtone pick list and select a ringtone from the list to give incoming calls from this contact a distinctive ring.
   - **Place the entry in a category or mark it private:** Select Details. (See **Working with private entries** for more info.)
   - **Add a note to an entry**: Select Note.
   - **Display additional fields for this contact:** Select Plus.
6. After you enter all the information, select Done.

Viewing or changing contact information

1. In the Contacts list, begin entering one of the following for the contact you want to view or edit:
   - First name (JOH for John)
   - Last name (SMI for Smith)
   - First initial and last name (JSM for John Smith)
2. Select the name of the entry you want to open.
3. Select Edit.
4. Make changes to the entry as necessary, and then select Done.

Tip
In the Contacts list, press Up or Down on the 5-way to move to the previous or next Contacts record.

Deleting a contact

1. Open the contact you want to delete.
2. Open the menus .
3. Select Delete Contact from the Record menu, and then select OK.

Defining your business card

1. Create a new contact and enter your own business card info.
2. Open the contact entry containing your business card info.
3. Open the menus .
4. Select Business Card from the Record menu.

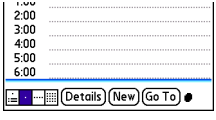
Tip
After you define your business card, you can beam it to other Palm OS® devices. In any Phone view or the Contacts application, open the Record menu and select Beam Business Card.

Calendar

Calendar is a powerful organizer application that helps you manage your schedule. You can view your calendar by day, week, or month, or as an agenda list that combines your Tasks list and email notifications with your appointments. Schedule repeating meetings or block out a vacation by creating one event set to repeat at an interval you specify. Color-code your appointments by category and add notes with helpful information.

Displaying your calendar

- Press Calendar repeatedly to cycle through the various views:
  - **Agenda View:** Shows your daily schedule and any items on your Tasks list that are overdue or due today. If there's room, Agenda View also shows your schedule for the next dates with events scheduled.



  - **Day View:** Shows your daily schedule one day at a time.
  - **Week View:** Shows your schedule for an entire week. The time frames are based on the Start Time and End Time settings in Calendar Preferences.
  - **Month View:** Shows your schedule for a whole month.
- From any Calendar view, open the Options menu and select Year View to view a calendar for an entire year.
- From any Calendar view (except Agenda View), use the 5-way to go to another day, week, month, or year (based on the current view).
- From any Calendar view (except Agenda View), select Go To, and then select a date from the calendar.

Tip

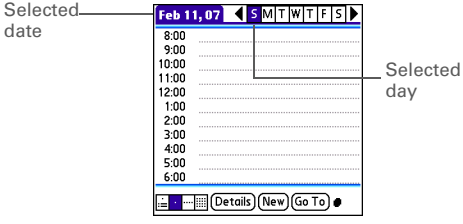
If you have several appointments to enter, it's more efficient to use Palm Desktop software or Microsoft Outlook on your computer and then synchronize your Treo™ 700p smartphone with your computer. For more information, see **Synchronizing information—the basics**.

Did You Know?

If your company uses Microsoft Exchange Server 2003, you may be able to synchronize Calendar events directly with the server. See **Synchronizing using Microsoft Exchange ActiveSync®** for information.

Creating an event

1. Press Calendar until Day View appears.
2. Press Left or Right to select the desired day.



3. Select New.
4. Using the keyboard, enter a starting hour and minute for the event, such as 545 for 5:45.
5. Select the End Time box and enter the ending hour and minute for the event.
6. **OPTIONAL** To assign a time zone to the event, select the Time Zone pick list and select a city in the time zone you want.
7. Select OK.
8. Enter a description for the event.

[!] IMPORTANT If you use Palm Desktop software, do not add time zones to your events. Palm Desktop does not support time zones.

If you use Microsoft Outlook, you can use the time zone feature, but you must install the conduit that came with your Treo 700p smartphone (or a

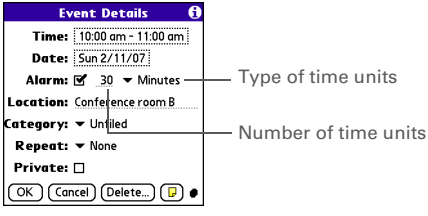
Tip
To automatically assign a time zone to your events, open the Options menu, select Preferences, and check the New events use time zones box. All your new events will be assigned to your local time zone (existing events aren't affected), and you can change the time zone setting for individual events.

Tip
If you want your events with time zones to stay at the same time in Calendar, regardless of the time zone you are in, uncheck the Get time zone from mobile network box on the Date & Time Preferences screen. If the box is checked, the event time shifts if you travel to a different time zone. See **Setting the date and time** for information.

subsequent update) on all the computers with which you sync your smartphone. Chapura PocketMirror and other earlier Microsoft Outlook conduits do not support time zones.

Adding an alarm to an event

1. In Calendar, select the event.
2. Select Details.
3. Check the Alarm box and select the number of minutes, hours, or days before the event you would like to receive the alarm.
4. Select OK.



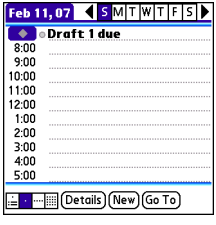
Did You Know?

When an alarm occurs, the Alert screen displays all your pending alerts. Select an alert description to jump to that item, or check the box to clear that alert.

Creating an untimed event

An untimed event, such as a holiday or deadline, does not occur at a particular time.

1. Press Calendar until you are in Day View.
2. Press Left or Right to go to the date of the event.
3. Make sure no times are highlighted.
4. Enter a description for the event. A diamond appears next to the description of an untimed event.

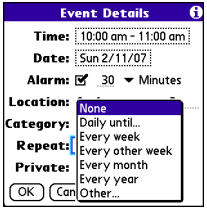


Tip

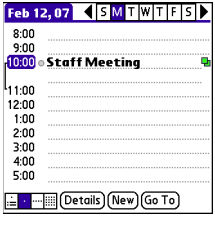
The alarm for untimed events is defined by minutes, days, or hours before midnight of the date of the event.

Scheduling a repeating event

1. Create an event, and then select it.
2. Select Details.
3. Select the Repeat pick list, and then select a repeat interval. If the interval you need doesn't appear on the list, select Other to define a custom interval.



4. Select OK.



This icon indicates a repeating event.

Did You Know?

If you sync with Microsoft Outlook and your events include other people, a With field appears in the Details dialog box and your attendee info appears in this field after you sync.

Tip

To enter a birthday or anniversary, add this info to the person's Contacts entry and it automatically appears in your Calendar.

Tip

To enter a holiday, create an untimed event. Then, from the Details screen, select Every year as the repeat interval.

Color-coding your schedule

Use color-coding to quickly spot various types of events. For example, make appointments with family green, coworkers blue, and friends red. Follow these steps to create a category and assign it a color-code.

1. From Day View, select an event description or select an empty timeslot.
2. Select Details.
3. Select the Category pick list and select Edit Categories.
4. Do one of the following:
   - To create a new category, select New and then enter a category name.
   - To add a color to an existing category, select a category and select Edit.
5. Select the color you want to give this category, and then select OK.
6. **OPTIONAL** Repeat steps 4 and 5 to add or edit more categories.
7. Select OK two more times.

Now that the categories are set up with colors, you can assign categories to your events to color-code them. See the next section for details.

Editing or deleting an event

1. Select the event you want to edit or delete.
2. Select Details.
3. In addition to the settings covered earlier in this chapter, you can also change any of the following settings:
   - **Date and Time:** Displays when the event takes place. Change these settings to reschedule the event.
   - **Location:** Provides a description of where the event takes place.
   - **Category:** Sets the color-coded category for this event.
   - **Note** : Provides space for you to enter additional text.
   - **Delete:** Removes the event from your calendar.
4. Select OK.

Tip
To save memory, you can purge your old events. Open the Record menu and select Purge. Select the Delete events older than pick list and select a time frame. Select OK.

Customizing display options for your calendar

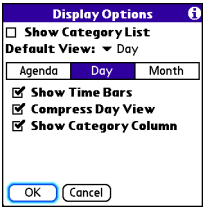
1. Open the menus .
2. Select Options, and then select Display Options.
3. Select the Default View pick list and select the view you want to see when you open Calendar.

Tip
You can customize your smartphone to display the most current Calendar event in the Main View in the Phone application. Press Phone, open the Options menu, and then select Phone Display Options. Check the Show Calendar event box.

4. Select the Agenda box and set any of the following options:

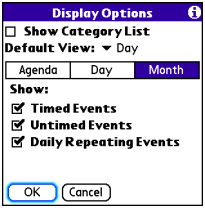
   - **Show Due Tasks**: The tasks that are due today and the tasks that are overdue appear in Agenda View.
   - **Show Messages**: The number of read and unread email messages displays in Agenda View.
   - **Background**: A favorite photo becomes the Agenda View background. Check the Background box, select the image placeholder, and then select a photo. Adjust the fade setting so that the text is easy to read against the photo.

5. Select the Day box and set any of the following Day View options:



   - **Show Category List**: The Category pick list appears in Day View.
   - **Show Time Bars**: The time bars appear in Day View to show the duration of an event and to illustrate event conflicts.
   - **Compress Day View**: When this box is unchecked, all time slots appear on the screen. When this box is checked, start and end times appear for each event, but blank time slots near the bottom of the screen disappear to minimize scrolling.
   - **Show Category Column**: The color-coded category marker appears between the time and the description to indicate under which category the event is filed.

6. Select the Month box and set any of the following Month View options:

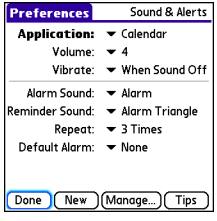


   - **Show Category List**: The Category pick list appears in Month View.
   - **Timed Events**: The events that are scheduled for a specific time appear in Month View.
   - **Untimed Events**: The events that are scheduled for a specific date but not a specific time appear in Month View.
   - **Daily Repeating Events**: The events that repeat every day appear in Month View.

7. Select OK.

Selecting alarm tones

1. Open the menus .
2. Select Options, and then select Sound Preferences.
3. Select the Application pick list and select Calendar.
4. Select the Volume pick list and select the volume level.
5. Select the Vibrate pick list and select an option for how you want your smartphone to vibrate for an event alarm.
6. Select tones from any of the following pick lists:



   - **Alarm Sound:** The tone played the first time your alarm goes off.
   - **Reminder Sound:** The tone played if an alarm is not acknowledged and the alarm repeats itself.
   - **Repeat:** The number of times the alarm repeats itself if the alarm is not acknowledged.
   - **Default Alarm:** A default for the number of minutes, hours, or days before the event for which the alarm goes off.
7. Select Done.

Did You Know?

Your smartphone includes a silent alarm that can vibrate even when the Ringer switch is set to Sound Off.

Tip

You can also record sounds and use them as alarms. Select Manage on the Sound & Alerts Preferences screen.

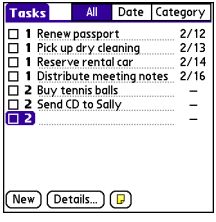
- To record a sound, select New.
- To play a sound, select it and press Center on the 5-way.
- To delete a sound, select it and press Backspace.
- To send a sound, select it and then select Send.

Tasks

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

Adding a task

1. Go to Applications and select Tasks .
2. Select New to create a new task.



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

Tip

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

Tip

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

Setting task priority, due date, and other details

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

1. Select the task to which you want to assign details.
2. Select Details.
3. Set any of the following:

   - **Priority:** Select the priority number for this task (1 is most important). Later you can arrange your tasks based on the importance of each task.
   - **Category:** Assign the task to a specific category.
   - **Due Date:** Select the Due Date pick list and select a due date for the task.
   - **Alarm:** Set an alarm for this task.
   - **Repeat:** Indicate whether the task occurs at regular intervals and how often it repeats. When you check off a repeating task, the next instance of this task automatically appears in your task list.
   - **Private:** Check this box to mark this task private. See **Working with private entries** for additional information.
   - : Select this button to enter additional text that you want to associate with the task.
4. Select OK.

Tip

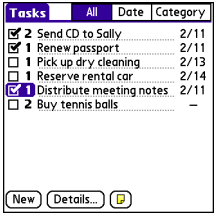
Open the menus to access other features such as importing phone numbers into the Tasks list.

Tip

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

Checking off a task

1. Select the task you want to check off.
2. Press Center or tap in the box to check off the task.



Tip

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

Organizing your tasks

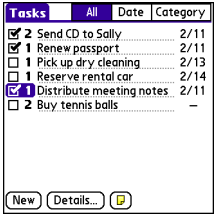
In the Tasks list, select one of these options:

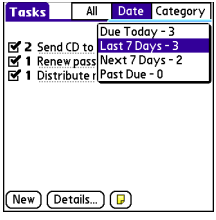
- **All**: Displays all your tasks.
- **Date**: Displays tasks that are due in a specific time frame. Select the Date pick list (in the title bar) to select Due Today, Last 7 Days, Next 7 Days, or Past Due.

Did You Know?

Overdue tasks have an exclamation point (!) next to the due date.

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





Deleting a task

1. Select the task you want to delete.
2. Open the menus.
3. Select Delete Task from the Record menu.
4. Select OK.

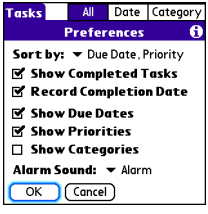
Tip

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

Customizing Tasks

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

1. In the Tasks list screen, open the menus .



2. Select Options, and then select Preferences.
3. Set any of the following preferences:
   - **Sort by:** Indicates the order in which your tasks appear in the list.
   - **Show Completed Tasks:** Displays tasks you've checked off.
   - **Record Completion Date:** Replaces due date with the completion date when you complete (check off) the task.
   - **Show Due Dates:** Displays task due dates and inserts an exclamation point (!) next to overdue tasks.
   - **Show Priorities:** Displays the priority setting for each task.
   - **Show Categories:** Displays the category for each task.
   - **Alarm Sound:** Sets the sound for the alarms you assign to your tasks.
4. Select OK.

+ Did You Know?

You can display your tasks in your calendar. See **Customizing display options for your calendar** for details.

Memos

Memos are a great way to store notes on your Treo 700p smartphone.

Creating a memo

1. Go to Applications and select Memos .
2. Enter the text you want to appear in the memo.
3. Select Done.

Deleting a memo

1. Select the memo you want to delete.
2. Open the menus .
3. Select Delete Memo from the Record menu.
4. Select OK.

Did You Know?

Each memo can include 4,096 characters of text.

Tip

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

Staying productive

Documents To Go® Professional

[*] NOTE The PalmSoftware Installation CD includes the Documents To Go desktop software. On your smartphone, the companion applications for Documents To Go is named Documents.

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

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

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

- Send and receive email attachments in Word, Excel, PowerPoint, and Acrobat file formats (DOC, XLS, PPT, and PDF).
- View Word, Excel, PowerPoint, and Acrobat files (DOC, XLS, PPT, and PDF).
- Create or edit a Word-compatible document or Excel-compatible spreadsheet on your smartphone, and then save it in the native DOC or XLS format.

✱ Tip
For more info on the Documents To Go® desktop application, click the Documents To Go icon on your computer, and then click Help, or go to **www.dataviz.com**.

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

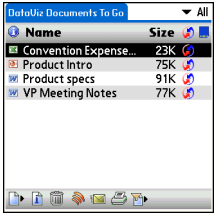
- Create a PowerPoint presentation on your computer, use the Documents To Go desktop application to optimize the file for your smartphone, and then sync the file onto your smartphone. View or edit the file on your smartphone, and then sync again to transfer the changes to the original PowerPoint file on your computer.

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

Opening a document

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

1. Go to Applications and select Documents .



2. Select the document you want from the list.

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

Voice Memo

Voice Memo provides a place for you to record and play back notes and other important thoughts directly on your smartphone.

Creating a voice memo

When recording a voice memo, face your smartphone's screen while speaking.

1. Go to Applications and select Voice Memo .
2. Do either of the following:
   - Press and hold the Side button on your smartphone while recording your memo. After you finish recording, release the Side button.
   - Press and release the Side button on your smartphone. After you finish recording, press the Side button again.

   The memo is automatically saved to your smartphone.
3. **OPTIONAL** Enter a title for the memo.

Did You Know?
You can assign the Side button to the Voice Memo app so that you can simply press and hold the Side button to begin recording (see **Reassigning buttons**).

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

Did You Know?
Your recording pauses automatically when you receive a call. If you ignore the call, you can press Record to resume recording. If you answer the call, recording stops and saves; you cannot resume a previous recording; you must start another voice memo.

Listening to a voice memo

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

3. Press Center to pause or stop playback.

Tip
To adjust the volume level, press the Volume button on the side of your smartphone.

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

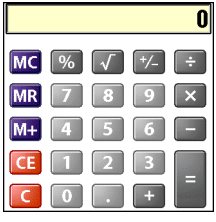
Did You Know?
You can send a voice memo in an email or MMS message (see the documentation for your email application, or **Creating and sending a multimedia message**). You can also use Bluetooth wireless technology to send a voice memo to a nearby Bluetooth device (see **Sending info over a Bluetooth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

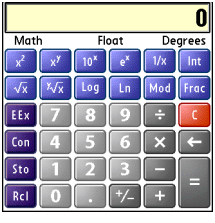
Calculator

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

Switching between Basic and Advanced Calculator Modes

1. Go to Applications and select Calc .
2. Open the menus .
3. Select Options, and then select Advanced Mode or Basic Mode.





+ Did You Know?

You can tap the onscreen number pad or use the keyboard to input numbers.

✱ Tip

In Basic Mode, you can also press Right on the 5-way to switch to Advanced Mode. In Advanced Mode, press Right on the 5-way to cycle between functions, and press Left on the 5-way to return to Basic Mode.

Selecting functions in Advanced Calculator Mode

1. Switch to Advanced Mode (see the preceding procedure).
2. Open the menus .
3. Select Options, and then select the type of function you want to use:
   - **Math:** Advanced mathematical functions such as exponents, roots, and logarithms.
   - **Trig:** Trigonometric functions such as sine, cosine, tangent, and variants.
   - **Finance:** Financial calculator functions such as APR and amortization.
   - **Logic:** Hexadecimal characters in keypad, plus logic functions such as And, Not, Or, and Xor.
   - **Statistics:** Statistical functions such as sum, factorial, and random number generator.
   - **Weight/Tmp:** Weight and temperature conversions for metric and English values.
   - **Length:** Length conversions for metric and English values.
   - **Area:** Area conversions for metric, traditional, and English values.
   - **Volume:** Volume conversions for metric and English values.
4. Open the menus .
5. Select Pref, and then select the decimal display format: Float, Fixed(x), Sci(x), or Eng(x).
6. Open the menus .
7. Select Pref, and then select the number display format: Degrees, Radians, or Grads.

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

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

World Clock

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

Selecting cities

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

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

1. Go to Applications and select World Clock .
2. Select a City pick list, and select a city in the same time zone.

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

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

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

Adding cities

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

1. Select a City pick list and select Edit List.
2. Select Add.
3. Select a location in the same time zone as the city you want to add, and then select OK.
4. Enter the name of the city.
5. Select Location, select Map, select the location of the city, and then select OK.
6. If the city is not on Daylight Savings Time, uncheck this box. If Daylight Savings Time is observed, enter Start and End dates.
7. Select OK.

Setting an alarm

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

1. Select Off in the upper-right corner.
2. Select the time you want the alarm to sound.
3. Select OK.

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

Tip
Make sure the ringer switch is set to Sound On, so that you can hear the alarm.

Managing files and applications

Using Find

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

1. Press Option, and then press Shift/Find to open the Find dialog box.
2. Enter the text you want to find.
3. Select OK to start the search.
4. In the search results, select the text you want to review, or select Find More to continue the search.

+ Did You Know?

Find locates any word that begins with the text you enter. For example, entering "plan" finds "planet," but not "airplane.

Installing applications

Your Treo™ 700p smartphone comes with several built-in and ready-to-use applications. You can also install additional applications, such as business software, games, and more. The Palm Software Installation CD includes several bonus software apps and you can purchase other third-party Palm OS® apps as well. To learn about applications you can add to your smartphone, go to **www.palm.com/mytreo700pVerizon**.

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

Installing bonus software from the CD

The Palm Software Installation CD includes several bonus software applications that you can install on your smartphone. You can install these applications when you install the desktop software, or you can install them later.

1. Insert the Palm Software Installation CD into the CD drive on your computer.
2. Click Install bonus software.
3. Click the name of the application you want to install.
4. Click Install (on the right side of the screen).
5. **OPTIONAL** Repeat steps 3 and 4 to install additional applications.
6. Synchronize your smartphone with your computer to install the application(s) on your Treo smartphone.

Installing applications from the Internet

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

1. Open the web browser (see **Viewing a web page**).
2. Go to the page that contains the link to the application you want to download.
3. Press Left ◀ or Right ▶ to highlight the link to the file, and then press Center to initiate the download process.
4. Follow the onscreen instructions to accept and install the application.

Installing applications from a computer

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

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

   Mac: Drag and drop the file(s) onto the Send To Device droplet in the Palm folder.
2. Select your device name from the User list, and then click OK.
3. Synchronize your smartphone with your computer to install the application(s) on your Treo smartphone.

Getting help with third-party applications

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

[!] Before You Begin

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

✱ Tip

You can open a window to select whether to install files on your smartphone or on an expansion card.

Windows: Double-click the Palm Quick Install icon.

Mac: Open the HotSync menu and select Install Handheld files.

✱ Tip

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

Removing applications

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

1. Go to Applications.
2. If you want to remove an application from an expansion card, insert the card into your Treo smartphone.
3. Open the menus.
4. Select Delete on the App menu.
5. Select the Delete From pick list and select the location of the application you want to remove: Phone or Card.
6. Select the application that you want to remove.
7. Select Delete.
8. Synchronize to remove the application from the Backup folder on your computer.

Manually deleting applications

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

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

Did You Know?
Some applications are factory-installed on your smartphone and cannot be deleted. These are listed with a Lock icon next to them.

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

Did You Know?
Applications deleted from your smartphone are kept on your computer in the Archive folder of your user folder. If you're having trouble locating your user folder, see **I can't find my user folder**.

3. Open the menus .
4. Select Delete on the App menu.
5. Select the Delete From pick list and select the location of the application you want to remove: Phone or Card.
6. Select the application that you want to remove.
7. Select Delete.
8. Synchronize to remove the application from the Backup folder on your computer.

Viewing application info

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

1. Locate your Backup folder on your computer.

   - Windows: C:\Program Files\Palm\<Device Name>.
   - Mac: Mac HD\Applications\Palm\Users\<Device Name>.

   If you upgraded from a previous version of Palm Desktop, your backup folder may be located in the palmOne or Handspring folder.
2. If you find a PRC or PDB file for the application you just removed, delete the file from the Backup folder.
3. Delete the file from your device again.

4. At the bottom of the screen, select the type of information you want to view:

   - **Version:** The version numbers of applications on your smartphone.
   - **Size:** The size (in kilobytes) of applications and information on your smartphone.
   - **Records:** The number of entries in various applications on your smartphone.
5. Scroll to the application you want to see info about.
6. Select Done.

Sending information with Bluetooth wireless technology

Sending info over a Bluetooth wireless connection

In most applications you can send an individual entry or item such as a contact or a picture. You can also send all the entries in a category, such as all contacts in the Business category. When you send a category, the items within the category appear in the Unfiled category on the receiving device.

1. Go to Applications and select Bluetooth.
2. Select Bluetooth On.
3. Open an application.
4. Select the entry or category you want to send.
5. Open the menus.
6. Select Send from the leftmost menu.
7. Select Bluetooth, and then select OK.
8. Select the receiving device(s) in the Discovery Results View, and then select OK.

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

Tip
The Device Name in the Bluetooth app is the name other devices with Bluetooth wireless technology see when they connect to your smartphone. The default name is Palm Device. You can change this name if you want to.

Sending an app over a Bluetooth wireless connection

1. Go to Applications and select Bluetooth .
2. Select Bluetooth On.
3. Go to Applications .
4. Open the menus .
5. Select Send from the App menu.
6. Select the Send From pick list and select whether the app you want to send is located on your smartphone or on an expansion card.
7. Select the application you want to transfer. You cannot send an item that has a lock next to it.
8. Select Send.
9. Select Bluetooth, and then select OK.
10. Select the receiving device(s) on the Discovery Results screen, and then select OK.

+ Did You Know?

When you receive an application over a Bluetooth connection, you can store the application on your smartphone or send it to an expansion card inserted into the expansion card slot.

✱ Tip

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

Receiving info over a Bluetooth wireless connection

1. Go to Applications and select Bluetooth .
2. Select Bluetooth On.
3. Select the Visibility pick list and select one of the following:
   - **Visible:** Enables Bluetooth devices that are not on your Trusted Device list to request a connection with your smartphone. Your smartphone remains accessible to other devices until you turn this option off.
   - **Temporary:** Enables Bluetooth devices that are not on your Trusted Device list to request a connection with your smartphone during the next two minutes. Your smartphone reverts to the Hidden setting and becomes inaccessible to other devices after two minutes.
4. Use the other device to discover your smartphone and send information to it:
   - See the other device's documentation to learn how to discover and send information over a Bluetooth wireless connection.
   - If the Ringer switch is set to Sound On, your smartphone beeps to notify you of the connection, and then prompts you to accept the info. Select a category or expansion card to file the item. If you don't select a category, the item goes into the Unfiled category.
5. Select Yes to receive the information or No to refuse it.

Beaming information

Your Treo 700p smartphone is equipped with an IR (infrared) port so that you can beam information to another Palm OS® device with an IR port. The IR port is located on the top of your smartphone, between the antenna and the Ringer switch, behind the small dark shield.

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

Beaming an entry

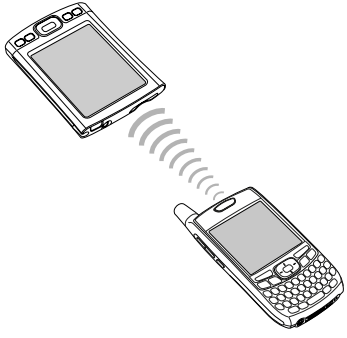
You can beam an individual entry or item such as a contact or a picture. You can also beam all the entries in the selected category, such as all the contacts in the Business or Family category.

1. Select the entry or category you want to beam. You cannot beam an item that has a lock next to it.
2. Open the menus.
3. Select Record, and then select one of the following:
   - **Beam:** Sends an individual record.
   - **Beam Category:** Sends all entries in the current category.
4. When the Beam Status dialog box appears, point the IR port on your Treo smartphone directly at the IR port of the receiving device.

Tip
Beam your business card in two key presses: From the Main View in the Phone application, open the menus, and then press the "M" key.

Did You Know?
If you beam a bookmark or saved page from the web browser, it beams the URL, not the contents of that page.

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



Beaming an application

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

1. Go to Applications.
2. Open the menus.
3. Select Beam from the App menu.
4. Select the Beam From pick list, and select whether the application you want to beam is located on your Treo smartphone or on an expansion card.

+ Did You Know?

You can store a beamed application on your smartphone, or send it to an expansion card inserted into the expansion card slot.

5. Select the application you want to transfer.
6. Select Beam.
7. When the Beam Status dialog box appears, point the IR port on your smartphone directly at the IR port of the receiving device.
8. Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue using your smartphone.

Receiving beamed information

1. Turn on your screen.
2. Select the beam command on the transmitting device.
3. Point the IR port on your Treo smartphone directly at the IR port of the transmitting device to open the Beam Status dialog box.
4. When the Beam Status dialog box appears, select a category for the entry.
5. Select Yes to receive the information or No to refuse it.

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

Tip
If you can't receive beamed information, make sure the Beam Receive option is turned on (see **Optimizing power settings**), and that you are not running a third-party application that disables beaming. If you still can't receive a beam, try a soft reset (see **Resetting your smartphone**).

Synchronizing information—advanced

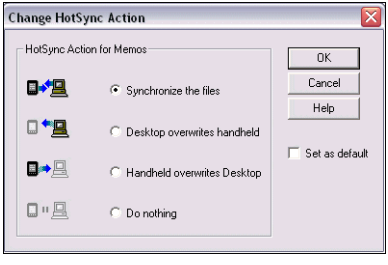
Changing which applications sync

By default, information from Calendar, Contacts, Memos, Pics&Videos, and Tasks is updated each time you synchronize your smartphone with Palm Desktop software or Microsoft Outlook. You can change which applications synchronize. For example, if you don't use the Memos application and you want to speed up synchronization, you can turn off synchronization for Memos.

WINDOWS ONLY

1. Click the HotSync manager icon in the taskbar in the lower-right corner of your screen.
2. Select Custom.
3. Select your device name from the User list at the top of the screen.
4. Select the application for which you want to turn synchronization on or off, and then click Change.
5. Select Synchronize the files to turn on synchronization for an app.

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



Tip

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

Tip

Windows To keep the current sync setting on an ongoing basis, check the Set as default box. If you do not check this box, the option you select applies only the next time you synchronize. Thereafter, info is updated according to the default setting.

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

6. **OPTIONAL** Repeat steps 4 and 5 for each application for which you want to turn synchronization on or off.
7. Click OK, and then click Done.

MAC ONLY

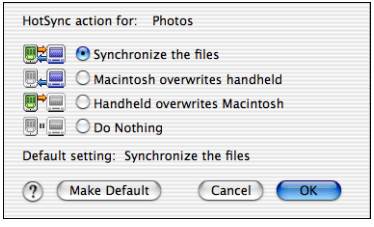
1. Double-click the Palm Desktop icon in the Palm folder.
2. From the HotSync menu, select Conduit Settings.
3. From the User pop-up menu, select your device name.
4. Select the application for which you want to turn synchronization on or off, and then click Conduit Settings.

Tip

Mac To keep the current setting on an ongoing basis, select Make Default. If you do not select this button, the option you select applies only the next time you synchronize. Thereafter, info is updated according to the default setting.

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

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



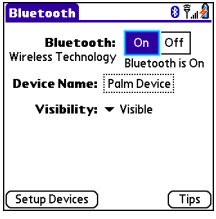
   [*] NOTE Select one of the two overwrite options if you want the information in one location (smartphone or computer) to completely replace the information in the other location for that app. For example, if the Calendar info on your smartphone is accurate but the info on your computer has become corrupted,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

6. **OPTIONAL** Repeat steps 4 and 5 for each application for which you want to turn synchronization on or off.
7. Click OK, and then close the Conduit Settings window.

Setting up a Bluetooth connection for synchronization

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

1. Go to Applications and select Bluetooth .
2. Select On.



3. Enter a device name for your smartphone. This is the name that appears on the other Bluetooth device's screen when it connects to your smartphone.
4. Select Setup Devices.

Tip
For the smartphone to be visible to Bluetooth devices, the Bluetooth setting must be turned on and visibility must be set to Visible or Temporary. The smartphone's screen does not need to be turned on.

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

5. Select HotSync Setup.

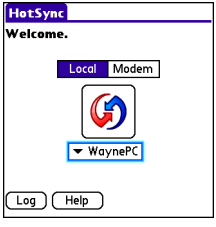
6. Follow the onscreen instructions to create a partnership between your smartphone and your computer. In some cases you may need to perform setup steps on your computer before you can complete this step. Check your computer's documentation for specific setup instructions.
7. After you finish the HotSync Setup, select Done to return to the Applications View.

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

Synchronizing over a Bluetooth connection

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

1. Go to Applications and select HotSync.



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

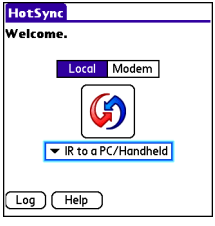
When synchronization is complete, a message appears at the top of your smartphone screen. Be patient; synchronization may take a few minutes.

Synchronizing over an infrared connection

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

WINDOWS ONLY

1. On your computer, click the HotSync manager icon in the taskbar in the lower-right corner of your screen. Make sure that Infrared is selected.



2. On your smartphone, go to Applications and select HotSync.
3. Select Local.
4. Select the pick list below the HotSync icon and select IR to a PC/Handheld.
5. Position the IR port of your smartphone within a few inches of the IR port of your computer.
6. Select the HotSync icon on your smartphone.

[!] Before You Begin

Your computer must include the following items:

- An enabled IR port and driver or have an IR device attached to it. Check your computer's documentation to see if it supports IR communication.
- HotSync Manager must be active. On a Windows computer, you know HotSync manager is active when its icon appears in the lower-right corner of your screen.

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

MAC ONLY

1. Double-click the HotSync manager icon in the Palm folder.
2. Click the HotSync Controls tab, and then select Enabled.
3. Click the Connection Settings tab, and then check the On box next to IR port.
4. Close the HotSync Software Setup window.
5. On your smartphone, go to Applications and select HotSync.
6. Select Local.
7. Select the pick list below the HotSync icon and select IR to a PC/Handheld.
8. Position the IR port of your smartphone within a few inches of the IR port of your computer.
9. Select the HotSync icon on your smartphone.

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

Synchronizing using Wireless Sync

In addition to allowing you to send and receive email messages, the Wireless Sync application works with the Calendar, Contacts, Tasks, and Memos applications on your smartphone to directly access corporate groupware information on a Microsoft Exchange or Lotus Domino server. You can wirelessly synchronize business email, calendar info, and contact info on the server from your smartphone without using a desktop computer.

Wireless Sync interacts with your desktop software as follows:

- **Microsoft Outlook**: Info in Calendar, Contacts, Tasks, Memos, and the Wireless Sync application on your smartphone does not sync directly with Outlook on your desktop. However, if the Exchange server synchronizes with Outlook on your desktop, any new or updated info you enter in these applications on your smartphone also appears in Outlook after the next server sync.

  [*] NOTE The Memos application is called Notes in Outlook.

- **Lotus Notes**: Info in Calendar, Contacts, and the Wireless Sync application on your smartphone does not sync directly with Notes on your desktop. However, if the Domino server synchronizes with Notes on your desktop, any new or updated info you enter in these applications on your smartphone also appears in Notes after the next server sync.

  [*] NOTE Depending on how your company has set up its Lotus Notes environment, info in the Tasks and Memos applications on your server may synchronize directly with Notes on your computer, or it may sync with the server.

- **Palm Desktop software:** Info in Calendar, Contacts, Tasks, Memos, and the Wireless Sync application on your smartphone does not sync with and does not appear in Palm Desktop on your desktop.

Synchronizing using Microsoft Exchange ActiveSync®

Microsoft Exchange ActiveSync® works with the VersaMail®, Calendar, and Contacts applications on your smartphone to directly access corporate groupware information on a Microsoft Exchange 2003 server. If you install VersaMail from the Palm Software Installation CD and your company uses Microsoft Exchange 2003 server, you may be able to wirelessly synchronize info in these applications on the server from your smartphone without using a desktop computer.

A Microsoft Exchange ActiveSync account interacts with your desktop software as follows:

- **Microsoft Outlook:** Info in Calendar, Contacts, and VersaMail syncs with the server, it does not sync directly with Outlook on your desktop. However, if the server syncs with Outlook on your desktop, any info you enter in these applications on your smartphone also appears in Outlook after the next server sync.
- **Palm Desktop software:** Info in Calendar, Contacts, and VersaMail does not sync with and does not appear in Palm Desktop software on your computer.

[*] NOTE Info in other apps, such as Tasks and Memos, continues to sync with and appear in the desktop software on your computer (Outlook or Palm Desktop).

For complete information on using a Microsoft Exchange ActiveSync account, see the *User Guide for the VersaMail Application* on the Palm Software Installation CD.

Using expansion cards

The expansion card slot on your Treo smartphone enables you to add SD cards and MultiMediaCard cards to extend the storage capacity of your smartphone. For example, SD or MultiMediaCard expansion cards can store:

- Photos
- MP3 audio files
- Email attachments
- Games
- eBooks
- Microsoft Office files
- Adobe Acrobat files
- Applications
- Databases

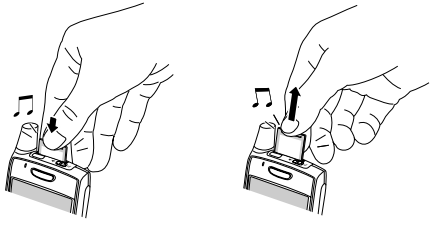
Your Treo 700p smartphone is also compatible with SDIO cards, which you can use to add accessories, such as a presentation module, to your smartphone.

Although expansion cards are sold separately, your smartphone includes a dummy, nonfunctional card inside the expansion card slot to keep out dust and other debris.

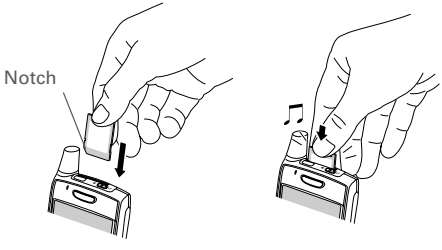
Tip
SD cards are faster than MultiMediaCard cards for reading and writing information, and SD cards also offer write-protection.

Inserting and removing expansion cards

1. Press down and release the dummy card.
2. After you feel the expansion card slot eject the dummy card, remove the card from the slot.



3. Hold your smartphone with the screen facing you, and hold the card with the label facing you. The notch on the card should be in the lower-left corner next to the antenna.
4. Insert the card into the expansion card slot until you feel it lock into place.



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

Tip
When you're not using the expansion card, reinsert the dummy card to keep the expansion card slot clean.

Opening applications on an expansion card

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

1. Insert the expansion card into the expansion card slot. The Applications View automatically appears.

2. Select the icon for the application you want to open.
3. Press Center to open the application.

Accessing items stored on an expansion card

When an expansion card contains items, such as pictures or songs, you can access those items directly from the card.

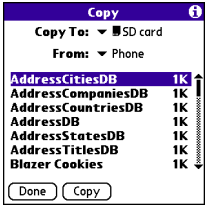
1. Insert the expansion card into the expansion card slot. The Applications View automatically appears.
2. Select the category pick list in the title bar, and select All.
3. Select the icon for the application in which you want to open the item. For example, to view a picture, select Pics&Videos.

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

Copying applications between an expansion card and your smartphone

You can copy applications from your Treo smartphone to your expansion card and vice versa.

1. Go to Applications .



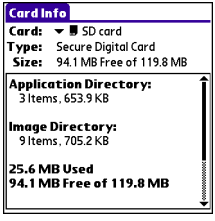
2. Open the menus .
3. Select Copy from the App menu.
4. Select the Copy To pick list and select the destination: card name or Phone.
5. Select the From pick list and select the location of the application you want to copy: card name or Phone.
6. Highlight the application you want to copy.
7. Select Copy.

Tip

Before you copy an application to an expansion card, make sure that it is compatible with Palm OS software version 5.4.5 or later. Some applications do not work with expansion cards and do not allow you to store files in a location that is separate from the application.

Viewing expansion card information

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



- Go to Applications and select Card Info .

Renaming an expansion card

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

1. Insert the expansion card into the expansion card slot.
2. Select the category pick list at the top of the screen and select All.
3. Select Card Info .
4. Open the menus .
5. Select Rename Card from the Card menu.
6. Enter a new name for the card.
7. Select OK.

Tip

Before copying information to, renaming, or formatting an expansion card, make sure the card is not write-protected. See the instructions that came with your card for details.

Formatting an expansion card

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

1. Insert the expansion card into the expansion card slot.
2. Select the category pick list at the top of the screen and select All.
3. Select Card Info .
4. Open the menus .
5. Select Format Card from the Card menu.
6. Enter a new name for the card.
7. Select OK.

Customizing your smartphone

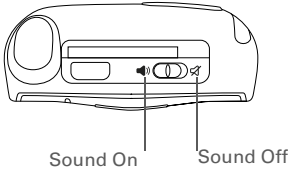
System sound settings

Silencing sounds

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

1. Slide the Ringer switch to the Sound Off position. Your smartphone vibrates once to let you know that you've turned sounds off.
2. To hear all sounds again, slide the Ringer switch to the Sound On position.

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



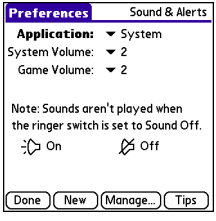
Did You Know?

Your smartphone includes a silent alarm that can vibrate even when the Ringer switch is set to Sound Off. For info on setting the vibrate option, see the section on setting alert tones in the chapters that describe the individual applications.

Setting system volume levels

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

1. Go to Applications and select Sounds .
2. Select the Application pick list and select System.
3. Select the System Volume and Game Volume pick lists and select the volume levels.



4. Select Done.

Tip

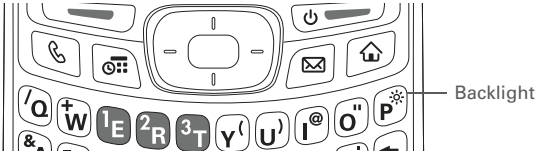
If the Ringer switch is set to Sound Off, the ringer setting overrides the sound settings and all sounds are turned off.

Display and appearance settings

Adjusting the brightness

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

1. Press Option, and then press Backlight.



2. Press Left and Right to adjust the brightness.
3. Select Done.

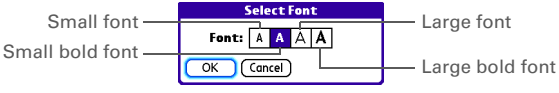
Tip
To automatically set the backlight to the preset low setting, press Option and then press Menu.

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

Changing the screen font

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

1. Open the application in which you want to change the font.
2. Open the menus .
3. Select Options, and then select Font.
4. Select a font style. (In the web browser, select the Font size pick list and select Large or Small.)

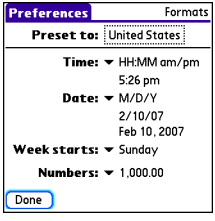


5. Select OK.

Setting display formats

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

1. Go to Applications and select Prefs .
2. Select Formats.
3. Set any of the following preferences:

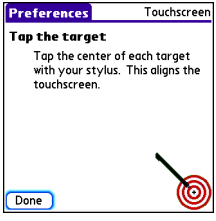


   - **Preset to**: The standard number conventions for your country. When you select a country, the other Formats Preferences are automatically set to that country's conventions. You can also edit each option individually.
   - **Time**: The time format. Select HH:MM to display a 24-hour clock.
   - **Date**: The date format.
   - **Week starts**: The first day of the week (usually Sunday or Monday).
   - **Numbers**: The format for numbers with decimal points and commas.
4. Select Done.

Aligning the screen

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

1. Go to Applications and select Prefs .
2. Select Touchscreen.
3. Follow the onscreen instructions and tap the screen where indicated.



4. Select Done.

Changing the system color scheme

1. Go to Applications and select Prefs.
2. Select Color Theme.
3. Select a color scheme from the list.

4. Select Done.

Tip

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

Applications settings

You can change the Applications settings on your Treo™ 700p smartphone so that you can easily access the applications you use most often. You can arrange and display your applications by category, reassign the buttons on your smartphone, and select default applications for specific tasks.

Arranging applications by category

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

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

Tip

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

Displaying applications by category

Do one of the following:

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

Did You Know?

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

Selecting the applications display

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

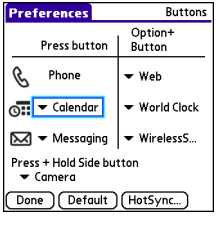
1. Go to Applications.
2. Open the menus.
3. Select Options, and then select Preferences.
4. Select the View By pick list and select List.
5. Select OK.

Reassigning buttons

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

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

1. Go to Applications and select Prefs .
2. Select Buttons.
3. Select the pick list next to the button, select the Option + Button combination you want to reassign, or select the Press + Hold Side button pick list, and then select an application.



4. Select Done.

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

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

Did You Know?
Some third-party applications automatically take over a button when you install the application.

Changing default applications

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

1. Go to Applications and select Prefs.
2. Select Default Apps.
3. Select each pick list and select the application you want to associate with that function.
4. Select Done.

Locking your smartphone and info

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

- **Keyboard (Keyguard):** You can use the Keyguard feature to disable the keyboard and all buttons to prevent accidental presses in your bag or pocket.
- **Screen:** You can disable the screen's touch-sensitive feature during an active call or call alert.
- **Phone (Phone Lock):** You can set your phone to require a password to make calls. The built-in security software lets you make emergency calls even if your phone is locked.
- **Smartphone:** You can set your smartphone to require a password for you to see any information on your smartphone.
- **Entries:** You can mask or hide entries marked as private and set your smartphone to require a password for viewing them.

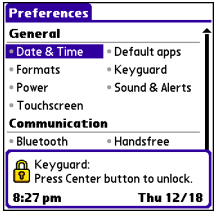
Locking your keyboard (Keyguard)

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

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

To turn off Keyguard, do the following:

1. When the screen is off, press Power/End to wake up the screen.
2. Press Center to turn off Keyguard.



You can change how quickly Keyguard turns on, or you can disable this feature altogether. To change the Keyguard settings, do the following:

1. Go to Applications and select Prefs.
2. Select Keyguard.
3. Select the Auto-Keyguard pick list, and then do one of the following:
   - Select how quickly you want Keyguard to turn on: When power is turned off, 5 seconds after power off, or 30 seconds after power off.
   - Select Disable to completely disable the Keyguard feature until you turn it on again.
4. Select Done.

Tip
If you disabled Keyguard, you can turn Keyguard on manually by pressing Option + Power/End when the screen is on.

Locking your screen

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

1. Go to Applications and select Prefs .
2. Select Keyguard.
3. Check any of the following boxes:
   - **Incoming calls received:** Disables the screen when the phone rings. You must use the 5-way to select the onscreen Answer and Ignore buttons, or press Send to answer the call or Power/End to ignore the call.
   - **On a call:** Disables the screen after you answer a call. You must use the 5-way to select the onscreen buttons during the call. Use this setting to avoid accidentally pressing onscreen buttons while you're holding your smartphone near your ear to speak.
4. Select Done.

+ Did You Know?

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

Locking your phone (Phone Lock)

You can lock your phone to prevent unauthorized calls and use of other wireless features. When your phone is locked, you must enter the correct code to unlock it. You can still place emergency calls when your phone is locked, however.

1. Press Phone .
2. Open the menus .
3. Select Options, and then select Phone Lock.
4. **OPTIONAL** Select Advanced, enter up to three numbers that you can dial when your phone is locked, and then select OK. You do not need to enter 911 as one of the three numbers, because this number is always available.
5. Select one of the following Phone Lock options:
   - **On phone power off:** Locks your phone each time you turn it off. When this setting is active, you must enter your lock code each time you turn your phone on again.
   - **Immediately:** Locks your phone when you select OK. The next time you dial a number, you must enter your lock code to unlock your phone. After that, you can continue to make calls without entering your lock code, unless you select one of these Phone Lock options.
6. When prompted, enter the lock code, and then select OK. (Unless you changed your lock code, the lock code is the last four digits of your phone number.)

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

Tip
If you want to lock your phone once in a while, use the Immediately option to lock your phone on demand.

7. If you want to change the lock code, select Change Lock Code, enter a new lock code, and then select OK. Repeat this step to verify the new lock code.
8. Select OK.

If you selected Immediately in step 5, your phone locks right away. If you select On phone power off, your phone locks the next time you press and hold Power/End to turn off your phone.

To disable the current Phone Lock settings:

1. Open the menus.
2. Select Options, and then select Phone Lock.
3. Uncheck the On phone power off box.
4. Enter your lock code to change this setting.
5. Select OK twice.

Locking your smartphone

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

[!] IMPORTANT If you lock your smartphone, you must enter the exact password to unlock it. If you forget the password, you need to perform a hard reset to resume using your smartphone. Performing a hard reset deletes all the entries in your smartphone. However, you can restore all previously synchronized info the next time you sync (see **Synchronizing information—the basics**).

1. Go to Applications and select Security .
2. Select the Password box.

3. Assign a password and a password hint.
4. Select the Auto Lock Device box.

Tip
After you create a password, you can lock your system manually. Go to Applications and select Security. Select Lock & Turn Off, and then select Off & Lock.

Tip
To change your password, select the Password box, enter your current password, and then enter the new password. To delete your password, select the Password box and then select Unassign.

5. When prompted, enter your password and select OK.
6. Select one of the following options:
   - **Never:** Prevents your smartphone from locking automatically.
   - **On power off:** Locks your smartphone when you turn off the screen, or when it shuts off with the Auto-off feature.
   - **At a preset time:** Locks your smartphone at a specific time of day.
   - **After a preset delay:** Locks your smartphone after a period of inactivity.

7. Select OK.
8. Do one of the following:
   - Select Lock & Turn Off to lock your smartphone immediately.
   - Press Applications to accept your settings and continue using your smartphone.

Working with private entries

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

- **Hide Records:** Private entries do not appear anywhere in the application.
- **Mask Records:** Private entries are replaced with a visual placeholder where the entry would normally appear.

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

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

Hiding or masking all private entries

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

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

Viewing all private records

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

1. Go to Applications and select Security .
2. Select the Current Privacy pick list and select Show Records.
3. If prompted for your password, enter it and then select OK.

Viewing private entries in a specific application

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

1. Open the menus .
2. Select Options, and then select Security.
3. Select the Current Privacy pick list and select Show Records.
4. Select OK.
5. If prompted for your password, enter it and then select OK.

Security and Palm® Desktop software (Windows)

The Windows version of Palm® Desktop software observes the security password for your Treo smartphone. If you forget your password, you cannot view your information in Palm Desktop. If your smartphone is unlocked, you can change your password on your smartphone, but all entries marked as private are deleted. You can restore your private entries the next time you sync.

Follow these steps to recover from a lost password:

1. Go to Applications and select Security.
2. Select the Password box.
3. Select Lost Password.
4. Select Yes.

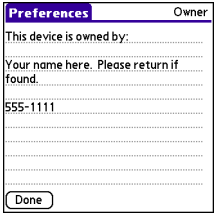
Tip
If you want additional security for Palm Desktop files, you may want to purchase a third-party solution.

Entering owner information

You can use Owner Preferences to record information that you want to associate with your Treo smartphone, such as your name, company name, and home phone number. If you lock your smartphone (see **Locking your smartphone**), the Owner Preferences information appears on the screen that requests your password to unlock it, and you must also enter your password to change the Owner Preferences information.

1. Go to Applications and select Prefs.
2. Select Owner.
3. If you assigned a password with the Security application, select Unlock, enter your password, and then select OK to continue.

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



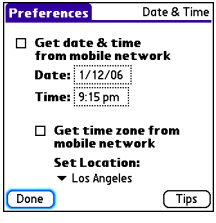
5. Select Done.

System settings

Setting the date and time

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

1. Go to Applications and select Prefs .
2. Select Date & Time.
3. To manually set the date and time, uncheck the Get date & Time from mobile network box. Select the Date field and select the date, and then select the Time field and select the time.



4. To manually set the time zone, uncheck the Get time zone from mobile network box. If you unchecked the date and time box in step 3, the time zone box is automatically unchecked. Select the Set Location pick list, and then select a city in your time zone.
5. Select OK.
6. Select Done.

Tip

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

Did You Know?

If you uncheck the date and time box, the time zone box is disabled and you cannot have the network automatically set the time zone. However, you can choose to have the network set the date and time, but manually set the time zone.

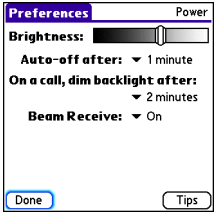
Tip

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

Optimizing power settings

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

1. Go to Applications and select Prefs .
2. Select Power.
3. Set any of the following preferences:



   - **Brightness**: Sets the intensity of the screen and keyboard backlights. Drag the slider or press Left and Right to adjust the brightness level.
   - **Auto-off after**: Determines how long your screen stays on during a period of inactivity. When there is no interaction with the keyboard or screen for the specified time period, your smartphone turns off automatically.
   - **On a call, dim backlight after**: Determines how long the backlight stays on at normal intensity during a phone call. After the specified time period, the backlight dims to conserve power during a long phone call.
   - **Beam Receive**: Determines whether your Treo smartphone is ready to receive information over an infrared beam. If you leave this option turned off, you must return to this screen to turn on this option the next time you want to receive a beam.
4. Select Done.

Tip

You can also access the brightness setting by pressing Option + P. To temporarily dim the screen's brightness, press Option + Menu.

Connection settings

Connecting to a virtual private network

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

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

1. Install your third-party VPN client. See **Installing applications** for details.
2. Go to Applications and select Prefs.
3. Select VPN.
4. Enter the settings provided by your corporate system administrator.

Tip

For information about third-party VPN client software, see the Palm Software Installation CD or visit **www.palm.com/mytreo700pVerizon**.

Troubleshooting

Upgrading

If you experience problems with your Treo™ 700p smartphone after performing the upgrade steps in this guide, you may have incompatible applications or settings that were not quarantined during the installation process. These files reside in your Backup subfolder. Incompatible applications or settings can lead to numerous issues, including system resets and freezes. If you experience a problem after upgrading, follow these steps to correct the problem:

1. Locate your user folder on your computer:
   - **Windows:** If your device name is one word, your user folder name is the first six characters of your device name. If your device name is two words, your user folder name consists of the first six characters of the second word of your device name, followed by the first letter of the first word. For example, if your device name is John Smith, your user folder is named SmithJ. Your user folder is usually located inside one of the following folders:
     C:\Program Files\Palm\
     C:\Program Files\palmOne\
     C:\Program Files\Handspring\
   - **Mac:** Your user folder name is the same as your device name and is usually found in this location:
     Mac hard drive : Users : *Your Mac username* : Documents : Palm : Users.

2. Make a copy of your user folder and store it in a safe place.
   - **Windows:** Copy the folder and then paste it to your Windows desktop.
   - **Mac:** Select the folder and Option-drag it to your Mac desktop.
3. Confirm that your copy includes the Backup subfolder and that all the files in the original Backup subfolder are also in the copy of the Backup subfolder.
4. Delete all files from the original Backup subfolder.
5. Perform a hard reset on your smartphone. See **Resetting your smartphone** for instructions.
6. Sync your Treo 700p smartphone with your new desktop software and be sure to select your existing device name from the User list.
7. Reinstall third-party apps from the copy of your Backup subfolder. (See **Installing applications** for instructions.) We recommend that you install one application at a time to help you identify the application that caused the problem. We also recommend that you *do not* install any applications that do any of the following:
   - Modify phone functions, such as ringtones, dialing, or caller ID
   - Replace organizer applications, such as Contacts or Calendar
   - Set data connection features, such as activating or ending data connections
   - Provide web clipping features, such as PQA files
   - Provide instant messaging features

   If you want to continue using these types of applications, please contact the third-party developer for software updates and info about compatibility with your Treo 700p smartphone.

Desktop software installation

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

1. Make sure your computer profile includes administrator rights to install software. In large organizations, these are usually granted by the system administrator.
2. Restart your computer.
3. Quit any active applications, including virus scanners and Internet security applications.
4. Make sure you're installing the software from the Palm Software Installation CD that came with your new smartphone. Other versions of the desktop software may not work with this Treo smartphone.
5. Insert the Palm Software Installation CD to restart the installation.

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

✱ Tip

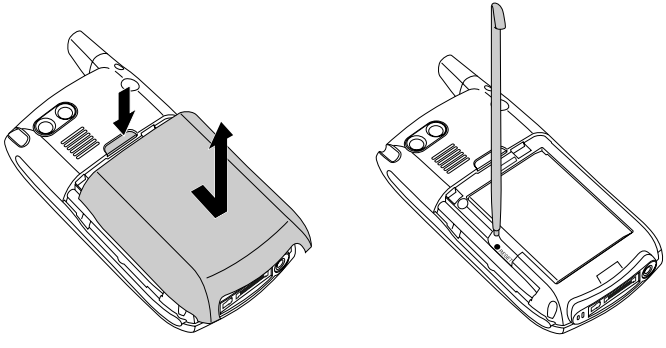
The Palm Software Installation CD installs software that lets you synchronize using Palm® Desktop software or Microsoft Outlook for Windows. If you want to synchronize using a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's author or vendor to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

Resetting your smartphone

Performing a soft reset

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

1. Press the battery door release button, and slide the battery door downward to remove it from your smartphone.
2. Use the stylus tip to gently press the reset button on the back of your smartphone.



Performing a system reset

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

1. Press the Battery Door Release button, and slide the battery door downward to remove it from your Treo smartphone.
2. While pressing and holding Up ▲, use the tip of the stylus to gently press the reset button on the back of your device.
3. When the logo screen appears, release Up ▲.
4. Delete the third-party application that you suspect is causing the problem.
5. Perform a soft reset. The wireless features of your smartphone are not available until you complete this step.

Performing a hard reset

A hard reset erases all information and third-party software on your Treo smartphone. Never perform a hard reset without first trying a soft reset and a system reset. You can restore previously synchronized information the next time you sync.

A hard reset may tell you whether a problem stems from your smartphone or from an application installed on it. If you do not experience the problem after you perform a hard reset, the problem is related to software you installed. See **Third-party applications** for suggestions on diagnosing third-party software issues.

1. Press the Battery Door Release button, and slide the battery door downward to remove it from your smartphone.
2. While pressing and holding Power/End , use the tip of the stylus to gently press the reset button on the back of your smartphone.
3. Continue pressing and holding Power/End . When the logo screen appears, release Power/End .
4. When the "Erase all data?" prompt appears, press Up ▲ to confirm the hard reset.
5. If a language selection screen appears, select the same language you selected for your desktop software.

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

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

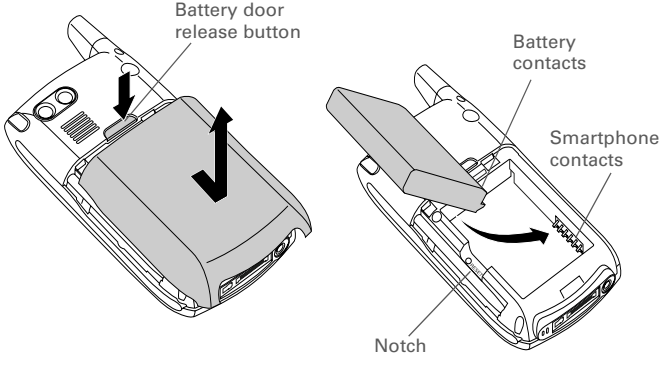
✱ Tip
If you do not see the "Erase all data?" message, the hard reset was not performed. Retry these procedure steps, making sure to hold Power/End until the logo screen appears.

Replacing the battery

Your Treo 700p smartphone comes with a replaceable battery. Be sure to use a replacement battery that is recommended or sold by Palm and is compatible with the Treo 700p smartphone. Failure to use the proper battery may result in a risk of personal injury or product damage, and it voids your smartphone warranty.

Tip
Be sure to dispose of your old battery properly. In some areas, disposal in household or business trash is prohibited.

1. Press Power/End to turn off the screen.
2. Press the battery door release button, and slide the battery door downward to remove it from your smartphone.
3. Place a finger in the notch next to the battery, and lift up the old battery at a 45-degree angle to remove it from the compartment.



4. Align the metal contacts on the new battery with the contacts inside the battery compartment.
5. Insert the new battery into the compartment at a 45-degree angle, pressing it into place. Slide the battery door onto the back of the smartphone until it clicks into place.
6. Connect your smartphone to the charger or sync cable.
7. Wait for your Treo smartphone to turn on, and then enable the network time or set the date and time when prompted.

Screen

The screen appears blank

1. When a call lasts longer than the limit specified in Power Preferences, the screen dims automatically. In certain lighting conditions, the screen may appear blank when this occurs. Press any key except Power/End to restore the screen to normal brightness. Pressing Power/End hangs up the call.
2. When a period of inactivity lasts longer than the limit specified in Power Preferences, the screen turns off. Press and release Power/End to wake up the screen.
3. Look closely at the screen. If you can see a dim image, try adjusting the screen brightness (see **Adjusting the brightness**).
4. If the screen is still blank, perform a soft reset (see **Performing a soft reset**).
5. If the problem persists, connect your smartphone to the charger (see **Charging the battery**) and perform a soft reset again.
6. If that doesn't work, perform a hard reset (see **Performing a hard reset**).

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

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

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

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

1. Press and hold Center or tap the blinking bell with your stylus.
2. When the list of pending alerts appears, do any of the following:

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

Tip
To find carrying cases that protect the screen and other useful accessories, visit **www.palm.com/mytreo700pVerizon**.

Synchronization

Synchronization backs up the information from your smartphone onto your computer and vice versa. If you ever need to perform a hard reset or otherwise need to erase all your information on your smartphone, you can synchronize your smartphone with your computer to restore the info. Similarly, if your computer crashes and your Palm Desktop info is damaged, you can recover your info by synchronizing with your smartphone. To make sure you always have an up-to-date backup of your info, synchronize frequently.

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

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

Tip

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

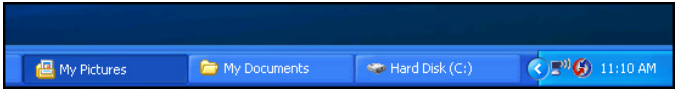
I can't find my user folder

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

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

Palm Desktop does not respond to a sync attempt

1. Make sure that the USB sync cable is securely connected to the USB port on your computer and on the bottom of your smartphone (see **Synchronizing information—the basics**).
2. Make sure that HotSync manager is running:
   - **Windows:** Right-click the HotSync manager icon in the taskbar in the lower-right corner of your computer screen, and make sure that Local USB is checked. If you don't see the HotSync manager icon, click Start, select Programs, select Palm, and then select HotSync Manager.



   - **Mac:** Find the Palm folder on your Mac hard drive. Double-click the HotSync manager icon in the Palm folder. In the Connection Settings panel, set the Local Setup port to Palm USB.
3. Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
4. Perform a soft reset (see **Performing a soft reset**).
5. Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
6. If problems persist and you're synchronizing through a USB hub, try connecting the sync cable to a different USB port or directly to your computer's built-in USB port.

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

7. Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
8. (Windows only) Uninstall Palm software. Click Start, select Settings, select Control Panel, select Add or Remove Programs, select Palm Desktop software, and then click Change/Remove.

   [*] NOTE Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Technical Support if the problem persists after completing step 7.
9. Reboot your computer.
10. Reinstall Palm Desktop software from the Palm Software Installation CD that came with your smartphone.

Synchronization starts but stops without finishing

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

1. Locate your Backup subfolder and rename the folder (for example, BackupOld). Note that "Palm" in the following locations might be "Handspring" or "palmOne," based on the device you're upgrading from:
   - **Windows:** C:\Program Files\Palm*device name*
   - **Mac:** Mac HD\Applications\Palm\Users*device name*
2. Synchronize.

✱ Tip
The HotSync Log can tell you when and why synchronization stopped. On a Windows computer, right-click the HotSync manager icon in the taskbar in the lower-right corner of your computer screen, and then select View Log.

3. If the problem is resolved, begin reinstalling your third-party applications one at a time by double-clicking a single file in the original Backup subfolder that you renamed, and sync after each application you install. If the problem recurs, delete the last application you installed and report the problem to its developer.
4. (Windows only) If the Windows New Hardware Wizard appears, the synchronization process may be timing out before the wizard completes its job. Follow all instructions in the New Hardware Wizard, and then sync again.
5. (Windows only) Uninstall Palm Desktop software. Click Start, select Settings, select Control Panel, select Add or Remove Programs, select Palm Desktop software, and then click Change/Remove.

   [*] NOTE Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Technical Support if the problem persists after completing step 3.
6. Reboot your computer.
7. Reinstall Palm Desktop software from the Palm Software Installation CD that came with your smartphone.

Synchronization finishes but info doesn't appear where it should

1. Make sure you're synchronizing with the intended desktop personal information manager (PIM). The Palm Software Installation CD enables you to choose whether you want to synchronize with Palm Desktop software or Microsoft Outlook for Windows. Reinsert the installation CD and select "Change your synchronization method" if necessary. If you use a different PIM, you need to install third-party software to synchronize. For more information, consult the company that makes the PIM.
2. If multiple Palm OS devices are synchronizing with your computer, make sure you are synchronizing with the correct device name. If info is not appearing in Palm Desktop software, make sure the correct device name is selected in the User list on the toolbar of Palm Desktop software.
3. Open HotSync manager on your computer, and make sure the necessary conduits are set to Synchronize the files.
4. **WINDOWS ONLY**
   Uninstall Palm Desktop software. Click Start, select Settings, select Control Panel, select Add or Remove Programs, select Palm Desktop software, and then click Change/Remove.

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

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

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

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

6. Reinstall Palm Desktop software from the Palm Software Installation CD that came with your smartphone.
7. (Outlook only) If you're trying to synchronize offline, set your Outlook Calendar, Contacts, Notes, and Tasks to be available offline.

I have duplicate entries in Microsoft Outlook after I sync

1. Open Microsoft Outlook and delete the duplicate entries.
2. On your computer, go to the application with duplicate entries and manually enter any info you added to your smartphone since the last time you synchronized.
3. Right-click the HotSync manager icon in the taskbar, and select Custom.
4. Select an application that has duplicate entries and also has Outlook in its name.
5. Click Change.
6. Select Desktop overwrites handheld, and then click OK.
7. If more than one application has duplicate entries, then repeat steps 4 through 6 for each application with duplicates.
8. Click Done.
9. Synchronize your smartphone and your computer.

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

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

If you're using Microsoft Outlook:

1. Make sure that you installed the Microsoft Outlook conduit that came with your Treo 700p. If you're not sure whether this software is installed, reinstall Palm Desktop software from the Palm Software Installation CD that came with your smartphone.
2. Open Microsoft Outlook and correct the wrong entries.
3. On your computer, manually enter any Calendar info you added to your smartphone since the last time you synchronized.
4. Click the HotSync manager icon in the taskbar and select Custom.
5. Select an application that has both Calendar and Outlook in its name.
6. Click Change.
7. Select Desktop overwrites handheld, and then click OK.
8. Synchronize your smartphone and your computer.
9. Repeat steps 4 through 6 to open the Calendar Change HotSync Action dialog box.
10. Select Synchronize the files, and then click OK.

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

If you're using Palm Desktop software:

1. On your smartphone, press Calendar.
2. Open the menus.
3. Select Options, and then select Preferences.
4. Uncheck the New events use time zones box (if it's checked).
5. On your computer, open Palm Desktop software and correct the wrong entries.
6. On your computer, manually enter any Calendar info you added to your smartphone since the last time you synchronized.
7. Click the HotSync manager icon in the taskbar and select Custom.
8. Select an application that has both Calendar and Outlook in its name.
9. Click Change.
10. Select Desktop overwrites handheld, and then click OK.
11. Synchronize your smartphone and your computer.
12. Repeat steps 7 through 9 to open the Calendar Change HotSync Action dialog box.
13. Select Synchronize the files, and then click OK.

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

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

Phone

Signal strength is weak

Become familiar with low coverage areas where you live, commute, work, and play. Then you will know when to expect signal strength issues. You can check signal strength by looking at the signal strength indicator in the title bar of the Main View in the Phone application. The stronger the signal, the more bars that appear. If you are outside a coverage area, no bars appear.

1. If you're standing, move about ten feet in any direction.
2. If you're in a building, move near a window. Open any metal blinds.
3. If you're in a building, move outdoors or to a more open area.
4. If you're outdoors, move away from large buildings, trees, or electrical wires.
5. If you're in a vehicle, move your Treo smartphone so that it's level with a window of your vehicle.

My smartphone won't connect to the mobile network

1. Try the suggestions about signal strength described in **Signal strength is weak**.
2. Turn off your phone and turn it on again (see **Turning your phone on and off**).
3. Perform a soft reset (see **Performing a soft reset**).

The other person hears an echo

- Try decreasing the volume on your Treo smartphone to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and the earpiece.
- Position the earpiece closer to your ear to prevent sound leaking back to the microphone. Keep your hand away from the microphone hole, which is on the bottom right side of the smartphone.
- If you're using the speakerphone feature with your smartphone lying on a flat surface, try turning the smartphone face down (screen facing the surface).

I hear my own voice echo

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

My voice is too quiet on the other end

- Be sure to place the bottom of the Treo smartphone, or the hands-free microphone, close to your mouth.
- Check the signal strength indicator in the title bar of the Main View in the Phone Application. If the signal is weak (few bars are displayed), try the suggestions about signal strength described in **Signal strength is weak**.

I hear static or interference

Check the signal strength indicator in the title bar of the Main View in the Phone Application. If the signal is weak (few bars are displayed), try the suggestions about signal strength described in **Signal strength is weak**.

If you're using a Bluetooth hands-free device, try the following:

- Move your smartphone closer to the hands-free device. Audio quality degrades as the distance between your smartphone and hands-free device increases. The effective range for a device varies between manufacturers.
- Confirm that no obstructions, including your body, are between the smartphone and your hands-free device.

Tip
For best performance, keep your Bluetooth headset and phone on the same side of your body.

My smartphone hangs up when I hold it to my ear

You may be accidentally pressing the onscreen Hang Up All button with your cheek. Try holding the smartphone so that your face doesn't press against the screen. If this is not convenient, you may want to disable the screen's touch-sensitive feature during active calls (see **Locking your screen**).

My phone seems to turn off by itself

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

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

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

Tip
To find carrying cases that can help prevent your smartphone from making calls, as well as other useful accessories, visit **www.palm.com/mytreo700pVerizon**.

Hands-free devices

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

Confirm all the following:

- The device with Bluetooth® wireless technology is compatible with your smartphone. Go to **http://www.palm.com/us/support/bluetooth/treo700p_bluetooth_compatibility.html** for a list of compatible devices.
- Go to Applications and select Bluetooth. Make sure the Bluetooth setting is On.
- You have already formed a partnership between your smartphone and your hands-free device, and that the hands-free device appears in the Trusted Devices list. (see **Connecting to a Bluetooth headset or car kit**).
- Your hands-free device is charged and turned on.
- Your Treo smartphone is within range of the hands-free device.

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

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

- Try moving your Treo smartphone closer to the hands-free device. Audio quality degrades as the distance between your smartphone and hands-free device increases. The effective range for a device varies between manufacturers.
- Confirm that no obstructions, including your body, are between the smartphone and your hands-free device.

Tip
For best performance, keep your Bluetooth headset and phone on the same side of your body.

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

- Check the Palm compatibility list at **http://www.palm.com/us/support/bluetooth/treo700p_bluetooth_compatibility.html** to ensure that your device is compatible.
- Check the documentation that came with your device or the manufacturer's website for information specific to your device.

Email

- For troubleshooting info on Wireless Sync, go to: **http://www.wirelesssync.vzw.com**
- For troubleshooting info on the VersaMail® application, see the *User Guide for the VersaMail Application* on the Palm Software Installation CD.

Messaging

I can't tell if data services are available

When your phone is on, icons appear in the title bar in the Main View of the Phone application to indicate whether data services are available and whether a data connection is active. See **What are all those icons?** for a description of the icons that indicate that data services are available.

Tip

If your phone is on and you do not see any of the data icons, then data services are not available in your current location.

I can't send or receive SMS text messages

- Make sure your phone is turned on (see **Turning your phone on and off**).
- Contact Verizon Wireless to verify that your plan includes SMS messaging services, that these services have been correctly activated, and that they are available at your location. Verizon Wireless should be able to tell you if messaging services have been experiencing transmission delays. Delays can also occur between the time that a message is sent and the time it is received.
- Verify with the recipient that the receiving device can handle text messages.
- If a text message arrives but does not display an alert, perform a soft reset (see **Performing a soft reset**).

I can't send or receive MMS multimedia messages

- Make sure your phone is turned on (see **Turning your phone on and off**).
- Contact Verizon Wireless to verify that your plan includes MMS multimedia messaging services, that these services have been correctly activated, and that they are available at your location. Verizon Wireless should be able to tell you if messaging services have been experiencing transmission delays. Delays can also occur between the time that a message is sent and the time it is received.
- Make sure that either the NationalAccess 1x or BroadbandAccess EV icon appears in the title bar of Main View of the Phone application. If you do not see either of these icons, data services are not available in your current location and you cannot exchange MMS messages.
- Verify with the recipient that the receiving device can handle multimedia messages.
- If a message arrives but does not display an alert, perform a soft reset (see **Performing a soft reset**).

Web

I can't tell if data services are available

When your phone is on, icons appear in the title bar in the Main View of the Phone application to indicate whether data services are available and whether a data connection is active. See **What are all those icons?** for a description of the icons that indicate that data services are available.

Tip

If your phone is on and you do not see any of the data icons, then data services are not available in your current location.

My smartphone won't connect to the Internet

Your Treo 700p smartphone supports the NationalAccess and BroadbandAccess wireless data networks. To connect to the Internet, you must subscribe to and activate data services with Verizon Wireless, and you must be in a location with data coverage.

1. Press and hold Power/End to turn off your phone. Then press and hold the same button to turn it back on again.
2. Press Phone and look for either the NationalAccess 1x or BroadbandAccess EV icon in the title bar of the Main View.
3. If you see these icons, you are in a data coverage area. Try connecting to the Internet again. If you do not see either of these icons, go to Applications, select Prefs, and continue with the following steps.
4. Select Network.
5. Select the Services pick list and select BroadbandAccess.
6. Select Connect.
7. If the connection is successful, go the web browser. If you still can't make a connection, perform a soft reset (see **Performing a soft reset**).

8. If your phone did not turn on automatically, press and hold Power/End to turn on your phone, and try connecting to the Internet.
9. Contact Verizon Wireless to verify the following:
   - Your subscription plan includes high-speed data services
   - Data services have been activated on your account
   - Data coverage is available in your location
   - There are no data service outages in your location

I can't access a web page

First, make sure you have Internet access: Open the web browser and try to view another web page you've loaded before. To ensure you're viewing the page directly from the Internet, open the menus, select Go, and then select Refresh.

If you can view the other web page after you refresh it, but you still can't access the page you were originally trying to view, the page may contain elements that are not supported by the web browser. These include Flash, Shockwave, VBScript, WMLScript, and other plug-ins.

Some websites use a redirector to their true home page. If the web browser on your smartphone can't follow the redirector, try using a desktop browser to see the landing page of the redirector, and then enter that address in the web browser on your smartphone.

Tip
Your Treo smartphone can open your email application when you select an email address on a web page. If nothing happens when you select the link, make sure your email application is already set up.

It takes a long time for a web page to load

If it is taking longer than usual to load web pages, you may have traveled from a BroadbandAccess service area to a NationalAccess service area. Although NationalAccess data service is considered a high-speed data service, it seems slow if you are used to BroadbandAccess speed.

1. Press Phone and look for either the NationalAccess 1x or BroadbandAccess EV icon in the title bar of the Main View of the Phone application.
2. If you see the BroadbandAccess EV icon, then there may be a problem with the web site you are trying to access. Try opening a different web page to see if the problem persists.
3. If you see the NationalAccess 1x icon, then you may be experiencing the difference in performance between the two types of data networks.
4. To be sure there is not a problem with your connection to the Verizon Wireless network, press and hold Power/End to turn off your phone. Then press and hold the same button to turn it back on again.
5. Try opening the web page again to see if it loads faster.

An image or map is too small on my screen

The web browser has two modes: Optimized and Wide Page. Optimized Mode resizes all images and page elements to fit in a single column on the smartphone screen. Switch to Wide Page Mode to see the full-size image (see **Viewing a web page**).

You may also be able to save the image on your smartphone or an expansion card and then view the image later on your computer.

A secure site refuses to permit a transaction

Some websites don't support certain browsers for transactions. Please contact the site's webmaster to make sure the site allows transactions using your smartphone's Blazer web browser.

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 smartphone 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 picture still. Exposure time is longer with lower light levels, so you may see a blur.
- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light.
- Make sure the subject is at least 18 inches away from the camera to ensure good focus.

Remember that when you synchronize your smartphone with your computer, your camera images are stored in the My Pictures/Palm Photos folder on your hard drive (see **Viewing pictures and videos on your computer**).

Tip

If your smartphone does not have a built-in camera, the information in this section about taking pictures does not apply to you.

Making room on your Treo smartphone

Keep in mind that your smartphone includes an expansion card slot, and that you can store applications and information on expansion cards (sold separately). However, you still need free memory on the smartphone itself to run applications from an expansion card. For more info on using expansion cards, see **Using expansion cards**.

If you store a large number of records or install many third-party applications, the internal memory on your smartphone may fill up. Here are some common ways to clear space:

- **Email:** Messages that have large attachments can quickly consume memory on your smartphone. Delete messages with large attachments. If you have hundreds of messages with or without attachments, you may want to delete older messages to make room (see the *User Guide for the VersaMail Application* on the Palm Software Installation CD or the Wireless Sync documentation at **http://www.wirelesssync.vzw.com**.)
- **Pics&Videos:** Large images take up a lot of memory. Move images to an expansion card or synchronize them to your computer, and then delete the images from your smartphone (see **Viewing pictures and videos on your computer**).
- **Music:** Music files often consume excessive memory. Move music files to an expansion card, or delete large files from your smartphone.
- **Messaging:** Multimedia content can also consume excessive memory. Move multimedia content to an expansion card, or delete large files from your smartphone (see **Deleting messages**).

- **Internet:** If you set a large web browser cache, you may want to use the web browser's advanced Memory Management settings to clear all recent pages (see **Customizing your web browser settings**).
- **Third-party applications:** You can delete infrequently used applications (see **Removing applications**) or move them to an expansion card (see **Copying applications between an expansion card and your smartphone**).

Third-party applications

Some third-party applications can cause conflicts on your smartphone. Third-party applications that modify wireless features may require extra troubleshooting. If you recently installed an application and your device seems to be stuck, try the following:

1. Perform a soft reset (see **Performing a soft reset**).
2. If the problem persists, perform a system reset (see **Performing a system reset**).
3. Delete the most recently installed application from your smartphone (see **Removing applications**).
4. If the problem persists, perform another system reset.
5. If possible, synchronize your smartphone with your computer to back up your most recent info.

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.

6. If you're unable to perform the preceding steps or the problem persists, locate your Backup subfolder on your computer and rename the folder (for example, BackupOld). Note that "Palm" in the following locations might be "Handspring" or "palmOne," based on the device you're upgrading from:
   - **Windows:** C:\Program Files\Palm*device name*
   - **Mac:** Mac HD\Applications\Palm\Users*device name*
7. Perform a hard reset (see **Performing a hard reset**).
8. Sync to restore your Calendar, Contacts, Tasks, Memos, and Pics& Videos info.
9. If the problem is resolved, begin reinstalling your third-party applications one at a time by double-clicking a single file in the original Backup subfolder that you renamed, and sync after each application you install.
10. 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 the third-party software if you require further assistance.

Error messages

Your Treo smartphone is designed to minimize interruptions when a system error occurs. If your smartphone encounters a system error, it automatically resets itself and resumes functioning as normal. If possible, it even turns the phone back on if it was on before the error occurred.

Sometimes you might want to know more about an error. Your Treo smartphone uses a special interface to show error messages in greater detail.

1. Press Phone .
2. Enter #*#377, and then press Send .
3. Review the screen with details about the conditions that led up to the most recent automatic reset.
4. Select OK.

Note that third-party developers create their own error messages. If you do not understand an error message, please contact the developer of the application for help.

Where to learn more

For a quick introduction

- **Quick Tour:** The Quick Tour introduces you to many of your Treo™ 700P smartphone's features. It is already installed on your smartphone, and you can open it any time. Go to Applications, and then select Quick Tour.

While using your Treo smartphone

- **On-device User Guide:** A copy of this guide is included right on your smartphone. The on-device guide is specially formatted for your smartphone screen. To view the on-device guide, go to Applications, and then select My Treo.
- **Tips:** Many of the built-in applications include helpful tips for getting the most out of your smartphone. To view these tips, open an application, open the menus, select Options, and then select Tips.
- **Information:** Many screens have a Tips icon in the upper-right corner. Select the Tips icon to learn about the tasks you can perform in that dialog box.
- **Online support from Palm:** For up-to-date downloads, troubleshooting, and support information, go to **www.palm.com/us/support/treo700pVerizon**.

If you need more information

- **Books:** Many books on Palm OS® devices are available in local or online book retailers (look in the computers section), or visit **www.palm.com/mytreo700pVerizon**.
- **Online forums:** Consult online Treo device user discussion groups to swap information and learn about topics you may find nowhere else. Visit **www.palm.com/us/support/treo700pVerizon** for details.
- **Customer service from Verizon Wireless:** For questions about your mobile account or features, contact Verizon Wireless technical support at 866-788-9387 or Verizon Wireless customer service and billing at 800-256-4646.

Glossary

1xRTT (single carrier [1x] radio transmission technology)
A wireless technology that provides fast data transfer and Internet access with average speeds of 60 to 80Kbps and bursts of up to 144Kbps. Also called NationalAccess for Verizon Wireless customers.

Alt (alternative) (Alt) A keyboard key. Enter a letter on the keyboard, and then press Alt (Alt) to access variations such as international characters and symbols.

Applications (Home) The screen on your Treo™ 700P smartphone from which you can open all applications.

Auto-off interval The time of inactivity that passes before the screen on your smartphone turns off. The wireless features on your smartphone are unaffected by this setting.

Beam The process of sending or receiving an entry or application using the infrared port on your Treo smartphone.

Bluetooth® wireless technology Technology that enables devices such as smartphones, mobile phones, and computers to connect wirelessly to each other so that they can exchange information over short distances.

BroadbandAccess The name Verizon Wireless has given to a wireless broadband technology that is designed for very high speed data transfer with average download speeds of 400 to 700Kbps. It is capable of reaching download speeds of up to 1.8Mbps and upload speeds of up to 156Kbps. Also called EVDO.

BroadBandAccess Connect The name Verizon Wireless has given to a wireless technology that enables you to convert your smartphone into a wireless modem so that you can access the Internet from your computer. Also called dial-up networking.

Device name The name associated with your Treo smartphone that distinguishes it from other Palm OS® devices. When you first synchronize your smartphone, you are asked to give it a device name. This name appears in the User list in Palm Desktop software.

Dialog box A set of options and command buttons that is enclosed by a border and that enables you to carry out a specific task.

EVDO (Evolution Data Optimized) A wireless broadband technology that is designed for very high speed data transfer with average download speeds of 400 to 700Kbps. It is capable of reaching download speeds of up to 1.8Mbps and upload speeds of up to 156Kbps. Also called BroadbandAccess for Verizon Wireless customers.

Favorite A button that provides quick access to a phone number (speed dial) or commonly used application (such as Contacts, Web, Messaging). You can define up to 70 favorite buttons in the Phone application.

HotSync® The PalmSource technology that synchronizes your Treo smartphone and your computer with the simple press of a button.

HotSync manager The computer application that manages the synchronization of your Treo smartphone with your computer.

Infrared (IR) A way of transmitting information using light waves. The IR port on your Treo smartphone enables you to transfer information to other IR devices within a short radius.

Lithium Ion (Li-Ion) The rechargeable battery technology used in Treo smartphones.

MMS (Multimedia Messaging System) An enhanced form of messaging that enables you to send pictures, videos, animations, sounds, and ringtones almost instantly.

NationalAccess The name Verizon Wireless has given to a wireless technology that provides fast data transfer and Internet access with average speeds of 60 to 80Kbps and bursts of up to 144Kbps. Also called 1xRTT.

Option key The keyboard button that enables you to access the alternative feature that appears above the letter on each key.

Palm® Desktop software A PIM application for computers that helps you manage your personal information and keep your personal information synchronized with your Treo smartphone.

Palm OS® The operating system of your Treo 700p smartphone. Palm OS is known for its simplicity of use and for the large number of compatible third-party applications that can be added to your Treo 700p smartphone.

Palm™ Quick Install The component on your Windows computer that enables you to install Palm OS applications and other information on your Treo smartphone.

Partnership Two Bluetooth devices—for example, your smartphone 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 also know as paired relationship, pairing, Trusted Device, and Trusted Pair on some devices.

Phone The application on your Treo smartphone that enables you to make and receive phone calls.

PIM (personal information manager) A genre of software that includes applications such as Palm Desktop software, Microsoft Outlook, Lotus Notes, and ACT!. PIMs generally store contacts, schedules, tasks, and memos.

Pix Place The companion website for Verizon Wireless picture and video messaging services.

Slide A collection of text, pictures, videos, and sounds that are grouped together within a multimedia message. During playback, all the items within a particular slide appear on the same screen. If a multimedia message contains multiple slides, each slide can be viewed separately during playback.

SMS (Short Messaging Service) The service that exchanges short text messages almost instantly. Text messages are typically exchanged between mobile phones. These messages can usually include up to 160 characters; messages with more than 160 characters are automatically split into several messages. Treo smartphones can send and receive SMS messages while you are on a voice call.

Streaming Technology that enables you to access media content—for example, watch video or listen to an audio program—directly from the Internet on your smartphone without needing to download a file to save on your smartphone.

User folder The folder on your computer that contains the information you enter in Palm Desktop software and the information you enter on your smartphone and synchronize with Palm Desktop software.

Regulatory information

FCC Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Antenna Care/Unauthorized Modifications

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Safety Statement

In order to comply with FCC RF exposure safety guidelines, users MUST use one of the following types of bodyworn accessories.

1. A Palm™ brand body-worn accessory that has been tested for SAR compliance and is intended for use with this product.
2. An accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 1.5 cm of separation between the users body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i.e., on the lap or in a breast pocket). Such use will likely exceed FCC RF safety exposure limits See **www.fcc.gov/oet/rfsafety/** for more information on RF exposure safety.

Specific Absorption Rates (SAR) for Wireless Smartphones

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 smartphone is the result of an extensive testing, measuring and calculation process. It does not represent how much RF the smartphone emits. All smartphone models are tested at their highest value in strict laboratory settings. But when in operation, the SAR of a smartphone 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, smartphone design and other factors. What is important to remember is that each smartphone meets strict federal guidelines. Variations in SARs do not represent a variation in safety.

All smartphones must meet the federal standard, which incorporates a substantial margin of safety. As stated above, variations in SAR values between different model smartphones 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™ 700p smartphone, by Palm are:

Maximum SAR Values	BroadbandAccess Cellular	BroadbandAccess PCS
Held to Ear	1.48 (W/Kg)	1.13 (W/Kg)
Body - Worn	0.896 (W/Kg)	0.589 (W/Kg)

FCC Radiofrequency Emission

This smartphone meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as.
FCC ID number: O8FJIMI.
More information on the smartphone's SAR can be found from the following FCC Website:
https://gullfoss2.fcc.gov/prod/oet/cf/eas/reports/GenericSearch.cfm.

(The following information comes from a consumer information Website jointly sponsored by the U.S. Food and Drug Administration (FDA) and the Federal Communications Commission (FCC), entitled "Cell Smartphone Facts: Consumer Information on Wireless Smartphones." The information reproduced herein is dated July 29, 2003. For further updates, please visit the Website:
http://www.fda.gov/cellphones/qa.html.)

What is radiofrequency energy (RF)? Radiofrequency energy (RF) is another name for radio waves. It is one form of electromagnetic energy that makes up the electromagnetic spectrum. Some of the other forms of energy in the electromagnetic spectrum are gamma rays, x-rays and light. Electromagnetic energy (or electromagnetic radiation) consists of waves of electric and magnetic energy moving together (radiating) through space. The area where these waves are found is called an electromagnetic field.

Radio waves are created due to the movement of electrical charges in antennas. As they are created, these waves radiate away from the antenna. All electromagnetic waves travel at the speed of light. The major differences between the different types of waves are the distances covered by one cycle of the wave and the number of waves that pass a certain point during a set time period. The wavelength is the distance covered by one cycle of a wave. The frequency is the number of waves passing a given point in one second. For any electromagnetic wave, the wavelength multiplied by the frequency equals the speed of light. The frequency of an RF signal is usually expressed in units called hertz (Hz). One Hz equals one wave per second. One kilohertz (kHz) equals one thousand waves per second, one megahertz (MHz) equals one million waves per second, and one gigahertz (GHz) equals one billion waves per second.

RF energy includes waves with frequencies ranging from about 3000 waves per second (3 kHz) to 300 billion waves per second (300 GHz). Microwaves are a subset of radio waves that have frequencies ranging from around 300 million waves per second (300 MHz) to three billion waves per second (3 GHz).

How is radiofrequency energy used? Probably the most important use of RF energy is for telecommunications. Radio and TV broadcasting, wireless smartphones, pagers, cordless smartphones, police and fire department radios, point-to-point links and satellite communications all rely on RF energy.

Other uses of RF energy include microwave ovens, radar, industrial heaters and sealers, and medical treatments. RF energy, especially at microwave frequencies, can heat water. Since most food has a high water content, microwaves can cook food quickly. Radar relies on RF energy to track cars and airplanes as well as for military applications. Industrial heaters and sealers use RF energy to mold plastic materials, glue wood products, seal leather items such as shoes and pocketbooks, and process food. Medical uses of RF energy include pacemaker monitoring and programming.

How is radiofrequency radiation measured? RF waves and RF fields have both electrical and magnetic components. It is often convenient to express the strength of the RF field in terms of each component. For example, the unit "volts per meter" (V/m) is used to measure the electric field strength, and the unit "amperes per meter" (A/m) is used to express the magnetic field strength. Another common way to characterize an RF field is by means of the power density. Power density is defined as power

per unit area. For example, power density can be expressed in terms of milliwatts (one thousandth of a watt) per square centimeter (mW/cm2) or microwatts (one millionth of a watt) per square centimeter (µW/cm2).

The quantity used to measure how much RF energy is actually absorbed by the body is called the Specific Absorption Rate or SAR. The SAR is a measure of the rate of absorption of RF energy. It is usually expressed in units of watts per kilogram (W/kg) or milliwatts per gram (mW/g).

What biological effects can be caused by RF energy? The biological effects of radiofrequency energy should not be confused with the effects from other types of electromagnetic energy.

Very high levels of electromagnetic energy, such as is found in X-rays and gamma rays, can ionize biological tissues. Ionization is a process where electrons are stripped away from their normal locations in atoms and molecules. It can permanently damage biological tissues including DNA, the genetic material. Ionization only occurs with very high levels of electromagnetic energy such as X-rays and gamma rays. Often the term radiation is used when discussing ionizing radiation (such as that associated with nuclear power plants).

The energy levels associated with radiofrequency energy, including both radio waves and microwaves, are not great enough to cause the ionization of atoms and molecules. Therefore, RF energy is a type of non-ionizing radiation. Other types of non-ionizing radiation include visible light, infrared radiation (heat) and other forms of electromagnetic radiation with relatively low frequencies.

Large amounts of RF energy can heat tissue. This can damage tissues and increase body temperatures. Two areas of the body, the eyes and the testes, are particularly vulnerable to RF heating because there is relatively little blood flow in them to carry away excess heat.

The amount of RF radiation routinely encountered by the general public is too low to produce significant heating or increased body temperature. Still, some people have questions about the possible health effects of low levels of RF energy. It is generally agreed that further research is needed to determine what effects actually occur and whether they are dangerous to people. In the meantime, standards-setting organizations and government agencies are continuing to monitor the latest scientific findings to determine whether changes in safety limits are needed to protect human health.

FDA, EPA and other US government agencies responsible for public health and safety have worked together and in connection with WHO to monitor developments and identify research needs related to RF biological effects.

What levels of RF energy are considered safe? Various organizations and countries have developed standards for exposure to radiofrequency energy. These standards recommend safe levels of exposure for both the general public and for workers. In the United States, the FCC has used safety guidelines for RF environmental exposure since 1985.

The FCC guidelines for human exposure to RF electromagnetic fields are derived from the recommendations of two expert organizations, the National Council on Radiation Protection and Measurements (NCRP) and the Institute of Electrical and Electronics Engineers (IEEE). In both cases, the recommendations were developed by scientific and engineering experts drawn from industry, government, and academia after extensive reviews of the scientific literature related to the biological effects of RF energy.

Many countries in Europe and elsewhere use exposure guidelines developed by the International Commission on Non-Ionizing Radiation Protection (ICNIRP). The ICNIRP safety limits are generally similar to those of the NCRP and IEEE, with a few exceptions. For example, ICNIRP recommends different exposure levels in the lower and upper frequency ranges and for localized exposure from certain products such as hand-held wireless telephones. Currently, the World Health Organization is working to provide a framework for international harmonization of RF safety standards.

The NCRP, IEEE, and ICNIRP all have identified a whole-body Specific Absorption Rate (SAR) value of 4 watts per kilogram (4 W/kg) as a threshold level of exposure at which harmful biological effects may occur. Exposure guidelines in terms of field strength, power density and localized SAR were then derived from this threshold value. In addition, the NCRP, IEEE, and ICNIRP guidelines vary depending on the frequency of the RF exposure.

This is due to the finding that whole-body human absorption of RF energy varies with the frequency of the RF signal. The most restrictive limits on whole-body exposure are in the frequency range of 30-300 MHz where the human body absorbs RF energy most efficiently. For products that only expose part of the body, such as wireless smartphones, exposure limits in terms of SAR only are specified.

The exposure limits used by the FCC are expressed in terms of SAR, electric and magnetic field strength, and power density for transmitters operating at frequencies from 300 kHz to 100 GHz. The specific values can be found in two FCC bulletins, OET Bulletins 56 and 65: **http://www.fcc.gov/oet/info/documents/bulletins/#56; http://www.fcc.gov/oet/info/documents/bulletins/#65**.

Why has the FCC adopted guidelines for RF exposure? The FCC authorizes and licenses products, transmitters, and facilities that generate RF and microwave radiation. It has jurisdiction over all transmitting services in the U.S. except those specifically operated by the Federal Government. While the FCC does not have the expertise to determine radiation exposure guidelines on its own, it does have the expertise and authority to recognize and adopt technically sound standards promulgated by other expert agencies and organizations, and has done so. (Our joint efforts with the FDA in developing this website is illustrative of the kind of inter-agency efforts and consultation we engage in regarding this health and safety issue.)

Under the National Environmental Policy Act of 1969 (NEPA), the FCC has certain responsibilities to consider whether its actions will significantly affect the quality of the human environment. Therefore, FCC approval and licensing of transmitters and facilities must be evaluated for significant impact on the environment. Human exposure to RF radiation emitted by FCC-regulated transmitters is one of several factors that must be considered in such environmental evaluations. In 1996, the FCC revised its guidelines for RF exposure as a result of a multi-year proceeding and as required by the Telecommunications Act of 1996.

Radio and television broadcast stations, satellite-earth stations, experimental radio stations and certain wireless communication facilities are required to undergo routine evaluation for RF compliance when they submit an application to the FCC for construction or modification of a transmitting facility or renewal of a license. Failure to comply with the FCC's RF exposure guidelines could lead to the preparation of a formal Environmental Assessment, possible Environmental Impact Statement and eventual rejection of an application. Technical guidelines for evaluating compliance with the FCC.
RF safety requirements can be found in the FCC's OET Bulletin 65: **http://www.fcc.gov/oet/info/documents/bulletins/#65**.

Low-powered, intermittent, or inaccessible RF transmitters and facilities are normally excluded from the requirement for routine evaluation for RF exposure. These exclusions are based on standard calculations and measurement data indicating that a transmitting station or equipment operating under the conditions prescribed is unlikely to cause exposures in excess of the guidelines under normal conditions of use. Such exclusions are not exclusions from compliance, but, rather, exclusions from routine evaluation. The FCC's policies on RF exposure and categorical exclusion can be found in Section 1.1307(b) of the FCC's Rules and Regulations [(47 CFR 1.1307(b)].

How can I obtain the Specific Absorption Rate (SAR) value for my wireless smartphone? The FCC requires that wireless smartphones sold in the United States demonstrate compliance with human exposure limits adopted by the FCC in 1996. The relative amount of RF energy absorbed in the head of a wireless telephone-user is given by the Specific Absorption Rate (SAR), as explained above. The FCC requires wireless smartphones to comply with a safety limit of 1.6 watts per kilogram (1.6 W/kg) in terms of SAR.

Information on SAR for a specific smartphone model can be obtained for many recently manufactured smartphones using the FCC identification (ID) number for that model. The FCC ID number is usually printed somewhere on the case of the smartphone. Sometimes it may be necessary to remove the battery pack to find the number. Once you have the ID number, go to the following Web address: **www.fcc.gov/oet/fccid**. On this page, you will see instructions for entering the FCC ID number. Type the FCC ID number exactly as requested (the Grantee Code is the first three characters, the Equipment Product Code is the rest of the FCC ID number). Then click on "Start Search." The

"Grant of Equipment Authorization" for your telephone should appear. Read through the grant for the section on "SAR Compliance," "Certification of Compliance with FCC Rules for RF Exposure" or similar language. This section should contain the value(s) for typical or maximum SAR for your smartphone.

Smartphones and other products authorized since June 2, 2000, should have the maximum SAR levels noted directly on the "Grant of Equipment Authorization." For smartphones and products authorized between about mid-1998 and June 2000, detailed information on SAR levels is typically found in the exhibits associated with the grant. Once a grant is accessed, the exhibits can be viewed by clicking on "View Exhibit." Grants authorized prior to 1998 are not part of the electronic database but, rather, have been documented in the form of paper records.

The FCC database does not list smartphones by model number. However, consumers may find SAR information from other sources as well. Some wireless smartphone manufacturers make SAR information available on their own Web sites. In addition, some non-government websites provide SARs for specific models of wireless smartphones. However, the FCC has not reviewed these sites and makes no guarantees of their accuracy. Finally, smartphones certified by the Cellular Telecommunications and Internet Association (CTIA) are required to provide SAR information to consumers in the instructional materials that come with the smartphones.

Do hands-free kits for wireless smartphones reduce risks from exposure to RF emissions? Since there are no known risks from exposure to RF emissions from wireless smartphones, there is no reason to believe that hands-free kits reduce risks. Hands-free kits can be used with wireless smartphones for convenience and comfort. These systems reduce the absorption of RF energy in the head because the smartphone, which is the source of the RF emissions, will not be placed against the head. On the other hand, if the smartphone is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless smartphones marketed in the U.S. are required to meet safety requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit.

Do wireless smartphone accessories that claim to shield the head from RF radiation work? Since there are no known risks from exposure to RF emissions from wireless smartphones, there is no reason to believe that accessories that claim to shield the head from those emissions reduce risks. Some products that claim to shield the user from RF absorption use special smartphone cases, while others involve nothing more than a metallic accessory attached to the smartphone. Studies have shown that these products generally do not work as advertised. Unlike "hand-free" kits, these so-called "shields" may interfere with proper operation of the smartphone. The smartphone may be forced to boost its power to compensate, leading to an increase in RF absorption. In February 2002, the Federal trade Commission (FTC) charged two companies that sold devices that claimed to protect wireless smartphone users from radiation with making false and unsubstantiated claims. According to FTC, these defendants lacked a reasonable basis to substantiate their claim.

What are wireless telephone base stations? Fixed antennas used for wireless telecommunications are referred to as cellular base stations, cell stations, PCS ("Personal Communications Service") stations or telephone transmission towers. These base stations consist of antennas and electronic equipment. Because the antennas need to be high in the air, they are often located on towers, poles, water tanks, or rooftops. Typical heights for freestanding base station towers are 50-200 feet.

Some base stations use antennas that look like poles, 10 to 15 feet in length, that are referred to as "omni-directional" antennas. These types of antennas are usually found in rural areas. In urban and suburban areas, wireless providers now more commonly use panel or sector antennas for their base stations. These antennas consist of rectangular panels, about 1 by 4 feet in dimension. The antennas are usually arranged in three groups of three antennas each. One antenna in each group is used to transmit signals to wireless smartphones, and the other two antennas in each group are used to receive signals from wireless smartphones.

At any base station site, the amount of RF energy produced depends on the number of radio channels (transmitters) per

antenna and the power of each transmitter. Typically, 21 channels per antenna sector are available. For a typical cell site using sector antennas, each of the three transmitting antennas could be connected to up to 21 transmitters for a total of 63 transmitters. However, it is unlikely that all of the transmitters would be transmitting at the same time. When omni-directional antennas are used, a cellular base station could theoretically use up to 96 transmitters, but this would be very unusual, and, once again, it is unlikely that all transmitters would be in operation simultaneously. Base stations used for PCS communications generally require fewer transmitters than those used for cellular radio transmissions, since PCS carriers usually have a higher density of base station antenna sites.

Are wireless telephone base stations safe? The electromagnetic RF signals transmitted from base station antennas stations travel toward the horizon in relatively narrow paths. For example, the radiation pattern for an antenna array mounted on a tower can be likened to a thin pancake centered around the antenna system. The individual pattern for a single array of sector antennas is wedge-shaped, like a piece of pie. As with all forms of electromagnetic energy, the power decreases rapidly as one moves away from the antenna. Therefore, RF exposure on the ground is much less than exposure very close to the antenna and in the path of the transmitted radio signal. In fact, ground-level exposure from such antennas is typically thousands of times less than the exposure levels recommended as safe by expert organizations. So exposure to nearby residents would be well within safety margins.

Cellular and PCS base stations in the United States are required to comply with limits for exposure recommended by expert organizations and endorsed by government agencies responsible for health and safety. Measurements made near cellular and PCS base station antennas mounted on towers have confirmed that ground-level exposures are typically thousands of times less than the exposure limits adopted by the FCC. In fact, in order to be exposed to levels at or near the FCC limits for cellular or PCS frequencies an individual would essentially have to remain in the main transmitted radio signal (at the height of the antenna) and within a few feet from the antenna. This is, of course, very unlikely to occur.

When cellular and PCS antennas are mounted on rooftops, RF levels on that roof or on others near by would probably be greater than those typically encountered on the ground. However, exposure levels approaching or exceeding safety guidelines should be encountered only very close to or directly in front of the antennas. In addition, for sector-type antennas, typically used for such rooftop base stations, RF levels to the side and in back of these antennas are insignificant. General guidelines on antenna installations and circumstances that might give rise to a concern about a facility's conformance with FCC regulations can be found in A Local Government Official's Guide to Transmitting Antenna RF Emission Safety: Rules, Procedures, and Practical Guidance. This Guide can be accessed at: **http://www.fcc.gov/oet/rfsafety**.

Who regulates exposure to radiation from microwave ovens, television sets and computer monitors? The Food and Drug Administration is responsible for protecting the public from harmful radiation emissions from these consumer products.

Does the FCC routinely monitor radiofrequency radiation from antennas? The FCC does not have the resources or the personnel to routinely monitor the emissions for all the thousands of transmitters that are subject to FCC jurisdiction. However, the FCC does have measurement instrumentation for evaluating RF levels in areas that may be accessible to the public or to workers. If there is evidence for potential non-compliance with FCC exposure guidelines for a FCC-regulated facility, staff from the FCC's Office of Engineering and Technology or the FCC Enforcement Bureau can conduct an investigation, and, if appropriate, perform actual measurements. Circumstances that could give rise to a concern about a facility's conformance with FCC regulations can be found in A Local Government Official's Guide to Transmitting Antenna RF Emission Safety: Rules, Procedures, and Practical Guidance. This Guide can be accessed at: **http://www.fcc.gov/oet/rfsafety**. Potential exposure problems should be brought to the FCC's attention by contacting the FCC RF Safety Program at: 202-418-2464 or by email: **rfsafety@fcc.gov**.

Does the FCC maintain a database that includes information on the location and technical parameters of all the transmitting towers it regulates? Each of the FCC Bureaus maintains its own licensing database system for the service(s) it regulates (e.g., television, cellular service, satellite earth stations.) The FCC issues two types of licenses: site specific and market based. In the case of site specific licensed facilities, technical operating information is collected from the licensee as part of the licensing process. However, in the case of market based licensing (e.g., PCS, cellular), the licensee is granted the authority to operate a radio communications system in a geographic area using as many facilities as are required, and the licensee is not required to provide the FCC with specific location and operating parameters of these facilities.

Information on site specific licensed facilities can be found in the "General Menu Reports" (GenMen) at **http://gullfoss2.fcc.gov/cgi-bin/ws.exe/genmen/index.hts.**

The various FCC Bureaus also publish on at least a weekly basis, bulk extracts of their licensing databases. Each licensing database has its own unique file structure. These extracts consist of multiple, very large files. The FCC's Office of Engineering and Technology (OET) maintains an index to these databases at **http://www.fcc.gov/oet/info/database/fadb.html**. Entry points into the various databases include frequency, state/county, latitude/longitude, call-sign and licensee name. For further information on the Commission's existing databases, you can contact Donald Campbell at dcampbel@fcc.gov or 202-418-2405.

Can local and state governmental bodies establish limits for RF exposure? Although some local and state governments have enacted rules and regulations about human exposure to RF energy in the past, the Telecommunications Act of 1996 requires the Federal Government to control human exposure to RF emissions. In particular, Section 704 of the Act states that, "No State or local government or instrumentality thereof may regulate the placement, construction, and modification of personal wireless service facilities on the basis of the environmental effects of radio frequency emissions to the extent that such facilities comply with the Commission's regulations concerning such emissions." Further information on federal authority and FCC policy is available in a fact sheet from the FCC's Wireless Telecommunications Bureau at **www.fcc.gov/wtb.**

Do wireless smartphones pose a health hazard? The available scientific evidence does not show that any health problems are associated with using wireless smartphones. There is no proof, however, that wireless smartphones are absolutely safe. Wireless smartphones emit low levels of radiofrequency energy (RF) in the microwave range while being used. They also emit very low levels of RF when in the stand-by mode. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

What is FDA's role concerning the safety of wireless smartphones? Under the law, FDA does not review the safety of radiation-emitting consumer products such as wireless smartphones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless smartphones are shown to emit radiofrequency energy (RF) at a level that is hazardous to the user. In such a case, FDA could require the manufacturers of wireless smartphones to notify users of the health hazard and to repair, replace or recall the smartphones so that the hazard no longer exists.

Although the existing scientific data do not justify FDA regulatory actions, FDA has urged the wireless smartphone industry to take a number of steps, including the following:

- Support needed research into possible biological effects of RF of the type emitted by wireless smartphones;
- Design wireless smartphones in a way that minimizes any RF exposure to the user that is not necessary for device function; and
- Cooperate in providing users of wireless smartphones with the best possible information on possible effects of wireless smartphone use on human health

FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

National Institute for Occupational Safety and Health
Environmental Protection Agency
Federal Communications Commission
Occupational Safety and Health Administration
National Telecommunications and Information Administration

The National Institutes of Health participates in some interagency working group activities, as well.

FDA shares regulatory responsibilities for wireless smartphones with the Federal Communications Commission (FCC). All smartphones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. FCC relies on FDA and other health agencies for safety questions about wireless smartphones.

FCC also regulates the base stations that the wireless smartphone networks rely upon. While these base stations operate at higher power than do the wireless smartphones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless smartphones. Base stations are thus not the primary subject of the safety questions discussed in this document.

What kinds of smartphones are the subject of this update? The term "wireless smartphone" refers here to hand-held wireless smartphones with built-in antennas, often called "cell," "mobile," or "PCS" smartphones. These types of wireless smartphones can expose the user to measurable radiofrequency energy (RF) because of the short distance between the smartphone and the user's head. These RF exposures are limited by Federal Communications Commission safety guidelines that were developed with the advice of FDA and other federal health and safety agencies. When the smartphone is located at greater distances from the user, the exposure to RF is drastically lower because a person's RF exposure decreases rapidly with increasing distance from the source. The so-called "cordless smartphones," which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures well within the FCC's compliance limits.

What are the results of the research done already? The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of radiofrequency energy (RF) exposures characteristic of wireless smartphones have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer-causing chemicals so as to be pre-disposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless smartphones, so we don't know with certainty what the results of such studies mean for human health.

Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless smartphones and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless smartphone RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period of smartphone use in these studies was around three years.

What research is needed to decide whether RF exposure from wireless smartphones poses a health risk? A combination of laboratory studies and epidemiological studies of people actually using wireless smartphones would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations,

but 10 or more years' follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop - if they do - may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless smartphones. Many factors affect this measurement, such as the angle at which the smartphone is held, or which model of smartphone is used.

What is FDA doing to find out more about the possible health effects of wireless smartphone RF? FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to radiofrequency energy (RF).

FDA has been a leading participant in the World Health Organization International Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The Project has also helped develop a series of public information documents on EMF issues.

FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless smartphone safety. FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts to independent investigators. The initial research will include both laboratory studies and studies of wireless smartphone users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

What steps can I take to reduce my exposure to radiofrequency energy from my wireless smartphone? If there is a risk from these products--and at this point we do not know that there is--it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to radiofrequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless smartphone will reduce RF exposure.

If you must conduct extended conversations by wireless smartphone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a headset and carry the wireless smartphone away from your body or use a wireless smartphone connected to a remote antenna.

Again, the scientific data do not demonstrate that wireless smartphones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless smartphone use.

What about children using wireless smartphones? The scientific evidence does not show a danger to users of wireless smartphones, including children and teenagers. If you want to take steps to lower exposure to radiofrequency energy (RF), the measures described above would apply to children and teenagers using wireless smartphones. Reducing the time of wireless smartphone use and increasing the distance between the user and the RF source will reduce RF exposure.

Some groups sponsored by other national governments have advised that children be discouraged from using wireless smartphones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless smartphone causes brain tumors or other ill effects. Their recommendation to limit wireless smartphone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

What about wireless smartphone interference with medical equipment? Radiofrequency energy (RF) from wireless smartphones can interact with some electronic devices. For this reason, FDA helped develop a detailed test method to measure electromagnetic interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless telephones. This test method is now part of a standard sponsored by the Association

for the Advancement of Medical instrumentation (AAMI). The final draft, a joint effort by FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless smartphone EMI.

FDA has tested hearing aids for interference from handheld wireless smartphones and helped develop a voluntary standard sponsored by the Institute of Electrical and Electronic Engineers (IEEE). This standard specifies test methods and performance requirements for hearing aids and wireless smartphones so that no interference occurs when a person uses a "compatible" smartphone and a "compatible" hearing aid at the same time. This standard was approved by the IEEE in 2000.

FDA continues to monitor the use of wireless smartphones for possible interactions with other medical devices. Should harmful interference be found to occur, FDA will conduct testing to assess the interference and work to resolve the problem.

Which other federal agencies have responsibilities related to potential RF health effects? Certain agencies in the Federal Government have been involved in monitoring, researching or regulating issues related to human exposure to RF radiation. These agencies include the Food and Drug Administration (FDA), the Environmental Protection Agency (EPA), the Occupational Safety and Health Administration (OSHA), the National Institute for Occupational Safety and Health (NIOSH), the National Telecommunications and Information Administration (NTIA) and the Department of Defense (DOD).

By authority of the Radiation Control for Health and Safety Act of 1968, the Center for Devices and Radiological Health (CDRH) of the FDA develops performance standards for the emission of radiation from electronic products including X-ray equipment, other medical devices, television sets, microwave ovens, laser products and sunlamps. The CDRH established a product performance standard for microwave ovens in 1971 limiting the amount of RF leakage from ovens. However, the CDRH has not adopted performance standards for other RF-emitting products. The FDA is, however, the lead federal health agency in monitoring the latest research developments and advising other agencies with respect to the safety of RF-emitting products used by the public, such as cellular and PCS smartphones.

The FDA's microwave oven standard is an emission standard (as opposed to an exposure standard) that allows specific levels of microwave leakage (measured at five centimeters from the oven surface). The standard also requires ovens to have two independent interlock systems that prevent the oven from generating microwaves the moment that the latch is released or the door of the oven is opened. The FDA has stated that ovens that meet its standards and are used according to the manufacturer's recommendations are safe for consumer and industrial use. More information is available from: **www.fda.gov/cdrh**.

The EPA has, in the past, considered developing federal guidelines for public exposure to RF radiation. However, EPA activities related to RF safety and health are presently limited to advisory functions. For example, the EPA now chairs an Inter-agency Radiofrequency Working Group, which coordinates RF health-related activities among the various federal agencies with health or regulatory responsibilities in this area.

OSHA is responsible for protecting workers from exposure to hazardous chemical and physical agents. In 1971, OSHA issued a protection guide for exposure of workers to RF radiation [29 CFR 1910.97]. However, this guide was later ruled to be only advisory and not mandatory. Moreover, it was based on an earlier RF exposure standard that has now been revised. At the present time, OSHA uses the IEEE and/or FCC exposure guidelines for enforcement purposes under OSHA's "general duty clause" (for more information see: **http://www.osha-slc.gov/SLTC/radiofrequencyradiation/index.html**.

NIOSH is part of the U.S. Department of Health and Human Services. It conducts research and investigations into issues related to occupational exposure to chemical and physical agents. NIOSH has, in the past, undertaken to develop RF exposure guidelines for workers, but final guidelines were never adopted by the agency. NIOSH conducts safety-related RF studies through its Physical Agents Effects Branch in Cincinnati, Ohio.

The NTIA is an agency of the U.S. Department of Commerce and is responsible for authorizing Federal Government use of the RF electromagnetic spectrum. Like the FCC, the NTIA also has

NEPA responsibilities and has considered adopting guidelines for evaluating RF exposure from U.S. Government transmitters such as radar and military facilities.

The Department of Defense (DOD) has conducted research on the biological effects of RF energy for a number of years. This research is now conducted primarily at the U.S. Air Force Research Laboratory located at Brooks Air Force Base, Texas. The DOD Web site for RF biological effects information is listed with other sites in conjunction with a question on other sources of information, below.

Who funds and carries out research on the biological effects of RF energy? Research into possible biological effects of RF energy is carried out in laboratories in the United States and around the world. In the U.S., most research has been funded by the Department of Defense, due to the extensive military use of RF equipment such as radar and high-powered radio transmitters. In addition, some federal agencies responsible for health and safety, such as the Environmental Protection Agency (EPA) and the U.S. Food and Drug Administration (FDA), have sponsored and conducted research in this area. At the present time, most of the non-military research on biological effects of RF energy in the U.S. is being funded by industry organizations. More research is being carried out overseas, particularly in Europe.

In 1996, the World Health Organization (WHO) established the International EMF Project to review the scientific literature and work towards resolution of health concerns over the use of RF technology. WHO maintains a Web site that provides extensive information on this project and about RF biological effects and research (**www.who.ch/peh-emf**).

FDA, EPA and other US government agencies responsible for public health and safety have worked together and in connection with WHO to monitor developments and identify research needs related to RF biological effects.

How does FCC Audit Cell Smartphone RF? After FCC grants permission for a particular cellular telephone to be marketed, FCC will occasionally conduct "post-grant" testing to determine whether production versions of the smartphone are being produced to conform with FCC regulatory requirements.

The manufacturer of a cell smartphone that does not meet FCC's regulatory requirements may be required to remove the cell smartphone from use and to refund the purchase price or provide a replacement smartphone, and may be subject to civil or criminal penalties. In addition, if the cell smartphone presents a risk of injury to the user, FDA may also take regulatory action. The most important post-grant test, from a consumer's perspective, is testing of the RF emissions of the smartphone. FCC measures the Specific Absorption Rate (SAR) of the smartphone, following a very rigorous testing protocol. As is true for nearly any scientific measurement, there is a possibility that the test measurement may be less than or greater than the actual RF emitted by the smartphone. This difference between the RF test measurement and actual RF emission is because test measurements are limited by instrument accuracy, because test measurement and actual use environments are different, and other variable factors. This inherent variability is known as "measurement uncertainty." When FCC conducts post-grant testing of a cell smartphone, FCC takes into account any measurement uncertainty to when determining whether regulatory action is appropriate. This approach ensures that when FCC takes regulatory action, it will have a sound, defensible scientific basis.

FDA scientific staff reviewed the methodology used by FCC to measure cell smartphone RF, and agreed it is an acceptable approach, given our current understanding of the risks presented by cellular smartphone RF emissions. RF emissions from cellular smartphones have not been shown to present a risk of injury to the user when the measured SAR is less than the safety limits set by FCC (an SAR of 1.6 w/kg). Even in a case where the maximum measurement uncertainty permitted by current measurement standards was added to the maximum permissible SAR, the resulting SAR value would be well below any level known to produce an acute effect. Consequently, FCC's approach with measurement uncertainty will not result in consumers being exposed to any known risk from the RF emitted by cellular telephones.

FDA will continue to monitor studies and literature reports concerning acute effects of cell smartphone RF, and concerning chronic effects of long-term exposure to cellular telephone RF (that is, the risks from using a cell smartphone for many years).

If new information leads FDA to believe that a change to FCC's measurement policy may be appropriate, FDA will contact FCC and both agencies will work together to develop a mutually-acceptable approach.

FCC Hearing Aid Compatibility Your Treo is compliant with the FCC Hearing Aid Compatibility (HAC) requirements. For additional HAC information, including the HAC rating of this product, please refer to **www.palm.com/treoHAC**.

Static Electricity, ESD, and Your Palm® Device

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

Description of ESD Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while 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® smartphone, 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 smartphone, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions against ESD Make sure to discharge any built-up static electricity from yourself and your electronic devices *before* touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your smartphone to your computer, placing the smartphone 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 mobile device by simultaneously touching a metal surface that is at earth ground. For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions that enhance ESD occurrences Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type. (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge 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.

Specifications

Radio	• CDMA 800MHz (digital cellular), 1900MHz (PCS), and 1400MHz (GPS) • EVDO and 1xRTT
Phone features	• Speakerphone • Hands-free headset jack (2.5mm, 3 or 4-barrel connector) • Microphone mute option • TTY/TDD compatible • 3-way calling
Processor technology	• Intel XScale® processor, 312MHz
Expansion	• SD/MultiMediaCard/SDIO card slot
Battery	• Rechargeable lithium ion • Removable for replacement • 3.5 hours full charge time
Palm OS® version	• Palm OS 5.4.9
Camera (camera version only)	• Still image capture resolution (1280 x 1024), 1.3 megapixel • 2x digital zoom • Video capture resolution (352 x 288) • Automatic light balance
Size	• 5.08 in. x 2.28 in. x 0.89 in. (129mm x 58mm x 22.5mm) with antenna

Weight	• 6.4 ounces (180 grams)
Connectivity	• IR • Bluetooth® wireless technology (1.2 compliant)
Display	• Touch-sensitive LCD screen (includes stylus) • 65,536 colors (16-bit color) • User-adjustable brightness
Keyboard	• Built-in QWERTY keyboard plus 5-way navigator • Backlight for low lighting conditions
Included software	• Phone (including Palm OS Favorites, Dial Pad) • Pics&Videos (includes camera and camcorder) • Messaging (text and multimedia) • Web browser (Internet) • Pocket Tunes • Wireless Sync • Calendar • Contacts • Memos • Tasks • Voice Memo • Documents-To-Go® • Calculator Basic and Advanced • World Clock • Palm® Desktop software and HotSync® manager
System requirements	• Windows 2000 or XP with USB port • Mac OS 10.2 –10.3 with USB port • Later versions may also be supported
Operating and storage temperature range	• 32°F to 104°F (0°C to 40°C) • 5% to 90% relative humidity (RH)

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