pdQ Basics Handbook

QUALCOMM®

QUALCOMM Incorporated, 6455 Lusk Boulevard, San Diego,
California 92121-2779 U.S.A.
www.qualcomm.com

QUALCOMM Proprietary. Copyright © 1998 QUALCOMM Incorporated.
All rights reserved. Printed in the United States of America.

Software changes may have occurred after this printing. QUALCOMM reserves the right to make changes in technical and product specifications without prior notice. The products and equipment described in this documentation are manufactured under one or more of the following U.S. Patents:

4,901,307, 5,056,109, 5,099,204, 5,101,501, 5,103,459, 5,107,225,
5,109,390, 5,193,094, 5,228,054, 5,257,283, 5,265,119, 5,267,261,
5,267,262, 5,280,472, 5,283,536, 5,289,527, 5,207,405, 5,309,474,
5,337,338, 5,339,046, 5,341,456, 5,383,219, 5,392,287, 5,396,516,
D356,560, 5,408,697, 5,414,728, 5,414,796, 5,416,797, 5,426,392,
5,437,055, D361,065, 5,442,322, 5,442,627, 5,452,473, 5,461,639,
5,469,115, 5,469,471, 5,471,497, 5,475,870, 5,479,475, 5,483,696,
5,485,486, 4,487,175, 5,490,165, 5,497,395, 5,499,280, 5,504,773,
5,506,865, 5,509,015, 5,509,035, 5,511,067, 5,511,073, 5,513,176,
5,515,177, 5,517,323, 5,519,761, 5,528,593, 5,530,928, 5,533,011,
5,535,239, 5,539,531, 5,544,196, 5,544,223, 5,546,459, 5,548,812,
5,559,881, 5,559,865, 5,561,618, 5,564,083, 5,566,000, 5,566,206,
5,566,357, 5,568,483, 5,574,773, 5,574,987, D375,740, 5,576,662,
5,577,022, 5,577,265, D375,937, 5,588,043, D376,804, 5,589,756,
5,590,069, 5,590,406, 5,590,408, 5,592,548, 5,594,718, 5,596,570,
5,600,754, 5,602,834, 5,602,833, 5,603,096, 5,604,730, 5,604,459,
5,604,730, 5,608,722, 5,614,806, 5,617,060, 5,621,752, 5,621,784,
5,621,853, 5,625,876, 5,627,857, 5,629,955, 5,629,975, 5,638,412,
5,640,414, 5,642,398, 5,644,591, 5,644,597, 5,646,991, 5,652,814,
5,656,979, 5,655,229, 5,657,420, 5,659,569, 5,663,807.
Other patents pending.

FCC/IC Notice

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This technology is controlled by the United States Government. Diversion contrary to U.S. Law prohibited.

All data and information contained in or disclosed by this document are confidential and proprietary information of QUALCOMM Incorporated, and all rights therein are expressly reserved. By accepting this material, the recipient agrees that this material and the information contained therein are held in confidence and trust and will not be used, copied, reproduced in whole or part, nor its contents revealed in any manner to others without the express written permission of QUALCOMM Incorporated.

QUALCOMM is a registered trademark and registered service mark of QUALCOMM Incorporated. 3Com, the 3Com logo, Palm Computing, Graffiti and HotSync are registered trademarks, and PalmPilot, Palm III, Palm OS, Palm, the Palm Computing platform logo, the PalmPilot logo and the Palm III logo are trademarks of Palm Computing Inc., 3Com Corporation or its subsidiaries. Other product and brand names may be trademarks or registered trademarks of their respective owners.

DCN 80-68788-1 Rev X2

Contents

Chapter 1 Experiencing the pdQ™ Smartphone Advantage

Making a Phone Call Using Tomorrow's Technology 1
Moving from a Palm Device to pdQ Smartphone......................... 3
Computer System Requirements 4
About the pdQ Smartphone Documentation 4

Chapter 2 Getting Started

Introducing pdQ Smartphone 5
Locating Phone Controls... 6
Setting Up the pdQ Smartphone 9
Installing and Charging the Battery 10
Aligning the Screen 11
Setting the Time and Date 12
Defining Phone Preferences 13
Defining pdQmail Preferences... 14
Defining Web Preferences 22
Connecting the HotSync Cradle... 22
Installing Palm Desktop Software.. 23
Performing a HotSync Operation for the First Time 25

Chapter Working with Phone and Messaging Features

Making Basic Phone Calls... 27
Using Advanced pdQ Smartphone Calling Features 27
Answering Calls.. 29
Ending Calls 29
pdQ Smartphone Features 29
Preventing Keys From Being Pressed Accidentally.................... 30

Chapter 4 Working with Organizer Features

Selecting Applications... 31
Using the On-Screen Keyboard.. 33
Writing with the Stylus 34
Using Application Controls... 44
Using Menus.. 45
Choosing Fonts 47
Using Categories 48
Attaching Notes 52
Marking Private Entries 52
Beaming Information to Other pdQ Smartphones..................... 53

Chapter 5 Finding Information

Using the Find Command 55
Using Phone Lookup... 56

Chapter 6 Installing and Removing Applications

Installing Applications 59
Installing Games.. 61
Removing Applications 61
Removing Palm Desktop Software.. 62

Chapter 7 Getting Help

Displaying Online Tips 63
Troubleshooting 64
Technical Support 68

Chapter 8 Care and Safety Guidelines

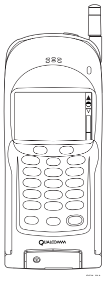
Caring for the pdQ Smartphone 69
Battery Considerations... 70
Resetting pdQ Smartphone 71
Radio Frequency (RF) Energy 71
Exposure to RF Energy 71
Medical Devices 72
Potentially Unsafe Areas 72

Glossary

Index

Chapter 1

Experiencing the pdQ™ Smartphone Advantage



QUALCOMM® appreciates your business and is pleased you have selected pdQ™ smartphone, the handset that defines new industry standards!

pdQ smartphone combines two leading-edge technologies to provide the most advanced phone organizer in the market. A phone organizer gives you the convenience of a digital phone and electronic organizer in a single handset. If you lead a fast-paced life style, pdQ smartphone is the integrated solution that makes life easier.

This chapter introduces pdQ smartphone and its technology. Here you learn about advanced features and the benefits of migrating from a PalmPilot™ or Palm III™ connected organizer to pdQ smartphone. It also provides an overview of accessories that complement your investment in convenience.

Making a Phone Call Using Tomorrow’s Technology

The pdQ smartphone is flexible and gives you many different ways to effectively and efficiently use and manage messaging tools. For instructions that explain how to enter information and fully leverage pdQ smartphone capabilities, see the *pdQ Applications Handbook*.

Immediate Dialing Capability

Placing a call couldn’t be easier! Here is how to make your first phone call:

1 Press PWR on the keypad to turn on the phone.
2 Press keys to enter the phone number, then press SEND.
3 When you are finished with the call, press END.

Direct Address Book Dialing

It only takes a couple of taps to place a call to a contact, friend, or business associate. In addition to storing thousands of numbers, pdQ smartphone makes it easy to add and update information. After you enter information in the Address Book as described in the *pdQ Applications Handbook*, here is all you have to do to place a call directly:

1. Open the keypad, then tap to turn on the phone.
2. Tap to display the Applications Launcher.
3. Tap to display the Address List screen.
4. Tap the phone number you want to call, then tap Dial.
5. Tap End when finished.

Responsive Speed Dialing

pdQ smartphone's Speed Dialer stores up to 99 of your most frequently called numbers. After selecting the numbers to include in the list from the Address Book, it only takes a couple of taps to place a call:

1 Open the keypad, then tap to turn on the phone.
1 Tap to display the Applications Launcher.
2 Tap to open the Speed Dialer list.
3 Tap the phone number you want to call, then tap Dial.
4 Tap End when finished.

Immediate E-mail and Web Access

You can get the full benefits of living in the wireless world by using pdQ smartphone to check e-mail or access the web. Just turn on the phone, open pdQ smartphone's keypad, then tap or to open pdQmail or tap to open the web application.

> The pdQ smartphone is delivered with two e-mail applications: Mail and pdQmail. Mail lets you read, store, and delete e-mail messages received on your computer and create e-mail messages. You cannot use Mail to send or receive e-mail messages from the pdQ smartphone. pdQmail is the most powerful and versatile e-mail application available for the Palm III operating system. You can use pdQmail to send, receive, create, and manage e-mail messages directly from the pdQ smartphone.

Convenient Messaging

pdQ smartphone lets you receive and respond to virtually any type of message. When ✉ appears on pdQ smartphone's screen to indicate you have received voice mail, simply press on the keypad to dial your voice mail phone number. Use the pdQ SMS application, available as from the

Applications Launcher, to respond immediately to messages. The pdQ smartphone messaging and voice mail notification capabilities save you time while on the go.

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

Flexible Multi-tasking Support

If you're talking on the phone and need to check your schedule, simply press to open the Date Book. You can use pdQ smartphone's on-screen keyboard or the stylus to add or change information about appointments. Gone are the days of putting a caller on hold, reaching for your pager, then searching for a pad and pencil.

Advanced HotSync™ Technology Capability

It only takes a tap to synchronize information between pdQ smartphone and your computer. (3COM has patented this process, called HotSync technology, to ensure that information on pdQ smartphone and your computer is synchronized.) HotSync technology makes it easy to:

- Keep an extra copy of information to ensure against loss
- Synchronize e-mail stored on pdQ smartphone and your computer
- Install and remove applications, utilities, and games
- Use pdQ smartphone as a 14.4 modem for your computer

Moving from a Palm Device to pdQ Smartphone

- To transfer information from your Palm Pilot™ or Palm III™ connected organizer, first synchronize your Palm connected organizer to your computer and then synchronize pdQ smartphone to your computer.
- To adjust screen contrast, tap in the upper right corner of the screen.
- To reset pdQ smartphone, remove the battery for two minutes. To reset pdQ smartphone and remove information you entered into its applications, remove the battery for ten minutes.
- To display the menus available for an active application, press .
- To synchronize pdQ smartphone and your computer, tap .

Computer System Requirements

To install and use Palm Desktop software effectively, your computer must meet the requirements described below.

Minimum Requirements

- Windows™ 95 or Windows NT® 4.0
- IBM-compatible 486 computer or higher
- 8 MB RAM (memory) *minimum,* 16 MB recommended
- 12 MB available hard disk space
- VGA monitor or better (the Quick Tour requires a 256 color video display)
- CD-ROM drive (3.5" disks are available from QUALCOMM)
- Mouse
- One available serial port

Optional Equipment

- Windows-compatible printer

About the pdQ Smartphone Documentation

Your product package includes these documents:

pdQ Quick Start Card This card introduces you to the pdQ smartphone and its advanced capabilities. It provides an overview of common procedures and describes how to write a script for Graffiti® power writing software. If you're an experienced Palm III™ connected organizer user, it may be all you need to get started.

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

pdQ Applications Handbook The *pdQ Applications Handbook* contains detailed information about the applications delivered with pdQ smartphone. Each chapter covers a specific application, which makes it easy for you to get the information you need when you need it.

Chapter 2

Getting Started

You will quickly appreciate how pdQ™ smartphone combines time-saving technologies. The pdQ smartphone provides an integrated solution for consumers wanting to use a phone organizer you can hold comfortably in one hand.

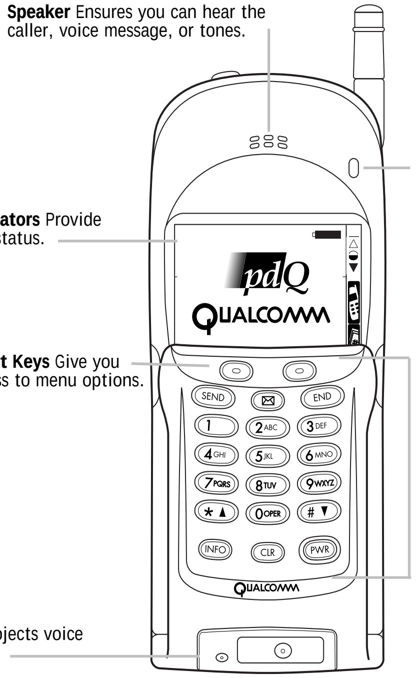
This chapter uses illustrated part maps to identify the location of pdQ smartphone controls, buttons, and icons. It also includes a checklist that guides you through the setup process, explains how to install Palm Desktop software, and describes how to synchronize pdQ smartphone and a computer.

Introducing pdQ Smartphone

pdQ smartphone looks and works like other phones and electronic organizers you may already have used. Here are a few things to keep in mind as you work with the pdQ smartphone:

- When the phone is turned on, the time and date appears at the top of the pdQ smartphone screen. When the phone is turned off, the keypad is closed and the pdQ smartphone screen is blank.
- If you are adding information to the Address Book and the phone rings, you can respond to the call with confidence. pdQ smartphone stores your work for you automatically.
- When the phone is turned on, you can send and receive calls. If there is an incoming, outgoing, or active phone call, information regarding the call appears on pdQ smartphone’s screen.

Locating Phone Controls



Speaker Ensures you can hear the caller, voice message, or tones.

Status Light The light's color conveys status:

Red = No Service
Green = Home Service
Orange = Roam Service

A blinking light indicates you have an unanswered message.

Display Indicators Provide phone mode status.

Smart Keys Give you access to menu options.

Closed Keypad Use keypad keys to dial phone numbers and perform call management and other tasks.

Microphone Projects voice into handset.

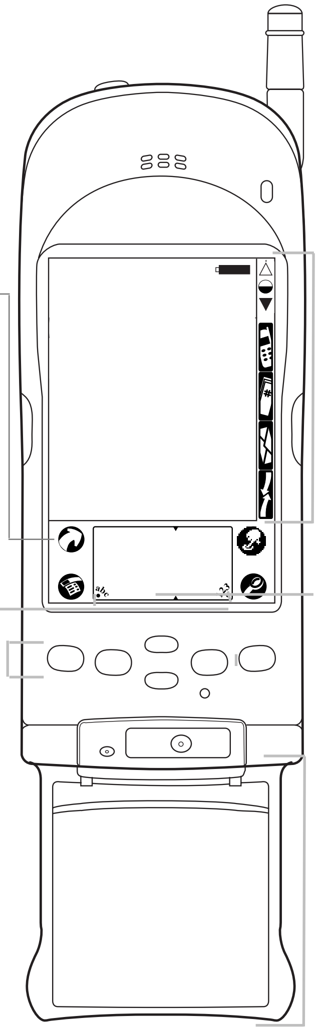
Display indicators:

D	Indicates pdQ smartphone can receive a digital signal	✉	Indicates a new or unread message
R	Indicates pdQ smartphone is outside its home service area	Y.ıll	Indicates signal strength, with four lines meaning the strongest signal
✆	Indicates a call in progress	▮▮▮▮	Indicates battery charge level, with four bars meaning fully charged
✆	Indicates pdQ smartphone is not receiving signals		

Keypad keys:

SEND or TALK	Sends call	INFO	Provides information about calls
✉	Displays messages	CLR	Erases characters one character or line at a time
0 to 9	Enters a phone number or opens menus	END	Disconnects a call
PWR	Turns phone on and off	*▲ *▼	Scrolls through menus and screens

Locating Organizer Controls



pdQ Soft Buttons Tap to perform an operation.

- Applications Launcher
- Menu
- Dialer
- Find

On-screen Keyboards Tap ● abc to open the alphabetic keyboard and ●123 to open the numeric keyboard.

pdQ Smartphone Buttons Provide quick access to operations.

- Date Book
- Address Book
- To Do List
- Memo Pad
- Scroll Up
- Scroll Down

Side Bar Provides fast access to controls and features.

△ ◒ ▼ Contrast Control

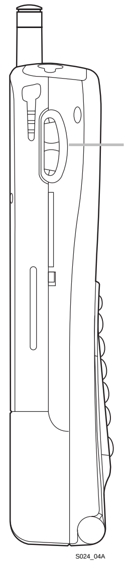
- Phone On/Off
- Call History
- pdQmail
- HotSync

Graffiti Writing Area Write Graffiti alphabetic script on the left and numeric script on the right.

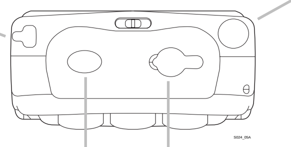
Opened Keypad

S024_07B

Locating Top and Side Panel Controls



Volume Controls Adjusts phone volume.



Infrared Port “Beams” information from your pdQ applications to another pdQ smartphone or Palm III™.

Stylus Slides in and out of its slot. Hold it like a pen or pencil to write directly on pdQ’s screen.

Antenna Extends to provide best voice quality.

Backlight Lights up the screen. Press to turn on and off.

Headset Jack Connects pdQ smartphone to the wired headset or external microphone.

Turning pdQ Smartphone On and Off

pdQ smartphone’s battery is delivered partially charged. Before you use the phone or organizer extensively, be sure to fully charge the battery as described in the section *Installing and Charging the Battery* found later in this chapter.

To turn the phone on and off:

▶ Press (PWR) on the closed keypad or tap 📱 with the keypad opened until a message indicates the phone is turned on or turned off.

> Tap means to use the stylus or your finger to press an icon or field when the pdQ smartphone keypad is opened. Never use a pen, pin, pencil, or other pointed object when working with the pdQ smartphone screen. The stylus, which has three elevated lines on it, resides on the left, side panel of the pdQ smartphone near the Volume Control buttons.

Setting Up the pdQ Smartphone

This section explains how to set up the pdQ smartphone. The setup process requires the information and parts listed below.

- pdQ smartphone
- pdQ smartphone battery
- HotSync cradle
- Serial cable or dB-9/dB-25 serial adapter
- Name of the serial port on the computer used for HotSync™ operations (For detailed information about serial ports, refer to your computer documentation.)

Setting up pdQ smartphone entails aligning the pdQ smartphone screen and defining preferences. Preferences are defined in either the Preferences application or a stand-alone application. For example, network and modem preferences are entered in the Preferences application while pdQmail preferences are defined in the pdQmail application.

The checklist below lists setup procedures and identifies steps required to use the phone. Use the checklist as a guide to ensure you complete the required as well as optional procedures. Preferences assigned a default setting, such as those for the modem, are not listed as required in the checklist.

pdQ Smartphone Setup Procedures Checklist

Required	Optional	Task	Page
X		Install and charge the battery	10
X		Align the screen	11
X		Set the time and date	12
	X	Define phone preferences	13
	X	Define modem and network preferences	14
	X	Define pdQmail preferences	14
	X	Define Web preferences	14

	X	Connect the HotSync cradle to your computer	14
	X	Install the Palm™ Desktop software	14
	X	Perform HotSync™ for the first time	14

Installing and Charging the Battery

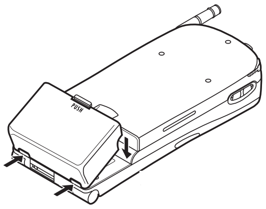
The standard battery provides many hours of phone and organizer operations.

Your package includes a cradle for storing pdQ smartphone, recharging its battery, and synchronizing the pdQ smartphone with your computer. The battery charge indicator light, found on the left side of the cradle, turns green when pdQ smartphone's battery is fully charged. It usually takes two to three hours to fully charge the battery.

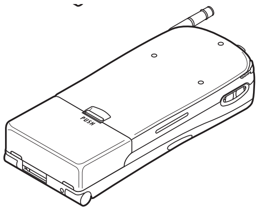
After you have entered information into pdQ smartphone, always synchronize the pdQ smartphone with your computer before removing the pdQ smartphone battery.

To install and charge the battery:

1 Plug the cradle into an electrical outlet.
2 Hold pdQ smartphone so the keypad faces away from you.
3 Put the base of the battery into the base of the battery slot.

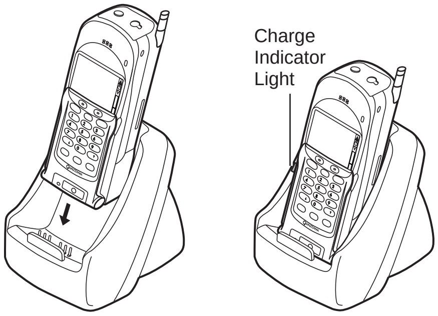


4 Rotate the battery gently until it snaps into place.



If the battery is installed correctly and the keypad is open, a welcome screen appears. If the welcome screen does not appear, remove the battery and install it again.

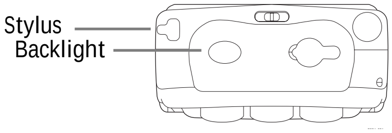
5 Slide pdQ smartphone into its cradle, bottom first, over the data connectors.



The battery charge indicator light is red while the battery is charging. The light turns green when the battery is fully charged.

Aligning the Screen

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

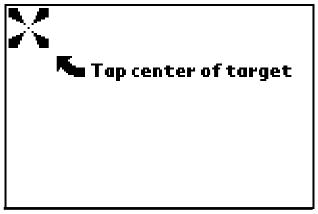


If you have trouble reading information on pdQ smartphone's screen, press the backlight button on its top panel to toggle the backlight. Use Contrast Control, found in the upper right corner of the pdQ smartphone screen, to adjust screen contrast.

To align the screen:

1 Remove the stylus by using your thumb to firmly push it upward to remove it from its slot.

2 Open the keypad to display the alignment screen, which includes targets.



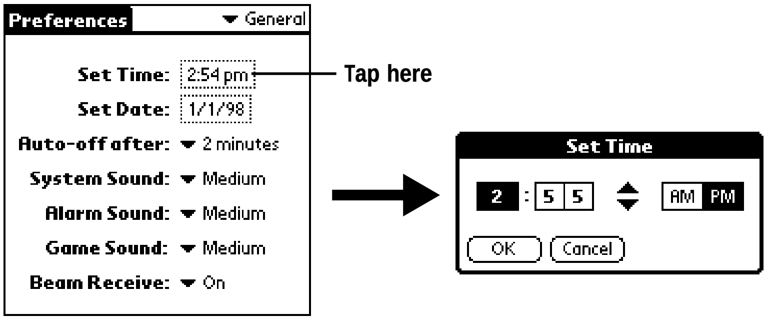
3 Tap the exact center of each target that appears on the screen. If you do not tap the exact center, pdQ smartphone prompts you to repeat the process. After you have aligned three targets, the Preferences menu shown below in the section Setting the Time and Date appears automatically.

If you need to realign the pdQ smartphone screen, refer to the *pdQ Applications Handbook*.

Setting the Time and Date

To set the time and date:

1 Tap the entry box for Set Time to display the Set Time dialog.


Preferences ▾ General

Set Time: 2:54 pm

Set Date: 1/1/98

Auto-off after: ▾ 2 minutes

System Sound: ▾ Medium

Alarm Sound: ▾ Medium

Game Sound: ▾ Medium

Beam Receive: ▾ On

Set Time

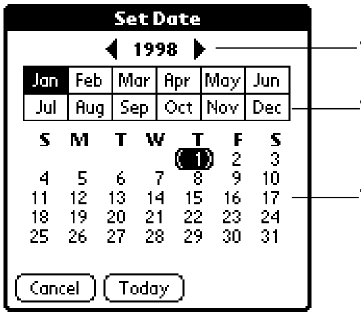
2 : 5 5 AM PM

2 Tap ▲ or ▼ in the dialog to change the number for the hour.

3 Tap a minute number, then use the arrows to change the number for the minute. If needed, change the number for the second minute entry.

4 Tap AM or PM, then tap Done when finished.

5 Tap the entry box for Set Date to open the calendar.


Set Date
◀ 1998 ▶
Cancel
Today

Jan	Feb	Mar	Apr	May	Jun
Jul	Aug	Sep	Oct	Nov	Dec

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Tap to select year

Tap to select month

Tap to select date

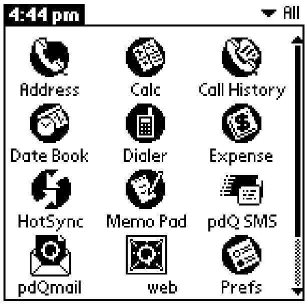
6 Tap ◀ or ▶ to select the year.
7 Tap the month, then the date. pdQ smartphone returns to the Preferences menu automatically.

Defining Phone Preferences

This section explains how to define a User Banner and other phone preferences. The user banner appears on the pdQ smartphone screen. Defining the user banner requires you to enter text using either the on-screen keyboard or Graffiti™ writing script. See *Chapter 4 Working with Organizer Features* for detailed instructions.

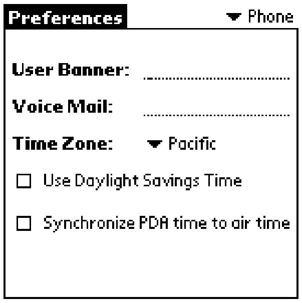
To define the Phone Preferences:

1 Open the keypad, then tap to display the Applications Launcher.


4:44 pm
▾ All
Address
Calc
Call History
Date Book
Dialer
Expense
HotSync
Memo Pad
pdQ SMS
pdQmail
web
Prefs

2 Tap to open the Preferences menu.
3 Tap ▾ General in the upper right corner of the screen to open the pick list, then tap Phone.

Always tap directly on ▾ to display the options available from a pick list.



User Banner:

Voice Mail:

Time Zone: ▾ Pacific

☐ Use Daylight Savings Time

☐ Synchronize PDA time to air time

4 Tap the User Banner line, then enter the content you want to appear on the pdQ smartphone screen.

5 Tap the Voice Mail line, then enter the number used to access your voice mailbox.

6 Tap Time Zone: ▾ to open, then tap the appropriate zone.

7 Check Use Daylight Savings Time, if appropriate.

8 Check Synchronize PDA time to air time if you want the pdQ smartphone to use the same clock for the phone and organizer.

Defining pdQmail Preferences

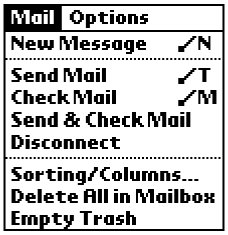
pdQmail preferences indicate how pdQ smartphone receives, sends, and manages e-mail. Before you start, use the table below to collect the information you need. An asterisk (*) identifies information your ISP either provides or can help you determine. To learn more about a term or field, check the Glossary or consult your ISP. Note: use pdQmail's Options menu to define pdQmail preferences.

Getting Started
Real Name:
Username*:
Mail Host*:
Return Address (optional)*:
Receiving Preferences
Username*:

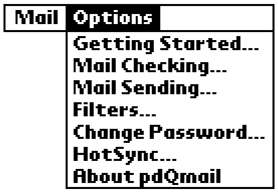
Server*:
Save Password: ☐ Yes ☐ No
Download first ___ lines:
Leave Mail on Server:
☐ When emptied from trash
☐ Check After? Days:
Mail Sending Preferences
Real Name:
SMTP (Simple Mail Transfer Protocol) Server*:
Return Address (Optional):
☐ Send Immediate
☐ Keep copies in “Out”
More Preferences
Domain Name*:
Auto Bcc:
Time Zone:
Signature:

To display the pdQmail Options menu:

1 Tap , then to display pdQmail’s menu options


Mail
Options
New Message ✓N
Send Mail ✓T
Check Mail ✓M
Send & Check Mail
Disconnect
Sorting/Columns...
Delete All in Mailbox
Empty Trash

2 Tap Options to display the list of pdQmail options.


Mail
Options
Getting Started...
Mail Checking...
Mail Sending...
Filters...
Change Password...
HotSync...
About pdQmail

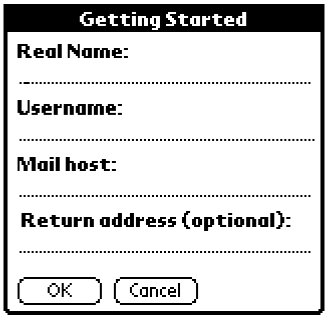
When you define an option found in more than one place, the pdQ smartphone automatically updates all affected entries.

Getting Started

Getting Started options are required to receive and send e-mail.

To define Getting Started preferences:

▶ Tap Getting Started from the pdQmail Mail menu.


Getting Started
Real Name:
Username:
Mail host:
Return address (optional):
OK
Cancel

Real Name

The Real Name field generally includes your first and last name. The name you enter here appears in the From: field of all your outgoing e-mail.

To enter a Real Name:

▶ Tap the Real Name line, then enter the name you want to use.

Username

The Username is the name used to log into a specific e-mail account. It usually consists of the text that appears before @ in your return e-mail address.

To enter a Username:

▶ Tap the Username line, then enter the name you want to use.

Mail Host

The Mail Host is the computer on which e-mail messages are stored.

To enter a Mail Host name:

▶ Tap the Mail Host line, then enter the mail host name you want to use.

Return Address (Optional)

The Return Address you enter appears in the From: field on all outgoing e-mail messages. When someone replies to an e-mail message, the reply is sent to this address. If you do not define a Return Address, pdQmail uses the username for the return address.

To enter a Return Address:

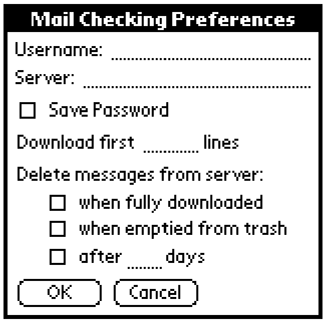
▶ Tap the Return Address line, then enter your return e-mail address.

Mail Checking Options

Mail Checking options determine how pdQ smartphone checks for and receives incoming mail messages. Some fields apply to more than one screen or dialog. If you defined a field earlier, pdQmail inserts the previously entered field value automatically. Be sure to revise field values as required.

To open the Mail Checking screen:

1. Tap to display pdQmail's menu bar.
2. Tap Options, then Mail Checking.



Mail Checking Preferences

Username:

Server:

☐ Save Password

Download first ____ lines

Delete messages from server:

- ☐ when fully downloaded
- ☐ when emptied from trash
- ☐ after ____ days

Username

The Username is the name used to log into a specific e-mail account. It usually consists of the text that appears before @ in your return e-mail address.

To enter a Username:

▶ Tap the Username line, then enter the user name you want to use.

Server

The Server manages your incoming e-mail.

To enter a Server name:

▶ Tap the Server line, then enter the name for the server you want to use.

Save Password

Check the Save Password check box to avoid having to enter a password each time you launch pdQmail. Uncheck the check box to return to having to enter a password when you launch pdQmail.

To save a password:

▶ Tap the Save Password check box.

Download first ___ lines

To save memory, you can limit the number of lines that display for each e-mail message. If you enter zero, only the header for the e-mail message appears. If you want, you can display an entire message. The recommended setting is 25.

To define the number of lines displayed in an e-mail message:

▶ Tap the Download first ___ line, then enter the number of lines you want to display for each e-mail message you receive.

Delete Messages from Server

To help ensure that the server performs as expected, avoid saving unnecessary e-mail messages on the server. Choose from these options:

▶ Tap the check box or check boxes that apply, then tap OK.

When fully downloaded	Deletes e-mail messages on the server that have been delivered to pdQ smartphone. Messages shortened due to the Download first ___ lines field value, not delivered due to defined filters, or those with attachments are not deleted.

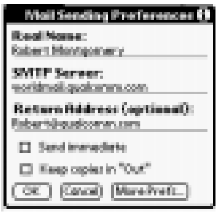
When emptied from trash	Deletes e-mail messages on the server that you delete using pdQmail. This option saves you from having to delete the same message more than one time and is especially useful if you also receive mail using more than one server or desktop computer.
After ___ days	Indicates the number of days to leave e-mail messages on the server before deleting them. To ensure you can retrieve messages using your desktop computer, use the same definition for all computers on which you receive e-mail.

Mail Sending Options

Mail Sending Preferences determine how e-mail messages are sent. Some fields apply to more than one screen or dialog. If you defined a field earlier, pdQmail inserts the previously entered field value automatically. Be sure to revise field values as required.

To open the Mail Sending Preferences screen:

1 Tap , then to display pdQmail's menu bar.
2 Tap Options, then Mail Sending.



Mail Sending Preferences

Real Name:
Robert Montgomery

SMTP Server:
worldmail.qualcomm.com

Return Address (optional):
Robert@qualcomm.com

☐ Send immediate
☐ Keep copies in "Out"

Entering a Real Name

The Real Name field generally includes your first and last name. The name you enter here appears in the From: field of all your outgoing e-mail messages.

To enter a Real Name:

▶ Tap the Real Name line, then enter the name you want to use.

Defining a SMTP Server

The SMTP (Simple Mail Transfer Protocol) server delivers the e-mail messages you send. If you entered a Mail Host name in the Getting Started screen, pdQ smartphone inserts it here automatically. Be sure to edit this field if you use different servers to receive and send e-mail.

▶ Tap the SMTP Server line, then enter the server name.

Entering a Return Address (Optional)

The Return Address you enter appears in the From: field on all outgoing e-mail messages. When someone replies to an e-mail message, the reply is sent to this address. If you do not define a Return Address, pdQmail uses your username as the return address.

To enter a Return Address:

▶ Tap the Return Address line, then enter a return e-mail address.

Sending E-mail Messages Immediately

You can either send outgoing e-mail messages immediately after tapping Send or queue them in your Out mailbox. If you do not send them immediately, pdQmail queues them automatically.

To send e-mail messages immediately:

▶ Tap the Send Immediate check box.

Saving Copies of E-mail Messages in the “Out” Mailbox

You can either save copies of e-mail messages you send in your Out mailbox or place them in the Trash mailbox. If you do not save copies in your Out mailbox, pdQ smartphone automatically places them in the trash.

To save copies of e-mail messages you send in the Out mailbox:

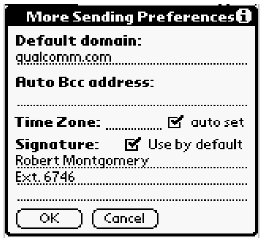
▶ Tap the Keep copies in “Out” mailbox check box.

More Preferences

Use More Preferences dialog to define a default domain name, forward blind copies of e-mail messages, and add a custom signature to your messages.

To open the More Sending Preferences dialog:

▶ Tap More Prefs from the Mail Sending Preferences screen.



Default domain: qualcomm.com

Auto Bcc address:

Time Zone: ☑ auto set

Signature: ☑ Use by default
Robert Montgomery
Ext. 6746

Defining the Default Domain

The Default Domain is the domain name that pdQmail automatically adds to an unqualified name addressed in messages. An unqualified name is a name that doesn't have an "@" sign followed by a domain name. This can be used to save time when addressing large numbers of messages to users in the same domain you work in. For example, if your co-workers all have the domain qualcomm.com, you can address the message by entering only their user names: msmith, tjones, bbrown, and so on.

To define the Default Domain:

- ▶ Tap the Default domain line, then enter the domain name.

Entering an Auto Bcc Address

Use the Auto Bcc address field to enter the e-mail address you want Bcc'd on every message you send. For example, if you enter your e-mail address, you can copy all of your outgoing messages to another e-mail account.

To enter an Automatic Bcc address:

- ▶ Tap the Auto Bcc address line, then enter the e-mail address that you want to receive a blind-copied message of each message you send.

Defining a Time Zone

Use this check box to set the time zone to where you live based on pdQ smartphone's settings.

To set the Time Zone automatically:

- ▶ Check the Time Zone auto set box to set the time zone you want to use.

Defining a Signature

The Signature appears at the end of all your e-mail messages. For example, you can enter your name, phone number, and office location. If you want to use this signature for every e-mail you send, check the Use by default check box.

To define a signature:

1. Tap the Signature line (three dotted lines), then enter the signature you want to appear at the end of your e-mail messages.
2. When finished, tap OK.

Defining Web Preferences

Web preferences make it easy for you to determine the amount of cache memory you want to assign for Internet access. Cache memory defines the amount of memory available for storing web pages on the pdQ smartphone. Assigning a high cache size allows you to store web page information and save network interaction time at the expense of using more memory. In other words, the higher the cache value the less memory available for other pdQ smartphone operations and applications. The default setting is 300K.

To define Web preferences:

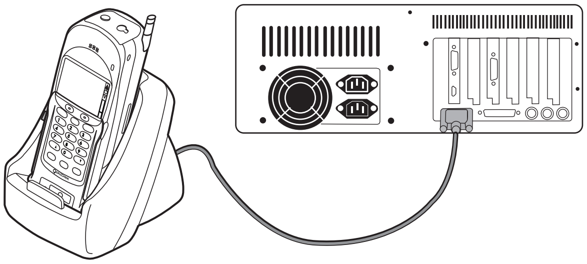
1. Tap to display the Bookmarks screen.
2. Tap to display the Web menus.
3. Tap Options, then Preferences.
4. Enter the memory size of the cache on the Maximum Cache Size line.

Connecting the HotSync Cradle

The cradle that comes with pdQ smartphone enables you to synchronize the information on pdQ smartphone and the Palm Desktop software using HotSync® technology.

To connect the cradle:

- Turn off your computer and plug the cable from the pdQ smartphone into the serial communications port on your computer.



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

Installing Palm Desktop Software

Palm Desktop organizer software extends many of the functions of your pdQ smartphone to your computer. Although using Palm Desktop software is optional, when you use it with your pdQ smartphone and the built-in HotSync technology, you can fully synchronize the information on your pdQ smartphone with the information on your computer. Changes you make on your pdQ smartphone or Palm Desktop appear in both places after you synchronize.

With Palm Desktop software you can:

- Work with your Palm Computing and pdQ smartphone applications on your computer.
- Back up the data stored on pdQ smartphone with HotSync technology and synchronize the data with Palm Desktop. Synchronization is a one-step procedure that ensures your data is always safe and up-to-date. See the "HotSync" chapter in the *pdQ Applications Handbook* for information about using this feature.
- Import and export data, so you can easily transfer data from other Windows applications into Address Book or Memo Pad.
- Print your Date Book, Address Book, To Do List and Memo Pad information on any Windows-compatible printer.

System Requirements

To install and operate Palm Desktop, your computer system must meet the following requirements:

Minimum Requirements

- Windows 95 or Windows NT 4.0
- IBM-compatible 486 computer or higher
- 8 MB RAM (memory) *minimum,* 16 MB recommended
- 12 MB available hard disk space
- VGA monitor or better (the Palm Quick Tour requires a 256 color video display)
- CD-ROM drive
- Mouse
- One available serial port

Optional Equipment

- Windows-compatible printer

Software Installation

The following instructions guide you through installing Palm Desktop software. After you install the software, refer to the Help menu for complete information about how to use Palm Desktop.

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

- Connect the cradle to your computer.
- If you have placed pdQ smartphone in the cradle, remove it during software installation.
- Exit all programs, including those that run automatically at startup, such as fax software, virus protection software, screen-saver software, and application toolbars such as Microsoft Office.
- If you are installing from diskettes (rather than the CD-ROM), make sure the original Palm Desktop diskettes are write-protected, and then make backup copies of them. When you finish, use the copies to install the software, and store the original diskettes in a safe place. Refer to your computer's manual for information about locking or copying diskettes.
- Do *not* simply copy the Palm Desktop files to your hard drive. You must use the installer to place the files in their proper locations and to decompress the files.

To install Palm Desktop software:

1. Exit any open Windows programs and disable any virus-scanning software.
2. Insert the Palm Desktop CD-ROM into the computer’s CD-ROM drive (or insert the diskette labeled Setup into the diskette drive).
3. Wait for the introduction screen to appear.
4. Click the Install button to begin the installation procedure.
5. Follow the instructions on the screen to complete the installation.

Performing a HotSync Operation for the First Time

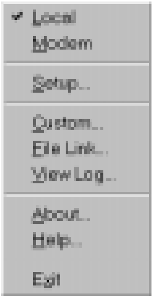
The first time you synchronize your data, you need to enter user information on both the pdQ smartphone and the Palm Desktop. Once you enter this information and synchronize, the HotSync Manager recognizes your pdQ smartphone and doesn’t ask for this information again. If you are a System Administrator preparing several pdQ smartphones for a group of users, see “Creating a User Profile” later in this chapter before performing the following steps. Be sure to use a unique name for each pdQ smartphone.

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

To perform a HotSync operation for the first time:

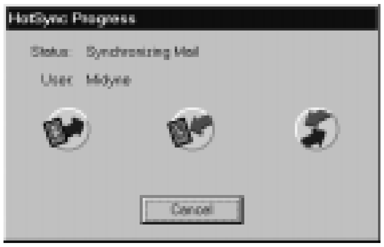
1. Double-click the Palm Desktop icon on the Windows desktop (or select Palm Desktop from the Start menu) to start the Palm Desktop software.
2. Click the icon in the Windows System Tray to open the HotSync Manager menu.

The Windows System Tray is usually in the lower-right corner on your computer display. The location may vary depending on the location of the taskbar and the version of Windows you are using.



3. Click Local from the HotSync Manager menu to indicate that you are using the cradle to synchronize.
4. Turn on the pdQ smartphone and slide it into the cradle.
5. Open the keypad for pdQ smartphone, then tap from the Applications Launcher to open the New User dialog.
6. Enter a user name for your Palm III organizer and click the OK button to open the HotSync Progress dialog and start the synchronization process.

Every pdQ smartphone should have a unique name. Never try to synchronize more than one pdQ smartphone to the same user name.

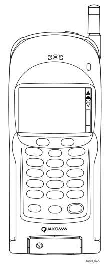


Status: Synchronizing Mail
User: Midyne

7. Wait for Palm Desktop to display a message indicating that the process is complete.

Chapter 3

Working with Phone and Messaging Features



pdQ™ smartphone's advanced phone and messaging capabilities make it easier than ever to make a phone call, receive a page, see who left voice mail, and participate in a conference (three-way) call. It only takes a few minutes to appreciate the freedom of being able to answer calls and respond to pages any time, any where.

This chapter explains how to use pdQ smartphone's phone and messaging features effectively. Here you learn how to use pdQ smartphone as the integrated phone and message management solution. It also explains how to make phone calls using applications such as the Address Book and Call History. For more information about a specific application, see the *pdQ Applications Handbook*.

Making Basic Phone Calls

To make a call from the keypad:

1. Press and hold PWR on the keypad to turn on the phone.
2. Press keys to enter a phone number, then press SEND .
3. Press END when finished.

To make a call using the Dialer:

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

1. Open the keypad, then tap ☎ to open on-screen keypad.
2. Tap keys to enter a phone number, then tap Send.
3. Tap End when finished.

Using Advanced pdQ Smartphone Calling Features

To make a call from the keypad using the Speed Dialer list:

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

2. Press the number that corresponds to the Speed Dialer list entry for the phone number you want to call, then press SEND .
3. Press END when finished.

To make a call from the keypad using the Address Book:

1. Press and hold PWR on the keypad to turn on the phone.
2. Press the Volume Control buttons, on the left, side panel of pdQ smartphone, to scroll through the Address Book list.
3. When the the phone number you want to call displays at the top of pdQ smartphone's screen, press SEND .
4. Press END when finished.

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

1. Open the keypad, then tap to display the Address List screen.
2. Tap the phone number you want to call, then tap Dial.
3. Tap End when finished.

To make a call using Call History:

Call History maintains separate lists of the last unique 99 phone numbers you either called or received calls from. The categories for Call History include: All, Incoming, Outgoing, and Missed. Call History identifies callers, the day in which they called, and the length of the call. pdQ smartphone automatically replaces older phone numbers with newer ones.

1. Open the keypad, then tap to display the Call History list.
2. Tap ▼ in the upper right corner of the screen to open the pick list, then tap the category you want to display.
3. Tap the phone number you want to call, then tap Dial.
4. Tap End when finished.

To make a call using the Speed Dialer:

Use the Speed Dialer to maintain a list of the 99 phone numbers you call most often.

1. Open the keypad, then tap to open the Speed Dialer list.
2. Tap the phone number you want to call, then tap Dial.
3. Tap End when finished.

Answering Calls

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

To answer a call:

▶ Press SEND or tap Send.

Ending Calls

To end a call:

▶ Press END or tap End.
or
Press PWR or tap ☎.

pdQ Smartphone Features

To redial the most recently called phone number from the keypad:

▶ Press ● under Redial.

To correct a number entered incorrectly:

▶ Press CLR .

To correct several numbers entered incorrectly:

▶ Press and hold CLR .

To adjust the speaker volume during a call:

▶ Press the Volume Control buttons on the left, side panel of pdQ smartphone.

To turn off the ringer:

▶ Press END , a Volume Control button on the left, side panel of pdQ smartphone, or the backlight button on the top panel (which also turns off the backlight).

Preventing Keys From Being Pressed Accidentally

Use the keyguard to ensure keys on the keypad are not pressed accidentally. The keyguard remains turned on until you either turn it off or you answer a phone call.

To turn on the keyguard with the keypad closed:

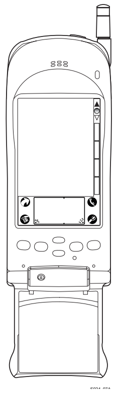
- Press ⊡ below Keyguard on pdQ smartphone's screen.

To unlock the keypad lock:

- Press 1 2 3 .
  or
  Press SEND .

Chapter 4

Working with Organizer Features



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

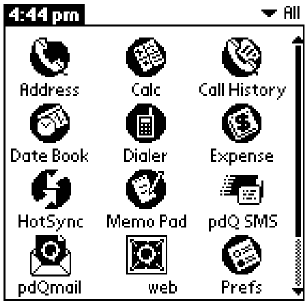
This chapter explains how to work with the built-in applications, enter information, and use organizer features.

Selecting Applications

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

To open applications:

1 Open the keypad, then tap to open the Applications Launcher.



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

If you have many applications installed on pdQ smartphone, tap the scroll bar to move between screens.

As a shortcut, you can write the Graffiti® handwriting software character stroke for the first letter of the application you want to use. The Applications Launcher scrolls to the first application that begins with that letter.

Changing Applications

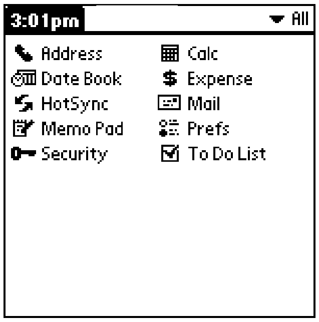
When working in any application, tap or press a button to change to another application. pdQ smartphone automatically saves your work when you change from one application to another, so you don't need to worry about losing information.

Changing the Applications Launcher Display Format

By default the Applications Launcher displays each application as an icon. As an alternative, you can choose to show a list of applications.

To list applications by their name:

1. Tap on the pdQ smartphone screen to open the Applications Launcher.
2. Tap to open the Applications Launcher menus.
3. Tap Preferences from the Options menu to open the Preferences dialog.
4. Tap the View By pick list and select the List option.
5. Tap OK to close the Preferences dialog and display the Applications Launcher in list format.



Displaying Applications by Category

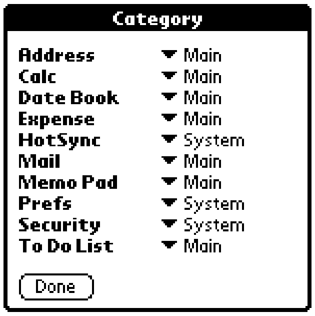
Use the category feature to group applications. After assigning applications to categories, you can choose to display a single category or all your applications.

To display applications by category:

1. Tap to open the Applications Launcher.

2 Tap to open the Applications Launcher menus.

3 Tap Category from the App menu to open the Category dialog.



Address	▼ Main
Calc	▼ Main
Date Book	▼ Main
Expense	▼ Main
HotSync	▼ System
Mail	▼ Main
Memo Pad	▼ Main
Prefs	▼ System
Security	▼ System
To Do List	▼ Main

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

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

5 Tap Done to close the Category dialog and return to the Applications Launcher.

6 Tap the Pick list in the upper-right corner of the screen and select the application category you want to display.

You can also tap to scroll through the application categories.

Using the On-Screen Keyboard

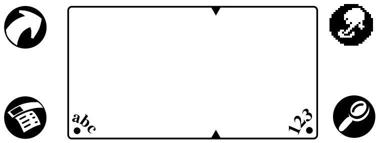
You can activate the on-screen keyboard any time you need to enter text or numbers on pdQ smartphone. Note that you cannot enter Graffiti characters while using the on-screen keyboard.

To use the on-screen keyboard:

1 Open any pdQ smartphone application (such as the Memo Pad application, as described above).

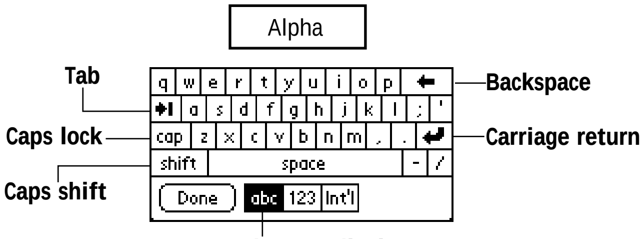
2 Tap any record name, or tap New.

3 Tap ● abc to open the alphabetic keyboard, or tap ● 123 to open the numeric keyboard shown as follows.

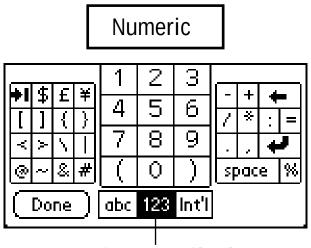


Tap here for letters keyboard

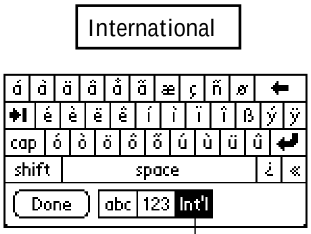
Tap here for numbers keyboard


Alpha
Tab
Caps lock
Caps shift
Backspace
Carriage return
q w e r t y u i o p
a s d f g h j k l ; '
cap z x c v b n m , .
shift
space
- /
Done
abc
123
Int'l

Tap here to display Alpha keyboard


Numeric
$ £ ¥
[ ] { }
< > \ |
@ ~ & #
1 2 3
4 5 6
7 8 9
(0)
- +
/ * : =
. ,
space
%
Done
abc
123
Int'l

Tap here to display Numeric keyboard


International
á à ä â å ã æ ç ñ ø
é è ë ê í ì ï î ß ý ÿ
cap ó ò ö ô õ ú ù ü û
shift
space
¿ «
Done
abc
123
Int'l

Tap here to display International keyboard

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

The on-screen keyboard also includes a dialog for international characters. You can move among the three dialogs at any time.

5 After you finish, tap Done to close the on-screen keyboard and place the text in the application.

Writing with the Stylus

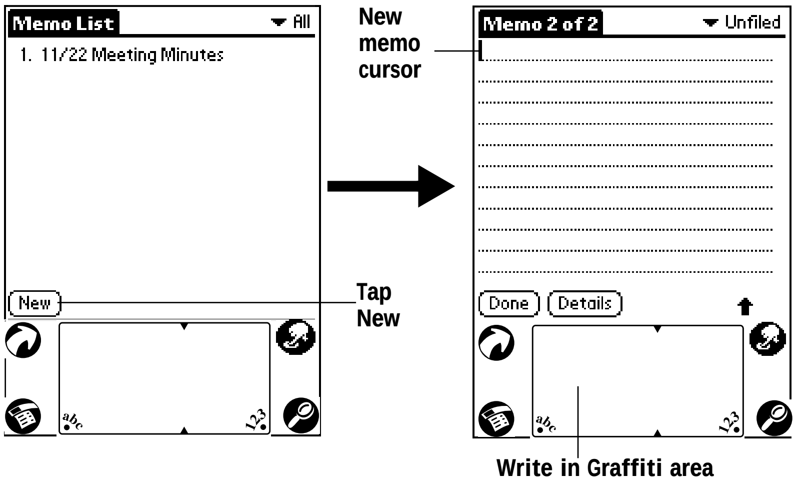
pdQ smartphone includes Graffiti handwriting software as the primary system for entering text and numbers. Graffiti is a system where the simple strokes that you write with the stylus are instantly recognized as letters or numbers.

Opening the Memo Pad Application

The Memo Pad application is ideal for practicing Graffiti script. This section explains how to open the Memo Pad and use it to practice Graffiti. A complete explanation of the Memo Pad application appears in the *pdQ Applications Handbook*.

To open the Memo Pad application:

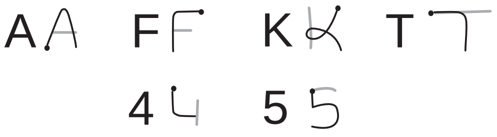
1. Open the keypad, then press .
2. Tap New to open a new Memo Page.


Memo List
All
1. 11/22 Meeting Minutes
New
abc
123
New memo cursor
Tap New
Memo 2 of 2
Unfiled
Done
Details
abc
123
Write in Graffiti area

A cursor appears in the upper-left corner of the Memo Page to indicate where new text will appear.

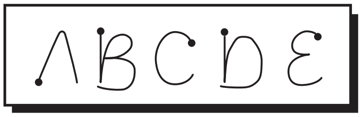
Writing Letters With Graffiti

Most people find they can enter text quickly and accurately with only minutes of practice. Graffiti includes any character you can type on a standard keyboard. The Graffiti strokes closely resemble those of the regular alphabet which makes it quick and easy to learn. For example, the following Graffiti strokes are portions of the regular alphabet equivalents.

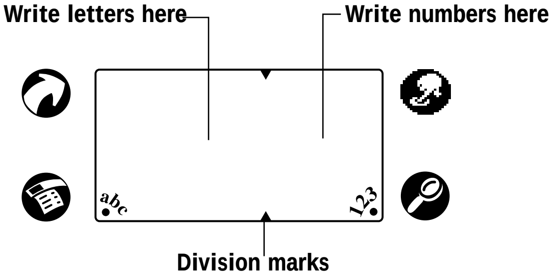


There are four basic concepts for success with Graffiti:

- If you draw the character shape exactly as shown in the tables later in this chapter (like the shapes shown in the following diagram), you achieve 100% accuracy.



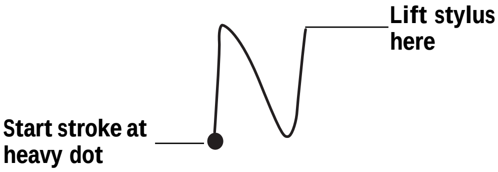
- The heavy dot on each shape shows where to begin the stroke. Certain characters have similar shapes, but different beginning and end points. Always begin the stroke at the heavy dot.
- Most characters require only a single stroke. When you lift the stylus from the Graffiti writing area, pdQ smartphone recognizes and displays the text character immediately.
- The Graffiti writing area is divided into two parts: one for writing the letters of the alphabet and one for writing numbers. The small marks at the top and bottom of the Graffiti writing area indicate the two areas.



To write letters of the alphabet with Graffiti:

1. Tap the screen where you want your text to go.
2. Use the following table to find the stroke shape for the letter you want to write. For example, the stroke shown below creates the letter “n.”

There are two different stroke shapes available for some letters. For these letters, choose the one that’s easiest for you.



As you'll see later, you use these shapes to create both upper- and lowercase letters.

3 Position the stylus in the left-hand side of the Graffiti writing area.

4 Start your stroke at the heavy dot, and draw the stroke shape as it appears in the table.

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

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

That's all there is to it! When you lift the stylus from the screen, pdQ smartphone recognizes your stroke immediately and prints the letter at the insertion point on the screen.

As soon as you lift the stylus from the screen, you can begin the stroke for the next character you want to write.

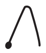
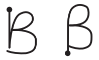
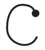
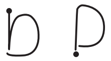
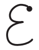
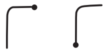
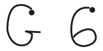
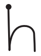
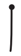
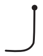
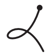
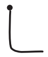
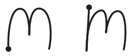
You must begin the character strokes in the Graffiti writing area. If you do not make Graffiti strokes in the Graffiti writing area, pdQ smartphone does not recognize them as text characters.

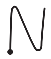
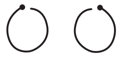
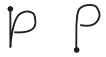
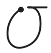
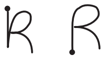
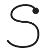
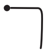
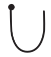
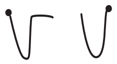
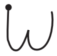
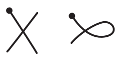
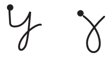
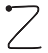
Graffiti Tips

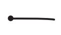
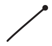
When writing with Graffiti, keep these tips in mind:

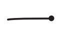
- Accuracy improves when you write large characters. You should draw strokes that nearly fill the Graffiti writing area.
- To delete characters, simply set the insertion point to the right of the character you want to delete and make the backspace stroke (a line from right to left) in the Graffiti writing area.
- Write at natural speed. Writing too slowly can generate recognition errors.
- Do not write on a slant. Vertical strokes should be parallel to the sides of the Graffiti writing area.

The Graffiti Script

Letter	Strokes
A	
B	
C	
D	
E	
F	
G	
H	
I	
J	
K	
L	
M	

Letter	Strokes
N	
O	
P	
Q	
R	
S	
T	
U	
V	
W	
X	
Y	
Z	

Space	
Carriage Return	

Back Space	
Period	tap twice

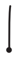
Writing Capital Letters With Graffiti

You make capital letters with the same stroke shapes as the basic alphabet characters. To make capital letters, you must first “shift” to caps — just as you press the Shift key on a keyboard — and then write the character strokes.

Graffiti includes a Smart Shifting feature which automatically capitalizes the first letter when you create a new entry (by tapping New or a blank line).

To draw the first letter of a word as a capital letter:

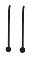
▶ Use the Caps Shift stroke:

Caps Shift	

When Caps Shift is active, an “up arrow” symbol appears in the lower-right corner of the pdQ smartphone screen. Caps Shift is only active for the first character.

To enter only capital letters (Caps Lock):

▶ Use the Caps Lock stroke:

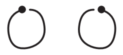
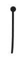
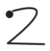
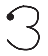
Caps Lock	

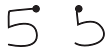
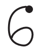
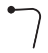
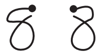
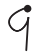
When Caps Lock is active, an underlined “up arrow” symbol appears in the lower-right corner of the pdQ smartphone screen. To return to lowercase, make the Caps Shift stroke.

Writing Numbers With Graffiti

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

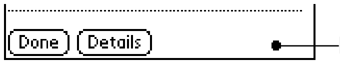
Graffiti Numbers

Number	Strokes
0	
1	
2	
3	
4	

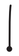
Number	Strokes
5	
6	
7	
8	
9	

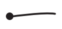
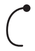
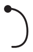
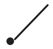
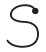
Writing Punctuation Marks With Graffiti

Graffiti can create any punctuation symbol that you can enter from a standard keyboard. All punctuation marks begin with a single tap on the Graffiti writing area. When you make this tap, you activate Punctuation Shift and a dot appears to show it is active. The next stroke you make with the stylus creates a punctuation mark.

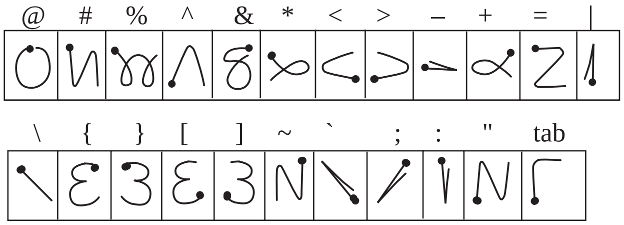


Punctuation shift

Symbol	Stroke
Period .	●
Comma ,	
Apostrophe '	
Question ?	
Exclamation !	

Symbol	Stroke
Dash —	
Left Paren (	
Right Paren)	
Slash /	
Dollar $	

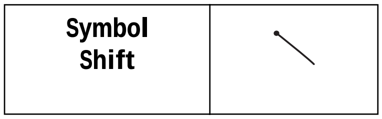
Additional Graffiti Punctuation

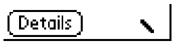


When Punctuation Shift is active, you can make a symbol stroke anywhere in the Graffiti writing area (the letters *or* numbers side).

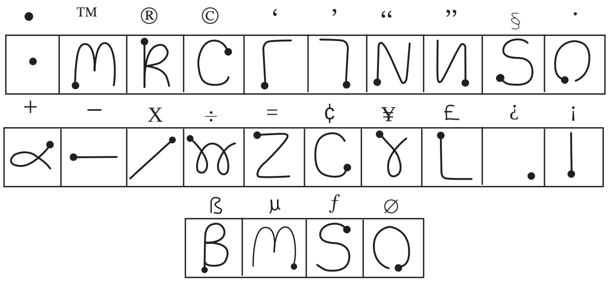
Writing Symbols and Extended Characters

All symbols and extended characters begin with the Symbol Shift stroke in pdQ smartphone's Graffiti writing area:





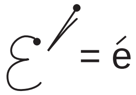
When the Symbol Shift is active, a slanted shift symbol appears in the lower-right corner of the screen. The next stroke that you make creates the symbol or extended character.



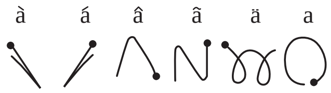
Writing Accented Characters

To create accented characters, draw the stroke normally used to create the letter, followed by an accent stroke. Graffiti then adds the accent to the letter.

For example, the following diagram shows the strokes required to draw an accented “e.”



Accent Strokes

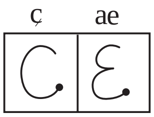


Using these accent strokes, you can write the following accented letters:

à á â ã ä å è é ê ‘ “ ’ ” • ò — ô õ ö ù ú û ü – ÿ

Additional Non-English Characters

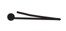
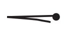
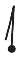
You can write the following characters in the lowercase alphabet mode without any special punctuation or shifting:

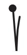
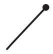


You must write these non-English characters in the left side of the Graffiti writing area.

Navigation Strokes

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

Command	**Stroke**
Move cursor right	
Move cursor left	
Previous field **(Address Book only)**	

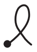
Next Field **(Address Book only)**	
Open Address Record **(Address Book only)**	

Graffiti ShortCuts

Graffiti's ShortCuts make entering commonly used words or phrases quick and easy. ShortCuts are similar to the Glossary or Autotext features of some word processors.

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

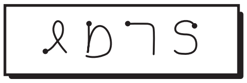
To use a ShortCut, draw the ShortCut stroke followed by the ShortCut characters. When you draw the ShortCut stroke, the ShortCut symbol appears at the insertion point to show that you are in ShortCut mode.

ShortCut	

pdQ smartphone includes the following predefined Graffiti shortcuts:

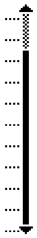
Entry	ShortCut	Entry	ShortCut
Date stamp	ds	Breakfast	br
Time stamp	ts	Lunch	lu
Date / time stamp	dts	Dinner	di
Meeting	me		

For example, to enter the current date and time, you would draw the following strokes:



Using Application Controls

The applications include several types of controls. Once you become familiar with using these controls, you can easily select options and navigate through applications. The following table lists the controls and how to use them.

	Check box When a check mark appears in a check box, the corresponding option is active. If a check box is empty, tap it to insert a check mark. If a check box is checked, tapping it removes the check mark.
	Scroll arrows Tap the up arrow to display the previous page of information, or tap the down arrow to display the next page. These arrows perform the same function as pressing the upper and lower portions of the scroll button on the front panel of the pdQ smartphone.
	Pick list Tap the arrow to display a list of choices, and then tap an item on the list to select it.
	Button Tap a button to perform a command. Buttons appear with different text depending on their function. In most cases, tapping a button opens or closes a dialog. A dialog is a screen that appears on pdQ smartphone, prompting you to enter information or make settings. A dialog always contains an OK, Cancel or Done button, so you can close the dialog when you are through with it. The on-screen keyboard is an example of a dialog.
	**Scroll bar** Drag the slider to scroll the display one line at a time. To scroll to the previous page, tap the arrow at the top of the scroll bar. To scroll to the next page, tap the arrow at the bottom of the scroll bar.

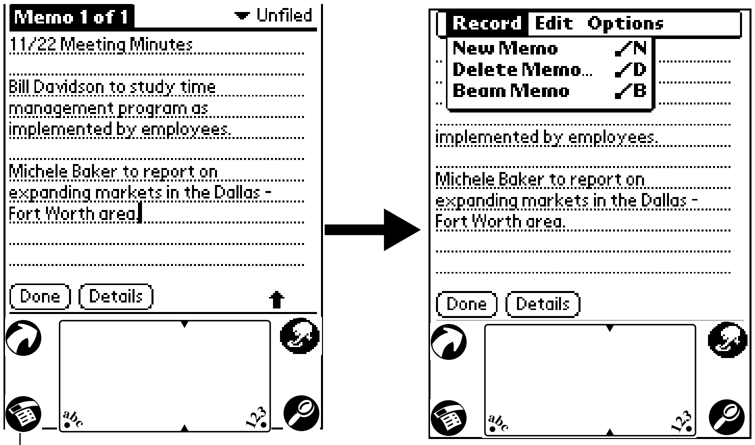
Using Menus

Menus are a special set of commands that are available in most of the applications (Memo Pad, Date Book, etc.). The exact commands that appear in the menus depend on the application that is currently running on pdQ.

Some menu commands are common to all pdQ smartphone applications. The common menu commands are described in this section; other menu commands are described in the chapters about each pdQ smartphone application in the *pdQ Applications Handbook*.

To activate the menus:

1. Open a pdQ smartphone application (such as the Memo Pad).
2. Tap to open the menus for the application at the top of the screen.



11/22 Meeting Minutes

Bill Davidson to study time management program as implemented by employees.

Michele Baker to report on expanding markets in the Dallas - Fort Worth area.

Tap the Menus icon

In this example, three menus are available: Record, Edit and Options. The Record menu is selected and contains the “New Memo,” “Delete Memo” and “Beam Memo” commands.

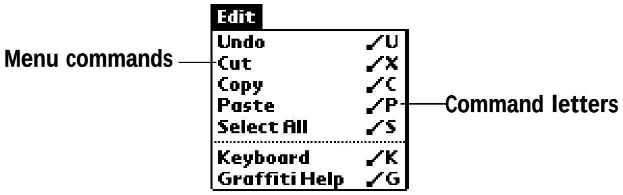
Choosing a Menu

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

The menus and menu commands that are available depend on the application that is currently running on pdQ. Also, the menus and menu selections vary depending on *which part* of the application is currently on the screen. Using the Memo Pad application as an example, the menus are different for the Memo List screen and the Memo screen.

Graffiti Menu Commands

Most menu commands have Graffiti “Command stroke” equivalents — similar to keyboard commands on computers. The command letters appear on the right side of the menu commands.



To use the Graffiti menu commands, draw the Command stroke followed by the corresponding command letter. When you draw the Command stroke, the Command symbol appears just above the Graffiti writing area to indicate that you are in Command mode.

Command	

For example, to activate the Select All command in the previous diagram, draw the Command stroke, followed by the letter “s.”

You do not have to tap or access the menus when you use the Graffiti menu commands. However, since the Command mode is active for approximately two seconds, you must write the letter character immediately to activate the menu command.

Edit Menu Commands

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

To select text in an application:

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

You can drag *across* the text to select additional words, or drag *down* to select a group of lines.

The following commands may appear in an Edit menu:

Undo	Reverses the action of the *last edit* command. For example, if you used the Cut command to remove text, the Undo command replaces the text you removed.
Cut	Removes the selected text and stores it temporarily in the memory of pdQ. You can paste the text you cut into another area of the application or into a different application.
Copy	Copies the selected text and stores it temporarily in the memory of pdQ smartphone. You can paste the text that you copy into another area or different application.
Paste	Inserts the text that you cut or copied at the selected point in the application. The Paste command replaces any selected text. If you did not previously cut or copy text, the Paste command does nothing.
Select All	Selects all of the text on the current record or screen. This enables you to cut or copy all of the text and paste it elsewhere.
Keyboard	Opens the on-screen keyboard. When you finish with the on-screen keyboard, tap Done.
Graffiti Help	Opens the dialogs that show the Graffiti character strokes. Use this command any time you forget a stroke for a particular character.

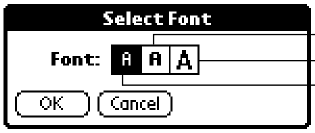
Choosing Fonts

In most of the applications, you can change the font style to make the text on the screen easier to read. You can even choose a different font style for each application that supports this feature.

The Expense application does not support changing fonts.

To change the font style:

1. Open an application.
2. Tap to open the menus at the top of the screen.
3. Tap Font from the Options menu to open the Select Font dialog.



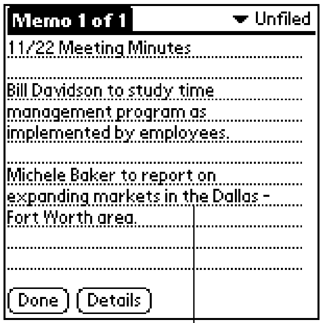
Tap here for large font

Tap here for bold font

Tap here for small font

4 Tap the font style you want to use.

5 Tap OK to close the dialog and return to the application with the new font style.

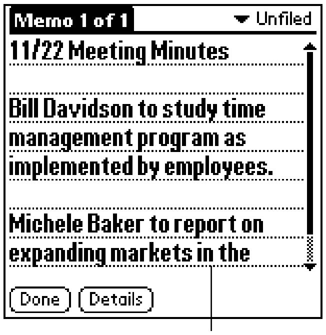


11/22 Meeting Minutes

Bill Davidson to study time management program as implemented by employees.

Michele Baker to report on expanding markets in the Dallas - Fort Worth area.

Small font

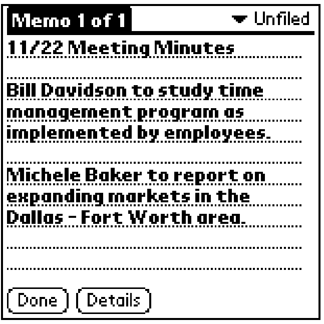


11/22 Meeting Minutes

Bill Davidson to study time management program as implemented by employees.

Michele Baker to report on expanding markets in the

Large font



11/22 Meeting Minutes

Bill Davidson to study time management program as implemented by employees.

Michele Baker to report on expanding markets in the Dallas - Fort Worth area.

Bold font

Using Categories

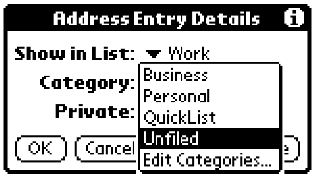
Categories can help you group Address entries, To Do items or Memos for easy review. You cannot, however, assign categories to Date Book events.

When you first create an entry, it is “Unfiled,” which means it does not belong to any particular category. You can leave an entry as Unfiled or assign it to a category at any time. Either way, the entry is always available until you delete it. The category you choose is used only for sorting and reviewing records and does not affect the actual contents of the record.

The use of categories is optional. You do not need to assign categories to use applications.

To assign a category to an entry:

1. Tap a To Do item or Memo. Tap an Address Book entry, then tap Edit in the Address View screen (refer to the descriptions in the *pdQ Applications Handbook* for details).
2. Tap Details to open the Details dialog.
3. Tap the Category pick list to display a list of available categories.



Address Entry Details

Show in List: Work

Category:

Private:

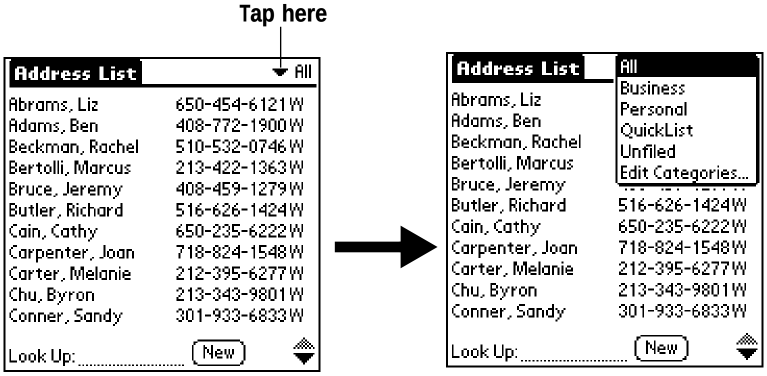
4. Tap the category that you want to assign to the entry.
5. Tap OK to close the Details dialog and activate your setting.

Using Categories in Lists

After you assign categories to your entries, you can easily display lists of your entries by category.

To use categories in a List screen:

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



Tap here

Address List All

Abrams, Liz	650-454-6121 W
Adams, Ben	408-772-1900 W
Beckman, Rachel	510-532-0746 W
Bertolli, Marcus	213-422-1363 W
Bruce, Jeremy	408-459-1279 W
Butler, Richard	516-626-1424 W
Cain, Cathy	650-235-6222 W
Carpenter, Joan	718-824-1548 W
Carter, Melanie	212-395-6277 W
Chu, Byron	213-343-9801 W
Conner, Sandy	301-933-6833 W

2. Tap the category of entries that you want to view.

   The List screen changes to show only the records that you filed in the selected category.

3. Repeat the previous steps, then tap All in the category pick list to restore the list of all Address Book entries.

Press ↻ to move between categories.

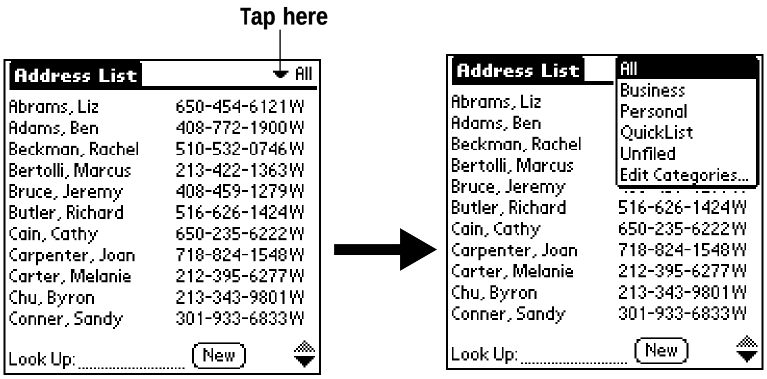
Defining a New Category

pdQ smartphone comes with two default categories: Business and Personal. The Address Book also includes the QuickList category, which contains commonly used names, addresses and phone numbers (such as that for your doctor and lawyer).

You can rename default categories, or add new categories to suit your needs. You can define up to 15 categories for each application.

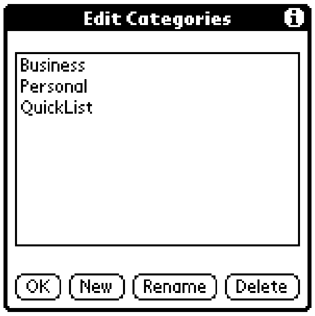
To define a new Address Book category:

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

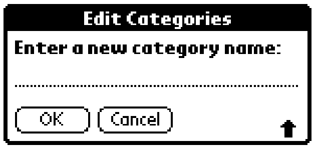

Tap here
Address List
All
Business
Personal
QuickList
Unfiled
Edit Categories...
Look Up:
New

Abrams, Liz	650-454-6121W
Adams, Ben	408-772-1900W
Beckman, Rachel	510-532-0746W
Bertolli, Marcus	213-422-1363W
Bruce, Jeremy	408-459-1279W
Butler, Richard	516-626-1424W
Cain, Cathy	650-235-6222W
Carpenter, Joan	718-824-1548W
Carter, Melanie	212-395-6277W
Chu, Byron	213-343-9801W
Conner, Sandy	301-933-6833W

2 Tap the Edit Categories item to open the Edit Categories dialog.


Edit Categories
Business
Personal
QuickList
OK
New
Rename
Delete

3 Tap New to open another Edit Categories dialog.


Edit Categories
Enter a new category name:
OK
Cancel

4 Enter the name of the new category, then tap OK to close the Edit Categories dialog.

5 Tap OK to close the first Edit Categories dialog and view your new category in the pick list.

You can edit any of your records and file them in the new categories as appropriate.

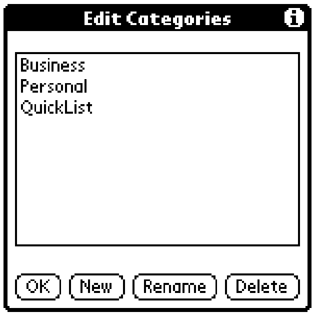
Renaming Categories

You can also use the Edit Categories dialog to change the names of any existing category.

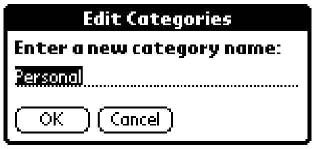
To change the name of an Address Book category:

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

2 Tap the Edit Categories item to open the Edit Categories dialog.


Edit Categories
Business
Personal
QuickList
OK
New
Rename
Delete

3 Tap the category that you want to rename, then tap Rename to open another Edit Categories dialog.


Edit Categories
Enter a new category name:
Personal
OK
Cancel

4 Enter the new name you want to assign to the category, then tap OK to close the Edit Categories dialog.

5 Tap OK to close the first Edit Categories dialog and view the new name in the pick list.

You can “merge” two or more Categories by assigning them the same name. For example, if you change the name of the “Personal” category to the name “Business,” all entries formerly in the Personal category appear in the Business category.

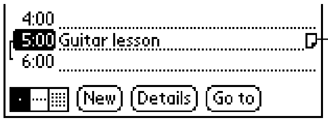
Attaching Notes

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

To attach a note to an entry:

1. Display the entry where you want to add a note.
2. Tap Details to open the Details dialog.
3. Tap Note to open the Note dialog.
4. Write Graffiti character strokes (or use the on-screen keyboard) for the text you want to appear in the note. Use the Carriage Return stroke to move down to new lines in the note.
5. Tap Done to close the note and return to the application screen.

🗋 appears at the right side of any item that has a note attached. To review or edit a note, tap 🗋.


4:00

5:00 Guitar lesson

6:00

Note icon

Marking Private Entries

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

To mark an entry as Private:

1. Display the entry that you want to mark as Private.
2. Tap Details to open the Details dialog.

3. Select the Private check box to insert a check mark and mark the entry as Private.

Beaming Information to Other pdQ Smartphones

pdQ smartphone is equipped with an IR (infrared) port that you can use to “beam” information from one pdQ smartphone to another. The infrared port is located on the top panel of pdQ smartphone.

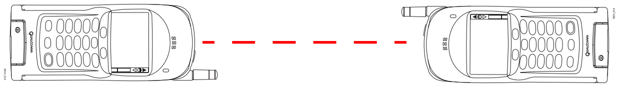
You can beam the following information between two pdQ smartphone’s or a pdQ smartphone and a Palm III:

- The current Address Book, Date Book, To Do List or Memo Pad entry
- All the Address Book, To Do List or Memo Pad entries in the current category
- A special Address Book entry which you designate as your “business card” (see “Beaming Address Entries to Other pdQ Smartphones” in the *pdQ Applications Handbook* for details)
- An application installed in RAM memory

To beam information:

1. Locate the entry, category, business card or application you want to beam.
2. Tap the Beam command from the Record menu to open the Beam Status dialog. (See the *pdQ Applications Handbook* for details.)
3. Point the IR port directly at the IR port of the receiving pdQ smartphone.

For best results, the pdQ smartphones should be between five centimeters (approximately 2 inches) and one meter (approximately 40 inches) apart, and the path between the two devices must be clear of obstacles.



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

To receive beamed information:

1. Turn on the pdQ smartphone.

2 Point the IR port directly at the IR port of the transmitting device to open the Beam Status dialog.

3 Tap Yes to accept the transmission.

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

Incoming entries are filed under the “Unfiled” category.

Chapter 5

Finding Information

This chapter explains how to locate information on your pdQ™ smartphone using the Find command.

Using the Find Command

The Find command locates any text that you specify and is available in any pdQ smartphone phone organizer application. You can search for whole words or just the beginning letters of a word. The Find command automatically searches all the data on pdQ smartphone and lists which applications contain the text.

For example, suppose you want to find a particular name, but aren't sure where you stored it. The Find command immediately lists all instances of that name and enables you to jump directly to the name.

To use the Find command:

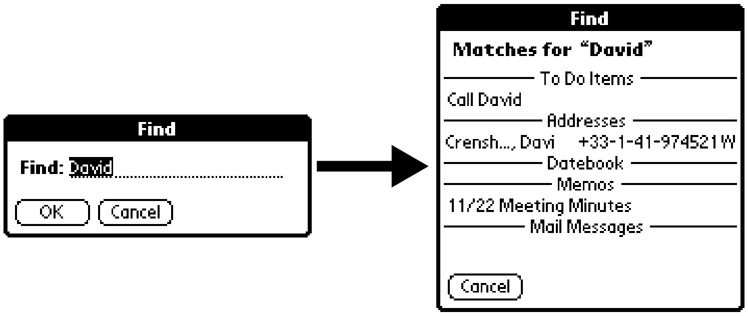
1 Tap 🔍 from any pdQ smartphone application to open the Find dialog.

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

2 Enter the text that you want to find in pdQ smartphone.

The Find command is *not* case-sensitive. In other words, searching for the name "davidson" also finds "Davidson." The Find command also searches the contents of notes.

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



Find: David

Matches for "David"

To Do Items

Call David

Addresses

Crensh..., Davi +33-1-41-974521 W

Datebook

Memos

11/22 Meeting Minutes

Mail Messages

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

4 Tap the text you want to review to display the selected entry and its corresponding application on the screen.

Using Phone Lookup

In addition to using the Find feature to locate text, you can search for and display phone numbers with the Phone Lookup menu command. After you find a phone number, you can paste it directly into an application.

For example, if you want to include a phone number in a memo, you could use the Phone Lookup feature to find the phone number and transfer it directly into the memo.

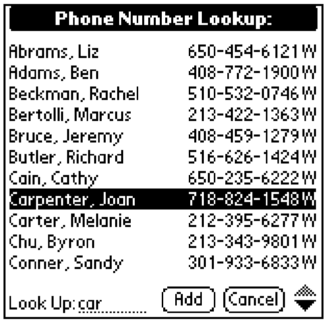
To use the Phone Lookup command:

1 Display the entry where you want to insert a phone number. This can be an event in the Date Book, a To Do List Item or a memo in the Memo Pad application.

The Phone Lookup feature is not available in the Address Book and Expense applications.

2 Tap to open the menus for your application.

3 Tap Phone Lookup from the Options menu to display the Phone Number Lookup screen.



Phone Number Lookup:

Abrams, Liz	650-454-6121 W
Adams, Ben	408-772-1900 W
Beckman, Rachel	510-532-0746 W
Bertolli, Marcus	213-422-1363 W
Bruce, Jeremy	408-459-1279 W
Butler, Richard	516-626-1424 W
Cain, Cathy	650-235-6222 W
Carpenter, Joan	718-824-1548 W
Carter, Melanie	212-395-6277 W
Chu, Byron	213-343-9801 W
Conner, Sandy	301-933-6833 W

Look Up: car

4 Tap the phone number you want to use.

To find a phone number more quickly, you can enter the first letter of the name you want to find in the Look Up line at the bottom of the screen. The list automatically scrolls to the first name that starts with that letter. You can continue to add letters to narrow your search.

5 Tap the Add button to close the Phone Number Lookup screen and paste the name and phone number you selected into the entry you selected in step 1.

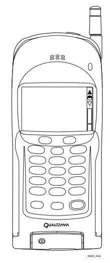
Phone Lookup Tips

You can also use the Graffiti® Command stroke “/L” to activate the Phone Lookup feature.

- You can use Phone Lookup while entering text. For example, to insert the full name and phone number for someone with the last name “Williams,” you would write the Graffiti characters for “Wi” and then the Phone Lookup Command stroke “/L.”
- Assuming you have only one Address Book entry that begins with “Wi,” pdQ smartphone inserts the full name “Williams” (and the corresponding phone number). If you have more than one name that begins with “Wi,” the Phone Lookup screen appears.
- The Phone Lookup feature also works for selected text. Drag to highlight the text, and then write the Phone Lookup Command stroke “/L.” pdQ smartphone replaces the selected text and adds the phone number to the name that it finds.

Chapter 6

Installing and Removing Applications



This chapter explains how to install and remove applications on your pdQ™ smartphone and how to remove Palm™ Desktop software from your computer.

Installing Applications

pdQ smartphone comes with many different types of applications installed. You can also install additional applications on pdQ smartphone, such as games and other Palm-compatible software. The Palm Install Tool makes it quick and easy to install software on pdQ smartphone when you synchronize pdQ smartphone and your computer. There are a variety of third-party applications available for the Palm III™ operating system.

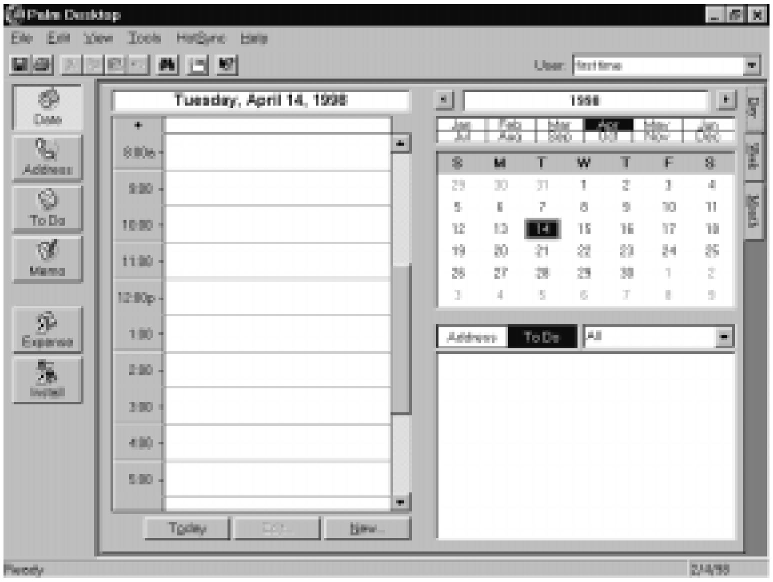
Any game or application that you install on pdQ smartphone resides in RAM memory. A hard reset on the pdQ smartphone automatically deletes these applications; you can also delete them manually.

To install software on pdQ smartphone:

1 Copy the application you want to install into the Add-on subfolder in your Palm folder on your computer.

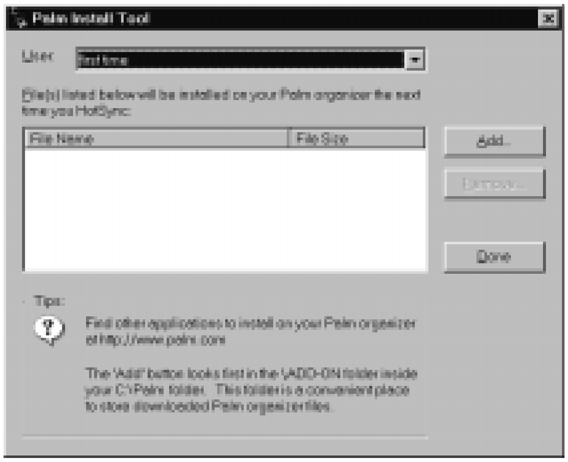
   If you prefer to copy the application into another folder, you need to navigate to that folder before you complete step 5.

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


Palm Desktop
File Edit View Tools HotSync Help
User: first time
Date
Address
To Do
Memo
Expense
Install
Tuesday, April 14, 1998
8:00a
9:00
10:00
11:00
12:00p
1:00
2:00
3:00
4:00
5:00
Today
Edit...
New...
1998
Jan Feb Mar Apr May Jun
Jul Aug Sep Oct Nov Dec
S M T W T F S
Day
Week
Month
Address
To Do
All
Ready
2/4/98

3 Click Install to open the pdQ smartphone.

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


Palm Install Tool
User
first time
File Name
File Size
Add...
Remove...
Done
Tips:

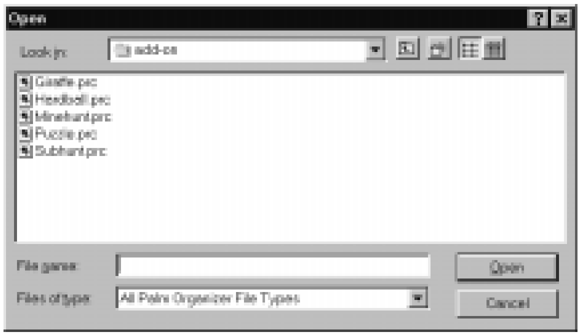
File(s) listed below will be installed on your Palm organizer the next time you HotSync:

Find other applications to install on your Palm organizer at http://www.palm.com

The 'Add' button looks first in the \ADD-ON folder inside your C:\Palm folder. This folder is a convenient place to store downloaded Palm organizer files.

4 Select the name that corresponds to pdQ smartphone in the User drop-down list.

5 Click Add to open the Open dialog.



Look in: add-on

Files of type: All Palm Organizer File Types

6 Click the application(s) that you want to install on pdQ smartphone.

7 Click Open to return to the Install Tool dialog.

Review the list of applications you selected in the Install Tool dialog. If you do not want to install an application, click it and then click Remove. (This does not remove the application from your computer, it simply removes it from the list of applications to install.)

8 Synchronize pdQ smartphone and your computer to install the application(s) you selected in step 6. See “Conducting a Local HotSync Operation” in the *pdQ Applications Handbook* for details.

Installing Games

The CD-ROM that comes with pdQ smartphone. includes several games that you can install with the pdQ smartphone. These games include:

- **HardBall**
- **MineHunt**
- **Puzzle**
- **SubHunt**
- **Giraffe**

Giraffe is a fun, easy way for you to practice writing Graffiti®.

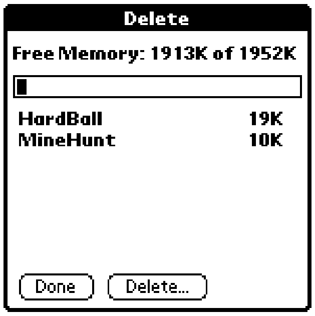
After you install and start a game, the instructions appear in the Game menu. Depending on the game, the Game menu may also contain commands to show high scores, to start a new game or to set Preferences for the game.

Removing Applications

In the event that you run out of memory or decide that you no longer need an application you installed, you can remove applications from pdQ smartphone. You can remove only add-on applications, patches and extensions that you install; you cannot remove the applications that reside in the ROM portion of pdQ smartphone.

To remove an add-on application:

1. Tap on the pdQ smartphone screen to open the Applications Launcher.
2. Tap on the pdQ smartphone screen to open the Applications Launcher menus.
3. Tap Delete from the App menu to open the Delete dialog.



Delete

Free Memory: 1913K of 1952K

HardBall	19K
MineHunt	10K

4. Tap the application you want to remove.
5. Tap Delete to display a confirmation message.
6. Tap Yes to indicate that you want to remove the application from pdQ smartphone.
7. Tap Done to close the Delete dialog.

Removing Palm Desktop Software

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

To remove the Palm Desktop software:

1. Select Settings and then Control Panel from the Start menu to open the Windows Control Panel.
2. Double-click the Add/Remove Programs icon.
3. On the Install/Uninstall tab, select Palm Desktop from the list.
4. Click Add/Remove, then Yes to confirm you want to remove the application.

Chapter 7

Getting Help

There are several ways to get help. You can:

- Display online tips
- Review Troubleshooting in this chapter
- Contact your service provider or QUALCOMM
- Visit us at www.qualcomm.com/pdQ

This chapter provides details on each of these methods.

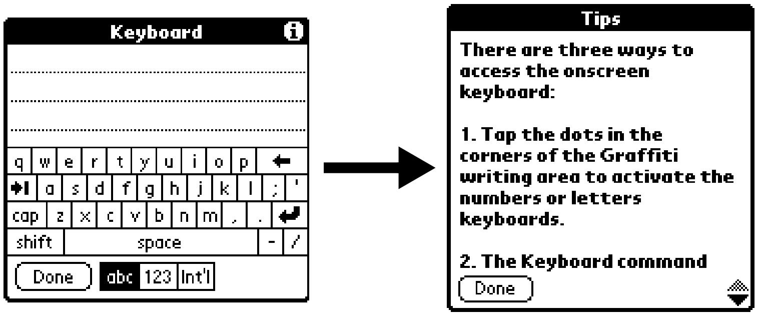
Displaying Online Tips

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

Online tips always relate to the function that you are currently performing with pdQ smartphone. Each dialog has its own online tips that relate to that specific dialog.

To use the online tips:

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



There are three ways to access the onscreen keyboard:

1. Tap the dots in the corners of the Graffiti writing area to activate the numbers or letters keyboards.

2. The Keyboard command

2 Tap Done when finished.

Troubleshooting

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

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

Installation Troubleshooting

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

HotSync Technology Troubleshooting

Synchronizing pdQ smartphone and your computer does not complete successfully:

- Ensure HotSync Manager is running. If it is running, exit and restart it.
- Make sure you selected Local from the HotSync Manager menu or the Palm Desktop menu.
- Check the cable connection between the cradle and the serial port on your computer.
- Make sure you selected the correct serial port on the Local tab in the Setup dialog. It should be set to the port where you connected the HotSync cradle.
- Try a lower baud rate setting on the Local tab in the Setup dialog.
- Read the HotSync Log for the user account for which you are synchronizing pdQ smartphone and computer.

A HotSync operation does not complete successfully:

Check the following on your computer:

- Make sure your computer is turned on, and that it does not shut down automatically as part of an energy-saving feature.
- If you have problems using the As Fast As Possible option or a specific speed, try using a slower speed.
- Make sure you are not running another program — such as America Online, CompuServe or WinFax — that uses the serial port you selected in the Setup dialog box.

Check the following on pdQ smartphone:

- Make sure the dialing instruction dials the correct phone number.
- If you need to dial an outside line prefix, make sure you selected the Dial Prefix option on pdQ smartphone and entered the correct code.
- If the telephone line you are using has Call Waiting, make sure you selected the “Disable call waiting” option under Modem Sync Phone Setup on pdQ smartphone and entered the correct code.
- Make sure the telephone line you are using is not noisy, which can interrupt communications.

General Troubleshooting

This section contains general troubleshooting guidelines.

pdQ smartphone does not turn on:

- Adjust the contrast control.
- Make sure the battery is installed properly.
- Replace the battery. If pdQ smartphone still does not operate, try a soft reset (see “Resetting Your pdQ™ Smartphone”).

Low battery warning after replacing the battery:

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

pdQ smartphone doesn’t recognize my handwriting:

- For pdQ smartphone to recognize handwriting input with the stylus, you need to use the Graffiti® character strokes. See “Writing With the Stylus” for information about how to write Graffiti character strokes.
- Make the Graffiti character strokes in the Graffiti writing area — not on the display part of the screen.
- Make sure you are writing the strokes for letters in the left-hand side, and the strokes for numbers in the right-hand side of the Graffiti writing area.
- Make sure that Graffiti is not shifted into extended or punctuation modes. See “Writing With the Stylus” for information about shifting into and out of punctuation modes.

Tapping the screen buttons or icons does not activate the corresponding feature:

- Recalibrate the digitizer. Choose Digitizer from the Preferences application pick list and follow the directions on the screen.

When I tap , nothing happens:

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

A message appears stating that pdQ smartphone memory is full:

- Delete unused memos and records. If necessary, you can save these records on your computer using the Save Backup Copy option that appears in the Delete dialogs.
- Purge the Date Book and To Do List applications. This deletes complete To Do items and past Date Book events from the memory of pdQ smartphone. Note that you may need to perform a HotSync operation to recover the memory.
- If you have installed additional applications on pdQ smartphone, remove them to recover memory.

Beamed data does not transmit:

- Confirm that the pdQ smartphones are between five centimeters (approximately 2") and one meter (approximately 40") apart, and that the path between the two devices is clear of obstacles.

When receiving beamed data, an out of memory message appears:

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

Security Troubleshooting

This section describes troubleshooting guidelines for the Security application.

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

- You can use the Security application to delete the password. If you do this, pdQ smartphone deletes all entries marked as Private. However, you can synchronize pdQ smartphone and your computer *before* you delete the password: the synchronization process backs up all entries, whether or not they are marked private. In this case, the following procedure restores your private entries and lets you access them:
  1. Use the Palm Desktop software and pdQ smartphone’s cradle to synchronize information.

2. Tap the Forgotten Password button in the Security application to remove the password and delete all Private entries.
3. Synchronize pdQ smartphone and your computer to restore the private entries by transferring them from your computer to pdQ smartphone.

I forgot the password and my pdQ smartphone is locked:

- If you assign and lock a password, you must reset pdQ smartphone to continue using your organizer. To reset pdQ smartphone, open the flip and use the stylus to press the Reset button found below the To Do List button.

Applications Troubleshooting

The following troubleshooting tips are specific to the various applications.

Pressing Today doesn't display the current date:

- pdQ smartphone is not set to the current date. Make sure the Set Date box in the General Preferences screen displays the current date. See "General Preferences" in the *pdQ Applications Handbook* for more information.

Entries seem to be missing in various applications:

- Check the Categories pick list (upper-right corner of the screen). Choose All to display all of the records for the application.
- Check the Security application and make sure that the Private Records setting is set to Show private records.

Memo Pad application:

- If you cannot manually arrange the order of the memos in the List screen, check the Memo Preferences setting. Make sure that Sort by is set to Manual.
- If you choose to view your memos alphabetically and then synchronize pdQ smartphone and your computer, the memos on pdQ smartphone still appear in the order defined in the Memo Preferences setting. In other words, the sort settings that you use with Palm Desktop software *are not* transferred to pdQ smartphone.

Date Book application:

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

Technical Support

If you have a problem using pdQ smartphone, make sure you have reviewed the following:

- The “Troubleshooting” section earlier in this chapter
- The README file and HelpNotes located in the folder where you installed the Palm Desktop software on your computer (or on your installation CD or diskettes)
- The Palm Desktop software Online Help

For further assistance, you can contact technical support office by e-mail, phone or fax. Before requesting support, please experiment a bit to reproduce and isolate the problem. When you do contact support, please be ready to provide the following information:

- The version of Windows you are using
- The actual error message or state you are experiencing
- The steps you take to reproduce the problem

If you need information about pdQ smartphone, would like to order 3.5" diskettes for your Palm Desktop software or want to purchase accessories, see “Information and Accessories” later in this chapter.

Technical Support

If you have service-based questions such as those regarding your phone, phone bill, or call coverage area, call your service provider at *611. For answers to questions regarding applications or advanced features, contact pdQ smartphone’s Technical Support:

World Wide Web - http://www.qualcomm.com/pdQ

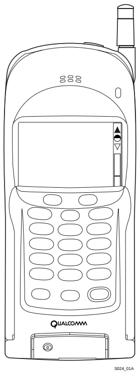
E-mail - cdma-pdq-techspt@qualcomm.com

U.S. and Canada (800) 349-4478

Other Countries (619) 651-4028

Chapter 8

Care and Safety Guidelines



This chapter provides information to help you take proper care of your pdQ™ smartphone and prolong battery life. It also discusses how to reset pdQ smartphone.

Caring for the pdQ Smartphone

pdQ smartphone is designed to be rugged and reliable and to provide years of trouble-free service. However, you should observe the following general tips when using pdQ smartphone:

- Take care not to scratch the screen of pdQ smartphone. When working with pdQ smartphone, use the supplied stylus or plastic-tipped pens intended for use with a touch-sensitive screen. Never use an actual pen or pencil or other sharp object on the surface of the pdQ smartphone screen.
- pdQ smartphone is not waterproof and should not be exposed to rain or moisture. Under extreme conditions, water may enter the circuitry through the front panel buttons. In general, treat pdQ smartphone as you would a pocket calculator or other small electronic instrument.
- The touch-sensitive screen of pdQ smartphone contains a glass element. Take care not to drop pdQ smartphone or subject it to any strong impact. Do not carry pdQ smartphone in your back pocket: if you sit on it, the glass may break.
- Protect pdQ smartphone from temperature extremes. Do not leave pdQ smartphone on the dashboard of a car on a hot day, and keep it away from heaters and other heat sources.
- Do not store or use pdQ smartphone in any location that is extremely dusty, damp or wet.
- Use a soft, damp cloth to clean pdQ smartphone. If the surface of the pdQ smartphone screen becomes soiled, clean it with a soft cloth moistened with a diluted window-cleaning solution.
- Do not let unauthorized personnel install or service pdQ smartphone or its accessories. Faulty installation or service may be dangerous, and will invalidate your warranty.

- Only use QUALCOMM-approved accessories with pdQ smartphone. Using unauthorized accessories may be dangerous and will invalidate your warranty if pdQ smartphone is damaged.
- Always extend the antenna fully when you place or receive a call and handle it gently.

Battery Considerations

Please note the following considerations when replacing the battery in pdQ smartphone:

- Under normal conditions, pdQ smartphone battery should provide several months of use. You can conserve battery life by minimizing the use of the backlight feature, and changing the “Auto-off after” setting that automatically turns the pdQ smartphone off after a period of inactivity (see “General Preferences” in the *pdQ Applications Handbook*).
- If the battery becomes low in the course of normal use, an alert appears on the pdQ smartphone screen describing the low battery condition. If this alert appears, perform a HotSync synchronization to back up your data before you replace the battery. This helps prevent accidental data loss.
- When replacing the battery, begin by turning pdQ smartphone off (so there is no screen display). Never remove the battery while pdQ smartphone is turned on.
- When you remove the battery, the built-in backup power of pdQ smartphone maintains memory data **for a period of up to two minutes.** Whenever you remove the battery, replace it immediately. If you encounter any difficulties in the course of battery replacement, reinstall the original battery and wait a few minutes for the backup power to recharge.
- If the battery drains to the point where pdQ smartphone does not work, it stores your data safely for about a month. In this case, there is enough residual energy in the battery to store the data, but not enough to turn on the pdQ smartphone. If the pdQ smartphone does not turn on when you press the yellow power button, you should replace the battery immediately.
- If you leave a drained battery in pdQ smartphone for an extended period of time, you can lose all of the stored data. If this happens, replace the battery and use the reset button to reset pdQ smartphone. (See “Resetting pdQ Smartphone” later in this chapter for details.) After you reset the pdQ smartphone, synchronize the pdQ smartphone with your computer.

Resetting pdQ Smartphone

Under normal circumstances, you will never have to reset the pdQ smartphone. However, on rare occasions pdQ smartphone may “hang” (no longer respond to buttons or taps on the screen). In this case, you need to perform a reset to get pdQ smartphone running again.

To perform a soft reset:

A soft reset tells pdQ smartphone to stop what it’s doing and start over again. All records and entries stored in pdQ smartphone are retained with a soft reset. After a soft reset, the Welcome to pdQ smartphone screen appears followed by the General Preferences screen (to set time and date).

▶ Remove the battery and replace it after two minutes.

To perform a hard reset:

A hard reset also tells pdQ smartphone to start over again. With a hard reset all records and entries stored in pdQ smartphone are erased. *Therefore, never perform a hard reset unless a soft reset does not solve your problem.*

You can restore any data previously synchronized with your computer during the next HotSync operation.

▶ Remove the battery and replace it after ten minutes.

Radio Frequency (RF) Energy

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

Exposure to RF Energy

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

- ANSI C95.1 (American National Standards Institute, 1992)
- NCRP Report 86 (National Council on Radiation Protection and Measurements, 1986)
- ICNIRP (International Commission on Non-Ionizing Radiation Protection, 1996)

Medical Devices

Pacemakers

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

- Always keep the phone at least six inches (15 centimeters) away from your pacemaker when the phone is turned on.
- Do not carry your phone near your heart.
- Use the ear opposite the pacemaker.
- If you have any reason to suspect that interference is taking place, turn off your phone immediately.

Hearing aids

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

Other medical devices

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

In health care facilities

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

Potentially Unsafe Areas

Posted facilities

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

Aircraft

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

Vehicles

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

Blasting areas

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

Potentially explosive atmospheres

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

Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include

- Fueling areas such as gas stations
- Below deck on boats
- Transfer or storage facilities for fuel or chemicals
- Vehicles using liquefied petroleum gas, such as propane or butane
- Areas where the air contains chemicals or particles such as grain, dust, or metal powders
- Any other area where you would normally be advised to turn off your vehicle engine

Emergency numbers

Emergency numbers are a special kind of speed dial number. You can dial an emergency number any time the phone is on and receiving a signal, unless you have activated the keyguard.

Driving safely

Before you use your phone while driving, check the local laws and regulations on the use of portable wireless phones in vehicles. Always obey them, and exercise caution while driving. The Cellular Telecommunications Industry Association (CTIA) supplies the following guidelines.

1 Get to know your wireless phone and its features. These features help you to place your call without taking your attention off the road.

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

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

4 Do not take notes or look up phone numbers while driving. Writing a "to do" list or scrolling through your phone book takes attention away from your primary responsibility: driving safely.

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

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

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

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

Glossary

Auto Bcc or **Auto Bcc address** is an option in the More Sending Preferences dialog. Use it to enter the e-mail address you want blind-copied (Bcc'd) on *every* message you send.

blind-copied message is a message that is copied to the specified person(s) without the knowledge of the persons to whom that message is being sent or carbon-copied.

bookmark is a web file that lets you quickly connect to a page that you have marked as a place that you'd like to return to; analogous to a bookmark that you place in a book to mark a page location.

call forwarding is a feature that permits you to reroute incoming calls to a different telephone number, either all the time or only when your phone number is busy or doesn't answer.

call waiting is a signal which notifies you when you're currently engaged in an existing call that another call has arrived.

command is a code that causes a device to perform an action.

cradle is the unit designed for storing the pdQ smartphone, recharging its battery, and synchronizing the pdQ smartphone with a computer.

data transmission refers to the technology of transmitting and receiving information over communication channels.

Default domain is the name that pdQmail automatically adds to an unqualified name addressed in messages. An unqualified name is a name that doesn't have an "@" sign followed by a domain name. This can be used to save time when addressing large numbers of messages to users in the same domain you work in. For example, if your co-workers all have the domain `qualcomm.com`, you can address the message by entering only their user names: `ssmith, tjones, bbrown.`

dialog is a temporary box or window of information that contains prompts for you to enter and/or select information that is necessary for a task to continue.

domain name in the Internet refers to a sequence of names or words separated by dots.

Down load first ___ lines entry line, then enter the number of lines you want to display of each e-mail message. If you set the value to zero, only the email header appears when you view a message.

It is advisable to enter 25 lines or less because you can tell if the message is important or not; it won't slow your system, and it saves space. If you get a long e-mail message, you will have the option to deliver the number of lines you enter in this field in increments. For example, if you enter 25 in this field, the first 25 lines of the e-mail message is delivered. You have the option to retrieve more of the message (up to 32kb) if you wish. Just tap in between the brackets [ ].

DTMF (Dual Tone Multi-Frequency) may be used to refer to a method of using tones to communicate commands and responses to and from a master controlling unit.

e-mail is electronic mail; a store and forward service for text and graphic based messages from one computer to another. The information is stored for you until you log into the system to retrieve the messages.

extension (edu, gov, com) is a part of a file name or URL; it begins with a period and typically consists of three characters.

field refers to a location where you enter data; in pdQ, a field is often displayed as a line where you can type information.

handset is another name for any ordinary telephone; also used to refer to the part of the telephone containing the mouthpiece and receiver.

host name is the name given to a mainframe computer.

Hypertext Markup Language (HTML) is the authoring software language used on the Internet's World Wide Web.

Hypertext Transfer Protocol (HTTP) is the actual protocol used by the web server and the browser to communicate; invisible to the user.

IAP (Internet Access Provider) provides companies and individuals with a link to the Internet.

idle timeout is a setting used to define how long pdQ waits before dropping the connection with your ISP or dial-in server after a network application closes.

Incoming Server is sometimes called a POP server. All of your incoming e-mail messages are delivered to your incoming e-mail account, which resides on a computer that runs your incoming e-mail server. Once your messages arrive at your mail account, Eudora picks them up and transfers them to your Palm. The name of your incoming e-mail server should look like the following example: `bunnies.qualcomm.com.`

Internet is the set of interconnected networks that share the same network address scheme and use the TCP/IP protocol.

Internet Protocol (IP) Address is an address which identifies the network to which each computer on a TCP/IP network is attached as well as the computer's unique identification.

Internet service provider (ISP) is a vendor who provides direct access to the Internet.

Mail Host is the computer on which e-mail messages are stored.

Multipurpose Internet Mail Extension (MIME) is an extension to Internet mail which adds support for the exchange of multi-part messages, including binary files.

password is a combination of letters, or letters and numbers, that are used to gain access to a network and/or computer system. A password is a security measure that helps to prevent unauthorized persons from working with another person's computer resources or obtain access to a network.

point-to-point is a term used to describe a data channel which connects two, and only two, computers.

Point of Presence (POP) is the location where the local telephone company terminates subscribers' circuits for leased line or long distance dial-up circuits.

prefix is the number that you dial before the telephone number to access an outside line.

protocol is a set of rules followed by two computers when they communicate with one another.

proxy is a software agent that acts on behalf of the user.

Real Name field, enter the real name assigned to your principal account. It's generally your first and last name. The name you enter here is included in the From field of all your outgoing messages and identifies to your recipients who the mail is from.

real name in an electronic mail system, refers to a person's given name, such as Jane Smith.

Return Address The address you enter here is included in the From field of all your outgoing messages from this account. When a recipient replies to a message from this account, the reply is sent to this address. If you do not enter an address in this field, pdQmail uses your incoming mail account as the return address.

Incoming mail accounts are usually in the following form: `loginname@incomingmailserver.`

For example, suppose your incoming mail account is `rclark@worldmail.qualcomm.com` but your return address is `rclark@qualcomm.com.` This is slightly different. You would then enter `rclark@qualcomm.com` in this field.

script refers to a script file used by some communications programs to automate logging onto communication services such as e-mail.

scroll bar is a bar that appears at the right border of a window whose contents are not completely visible. Each scroll bar contains two scroll arrows and a scroll box which enable you to scroll through the contents of the window.

serial port is an input/output port used to connect serial devices, such as a mouse, external modem, or pdQ smartphone cradle to a computer.

server is that part of a queuing system providing the service requested by a customer.

Simple Mail Transfer Protocol (SMTP) is the Internet standard protocol used for transferring electronic messages from one computer to another.

Index

A
Accented Characters
    Graffiti 41
    on-screen keyboard 34
Address Book 28
advanced features 1
aircraft safety 72
Applications
    beaming 53
    controls 44
    finding text 55
    font style 47
    installing 59
    Manager 31, 32
    menus 45
    picker Applications Launcher See
    removing 62
    sorting 32
    switching 32
B
Batteries
    battery life 70
Beam Data 53, 66
blasting areas 72
Button 44
C
Call History List 28
calls
    emergency numbers 73
Capital Letters 39
Categories 48
    beaming 53
    merging 52
    renaming 51
    using in Applications Launcher 32
    using in lists 49
Check Box 44
Computer
    connecting 22
Copy 47
Cradle 22
Cut 47
D
Default domain 21
Deleting
    applications 62
    Palm Desktop 62
driving safety 73–??
    guidelines 73
    RF energy 72
E
e 2
Edit Menu 46
e-mail 2
emergency numbers 73
ending calls 29
Entries
    assigning categories 48
    attaching notes 52
    beaming 53
    finding 55, 56
    private 52
EudoraWeb preferences 22
explosive areas 72
F
Find 55
Fonts 47
G
Games 61
Getting Started preferences 16, 17
Graffiti
    accent characters 41
    alphabet 35, 38
    capital letters 39
    concepts 36
    defined 34
    menu commands 46
    navigation strokes 42
    numbers 39
    online help 47
    punctuation marks 40
    shortcuts 43
    symbols 41
    tips 37

- writing characters 36

H

- Hard Reset
  - procedure 71
- hearing aids 72
- Help
  - Graffiti 47
  - notes 64
  - online tips 63
  - technical support 68
- HotSync 3
  - communications port 23
  - first time 25
  - troubleshooting 64

I

- Infrared port 66
- install software on pdQ 59
- Installing
  - applications 59
  - cradle 22
  - games 61
  - Palm Desktop 24
  - troubleshooting 64
- International Characters
  - Graffiti 41
  - on-screen keyboard 34
- introduces pdQ 1
- IR Port
  - beaming data 53

K

- Keyboard 33
  - screen options 34

L

- Letters
  - font style 47
  - Graffiti 35, 38
  - on-screen keyboard 33
- Locating Organizer Controls 7
- Locating Phone Controls 6
- Locating Top and Side Panel Controls 8

M

- Mail Sending 19
- Maintenance Information 69
- making a call with the flip closed 27, 28
- Maximum Cache Size 22
- medical devices and portable phones 72
- Menus
  - activating 45
  - choosing 45
  - command equivalents 46
  - edit menu 46
- messaging 3
- Migrating from the Palm Connected Organizer to pdQ 3
- Multi-tasking 3

N

- Network
  - password 18
- New
  - categories 50
- Note 52
- Numbers
  - Graffiti 39
  - on-screen keyboard 33
  - writing 39

O

- On-Screen Keyboard 33
  - menu command 47
  - screen options 34
- Optional Equipment 4
- Options 22

P

- pacemaker
  - safety guidelines 72
- Palm Desktop
  - install tool 59
  - removing 62
  - software installation 24
  - system requirements 4, 24
- Palm III
  - caring for 69
  - connecting to computer 22
  - cradle 22
  - menus 45
  - on-screen keyboard 33
  - private records 52
  - reset button 71
  - safety tips 69
  - search for text 55
  - technical support 68
  - troubleshooting 64
  - writing text 34

writing tips 37
Password
    for network 18
Paste 47
Phone Lookup 56
Pick List 44
Private Records 52
Punctuation Marks
    Graffiti 40
    on-screen keyboard 33
    writing 40
R
radio frequency energy <Emphasis>See RF energy
Receive Data 53
Records
    attaching notes 52
    beaming 53
    categories in lists 49
    choosing categories 48
    finding 55, 56
    private 52
Removing
    applications 62
    Palm Desktop 62
Reset Button 71
RF energy 71
    exposure 71
    medical devices, safety 72
    unsafe areas 72
S
safety
    emergency numbers 73
    medical devices 72
    RF energy 71
    unsafe areas 72
Scroll Arrows 44
Scroll Bar 44
Search
    for text 55
    phone lookup 56
Security
    private records 52
    troubleshooting 66
Select All 47
Send Data 53
Serial Port 22
Setting Up pdQ 9
Setup Procedures Checklist 9
ShortCuts 43
    menu commands 46
Signature 22
Simple Mail Transfer Protocol 16
sleep mode 29
Soft Reset
    procedure 71
Sort
    applications 32
Symbols
    Graffiti 41
    on-screen keyboard 33
System Requirements 4, 24
T
Technical Support 68
Text Entry
    accent characters 41
    capital letters 39
    font style 47
    Graffiti shortcuts 43
    numbers 39
    on-screen keyboard 33
    punctuation marks 40
    symbols 41
    with Palm III 34
    writing tips 37
Time Zone 21
Time-saving Phone Features 29
Toubleshooting
    infrared communications 66
Transmit Data 53
Troubleshooting 64
    applications 67
    Date Book 67
    general 65
    Graffiti 65
    HotSync 64
    installation 64
    Memo Pad 67
Turning On and Turning Off the Keyguard 30
turning on the phone 27, 29
Turning pdQ On and Off 8

U
Undo 47
V
voice mail
    driving safety 74
volume 29
W
web 2
Writing
    accent characters 41
    capital letters 39
    Graffiti shortcuts 43
    numbers 39
    on-screen keyboard 33
    punctuation marks 40
    symbols 41
    text with Palm III 34
    tips 37