# Chapter 1: Phone

A) About Your Phone

As well all the standard features of a mobile phone - such as mailbox and call log – there are several dialing features unique to your Pocket PC Phone. For example, you can take notes while talking, dial directly fromMicrosoft Contacts and easily transfer contacts between your SIM card and the RAM of your device.

Additionally, like with a conventional mobile phone, you easily use one hand to access and navigate through the important features of your device and make calls.

Installing The SIM

♦ Remove the stylus.

♦ Turn over your device and open the SIM door with the stylus.

♦ Slide the SIM card into the slot until it clicks into place. The SIM should be inserted exactly as the picture shows.
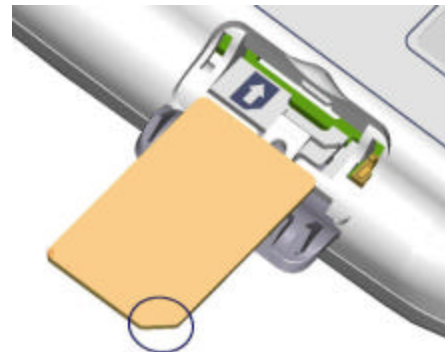
Removing the SIM card

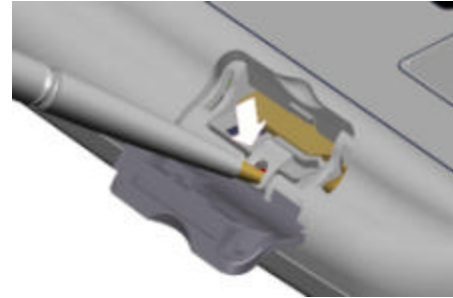| ⚠	MAKE SURE YOU HAVE SAVED ANY DATA IN OPEN PROGRAMS: OPENING THE SIM DOOR WILL TURN YOUR DEVICE OFF

♦ Remove the stylus.

♦ Turn over your device and open the SIM door with the stylus.

Press the point of your stylus into the hole until the SIM card springs out; then use your fingers to finish removing.

PLEASE PAY PARTICULAR ATTENTION TO THE STYLUS POSITIONS IN THE PICTURE ABOVE RELATED TO REMOVING THE SIM CARD, AND IN THE PICTURE TO THE RIGHT. DO NOT PUT THE STYLUS IN THE HOLE IN THE PICTURE TO THE RIGHT: IT WILL CAUSE IRREPARABLE DAMAGE TO YOUR DEVICE.

SUCH DAMAGE IS CONSIDERED AS MISUSE AND WILL NOT BE COVERED BY WARRANTY SERVICE.
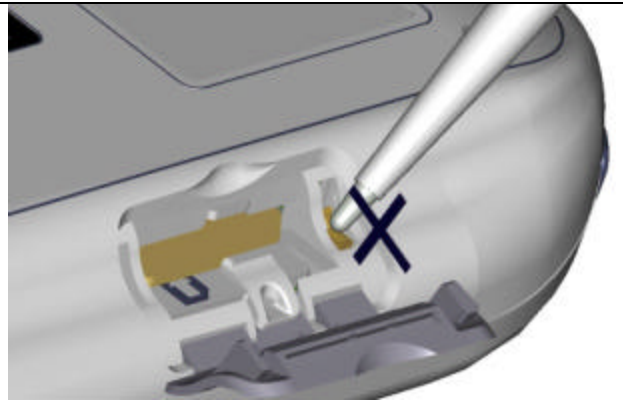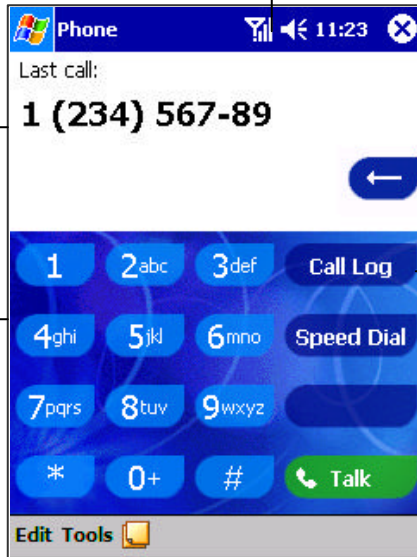
About The Dialer Screen

To access the Dialer Screen, tap [icon] and then **Phone,** or press [icon]. From the dialer screen, as well as being able to make calls, access **Call Log**, **Speed Dial** and **Phone Setting,** you can find signal status information and important icons that tell you about your call.

This icon indicates a call is being made and the strength of the signal.

Phone 📶 🔊 11:23 ⊗
Last call:
1 (234) 567-89

Last number details are
displayed here

See all calls received, made and
missed.

1	2abc	3def	Call Log
4ghi	5jkl	6mno	Speed Dial
7pqrs	8tuv	9wxyz	
*	0+	#	📞 Talk

Edit Tools

Keypad for inputting

For numbers you call
often

Click **Tools**, **Options** to
access phone setting.

The Navigation Pad and Dialing

2.

1.

3.

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4.

6.

₃5.
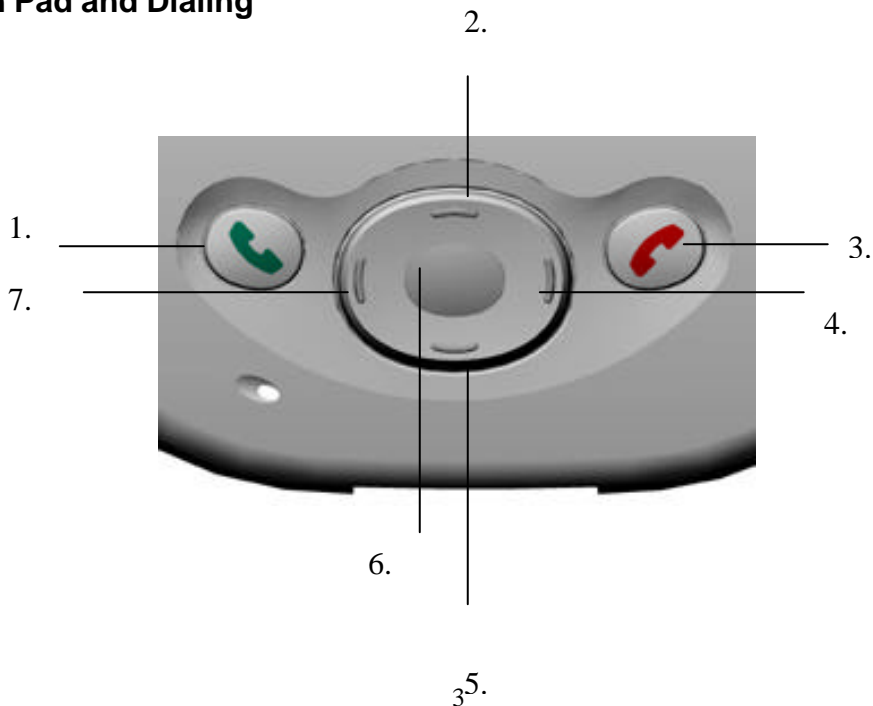
1. **Take Call** – Press to take an incoming call.
   Dialer Screen – Press to activate the dialer screen.
   Speakerphone – Press and hold to turn on or off the speakerphone.
   Dial – Press to dial a number.
2. **Scroll Up** – Press to scroll up through a list.
3. **End Call** – Press to end a call.
   Phone Signal - Press and hold to turn on and off your phone.
4. **Call Log** – After launching the dialer screen, press to enter the Call Log feature.
5. **Scroll Down** – Press to scroll down through a list.
6. **Center** – Press to select.
7. **Speed Dial** – After launching the dialer screen, press to enter the Speed Dial feature.

The icons listed below may be seen in the top bar of the screen:

📶 **- Phone off or out of network service,** tap this icon to turn on the phone.

📶 **- In network service**, tap this icon to turn off the phone.

📞 **- Call Missed**, tap this icon to view the call(s) you missed.

✉ **- Unread E-mail or SMS**, tap the icon to view unread SMS or E-mail.

📶 **- Connecting in progress**, the icon will disappear when you are connected to your ISP.

📶 **- Shows your connection is at full strength.**

Entering Your PIN

Most SIM cards are preset with a PIN (**Personal Identity Number**), provided by your mobile service provider, which you need to enter whenever you use your device.
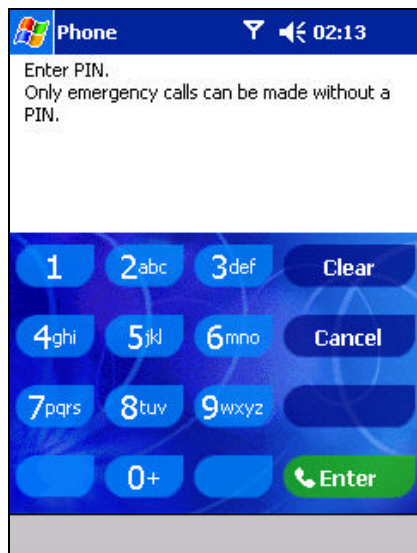
1. Enter the preset PIN from your mobile phone service provider (please contact your mobile service provider).

2. Tap **📞 Enter** .

3. If your PIN is entered incorrectly three times, then SIM card will be blocked. If it happens, you can unblock it with the **PIN Unblocking Key** from your mobile phone service provider.

Checking You Are Connected

The default settings for your device are programmed to assume you want to use your phone so, providing you have inserted a SIM card, your device will turn on your mobile phone connection to your service provider's network.

The icon Υ indicates that you are connected to the network of your mobile phone operator – Thereafter a full strength signal is indicated by $\underline{\Upsilon_{il}}$ and as the strength of the signal diminishes so will the number of vertical bars in the icon, with no bars indicating no signal.

	If you have turned the phone off, removed and then reinserted the SIM card, your device will not automatically turn the phone on. In this event, turn it on as described below in Turning the Phone Connection On and Off.

Turning The Phone On and Off

As indicated above your Pocket PC will turn on your phone when you insert a SIM card, however, you can choose to turn off your phone and just use the Pocket PC features at anytime – and then turn it back on when you want.

	IN MANY COUNTRIES YOU ARE REQUIRED BY LAW TO TURN OFF YOUR PHONE WHEN YOU FLY. TURNING OFF YOUR POCKET PC DOESN'T TURN OFF YOUR PHONE; YOU MUST TURN OFF YOUR WIRELESS CONNECTION TO YOUR OPERATOR'S NETWORK.

To turn off the phone:

Press and hold the button until Υ_x appears in the navigation bar. Or tap $\underline{\Upsilon_{il}}$ and then **Turn phone off** from the pop-up menu.

To turn on the phone:

Press and hold until Υ appears in the top toolbar.

Adjusting The Phone Volume

1. You can tap icon ◀€ or press the volume on the side bar of your device during a call.

   ◼ To adjust the conversation phone volume, you must do it during a call. If you adjust the volume at another time it will affect the ring and notification levels, and MP3.

Back Spacing and Deleting

If you tap a wrong number when you are keying in, you can back space to erase individual numbers one at a time or you can delete all the numbers in the window.
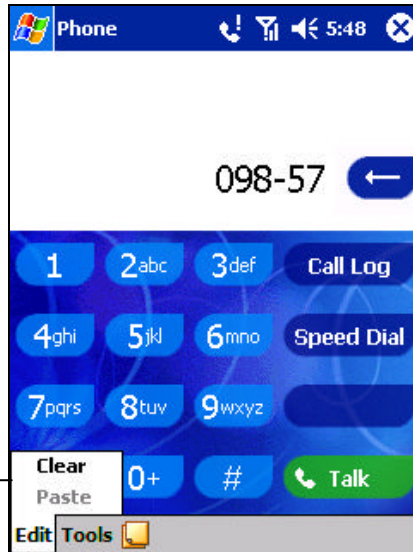
To back space over numbers:
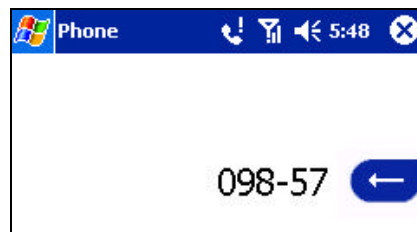
Tap here to back space and erase numbers individually.

To delete the number:

Tapping **Clear** will erase **098-57** as will holding down the backspace key.

Saving Personal Numbers

You can choose to save your personal phone numbers in a separate screen in SIM Manager.

To save personal numbers:

1. Tap **Start**, **Programs**, **SIM Manager**, **Tools** and then **Personal Numbers**.

2. Add a number to the screen and then tap **OK**.

B) Basic Dialing Features

In this section you can find information on the basic features of your phone: making or answering a call, using the speakerphone, making notes during a call, putting a call on hold, and using the conferencing facility. You can also send SMS from the Dialer screen.
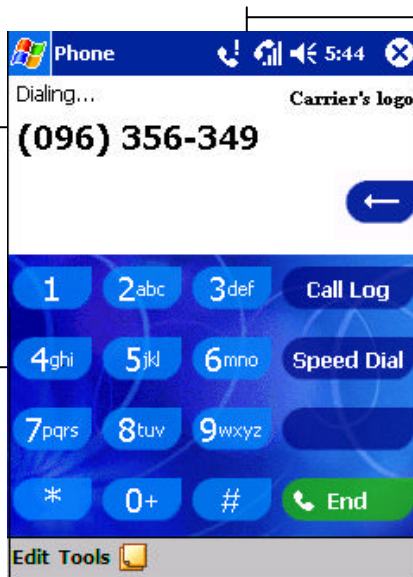
Making a call

With your Pocket PC Phone, you can make a call from the **Dialer**, **Speed Dial**, **Call Log**, **Contacts** and **SIM Manager**.

To make a call from the Dialer:

1. Press [icon] to bring up the dialer screen.
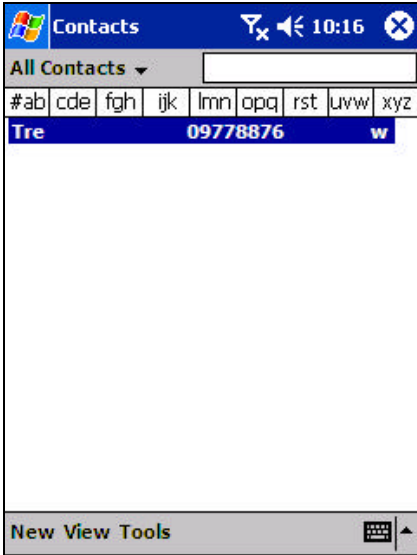2. Tap the number into the keypad and then tap [Talk] or press [icon] button.

The signal icon will change when you are making a call.

The number will appear here.

Tap the number you wish to dial here.

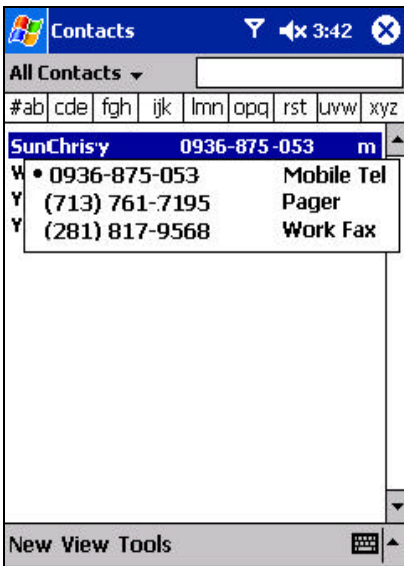## To make a call from Contacts:

You can make a call from Contacts in the following way:

1. Press the Microsoft Contacts Button, find the contact and then tap 📞 twice – once to send to the dialer screen and once to call.

◣	The pop up menu and 📞 button will by default display **Call Work Tel.** However, you can customize so that the mobile number or email is displayed instead:

Either:

1. Select a contact in the contacts list and then press left or right on the navigation pad – the number on the screen will change.

Or:

1. In the contacts list tap the "w" in the right column next to the contact you want to customize. A pop-up menu will display the phone numbers and email addresses for this contact with a dot next to the priority number.

2. In the pop-up menu select a priority – If you selected mobile number, "m" should now be in the right column next to the contact.

To make a call from Speed Dial (A):

Speed dial is a list you can create of often-dialed numbers. Information on adding a number to Speed Dial is detailed later in this chapter.

By memorizing the position in the Speed Dial list of a number, you can dial the number by entering its position number. For example:

In the picture on the left John Fredericks is at position 4. To dial his number simply tap and hold 4 on the dialer keypad; if the number holds a position of 10 or more tap the first number, and then tap and hold the second to dial.
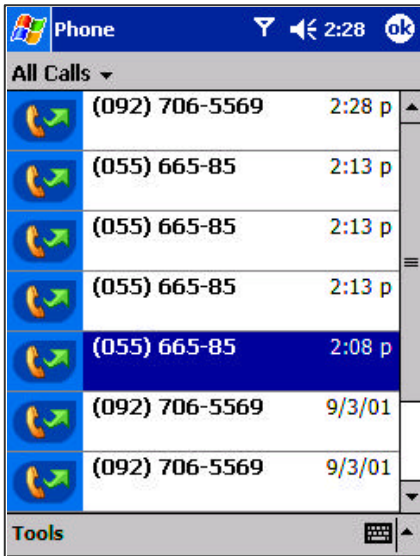
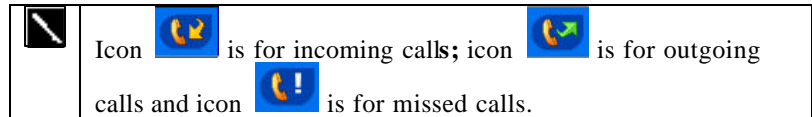## To make a call from Speed Dial (B):

Alternatively, if you don't remember the position of a number in the **Speed Dial** list use the method below:

1. Go to **Phone,** press once the left-side of navigation pad, or tap **Speed Dial** .

2. In **Speed Dial** use the navigation pad to find the number you want to dial, and then press .
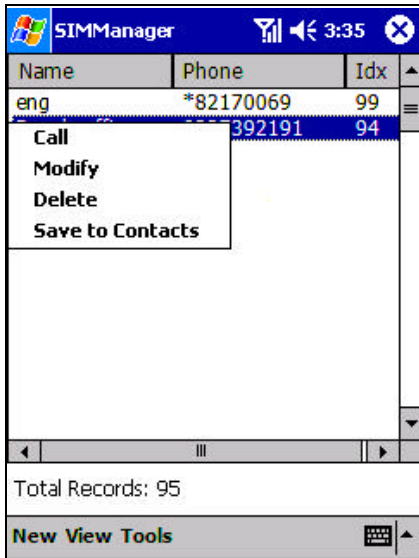
To make a call from the Call Log:

1. Go to **Phone** and press the right side of the navigation pad or tap

2. Find the call details by first selecting the category it is filed under. For example, if it is in **All calls** select **All calls** from the drop down menu in the top-left corner.

3. Use the navigation pad to find the number and then tap or the icon to the left of the number you wish to call.

> Icon is for incoming call**s;** icon is for outgoing calls and icon is for missed calls.
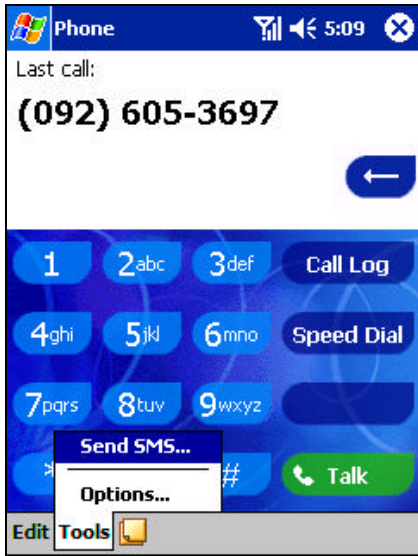
To make a call from SIM Manager:

1. Tap , **Programs**, and then tap **SIM Manager** – wait for your SIM card contents to load.

2. Tap and hold the name or phone number of the person you wish to call, and then select **Call** from the pop-up menu.

To send SMS in phone dialer:

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1. Tap **Tools**, and then **Send SMS**.

2. The screen below will appear.

3. Tap **New**.

4. In the **To** field, enter either **e-mail address** or **SMS number** of one or more recipients, separating them with a semicolon, or select a name from the contact list by tapping the **Address Book** button. All e-mail addresses entered in the e-mail fields in Contacts appear in the Address Book.

5. Compose your message. To enter preset or frequently used messages, tap **My Text** and select a message.

6. Tap **Send** when you've finished the message. If you are working offline, the message is moved to the Outbox folder and will be sent the next time you connect.
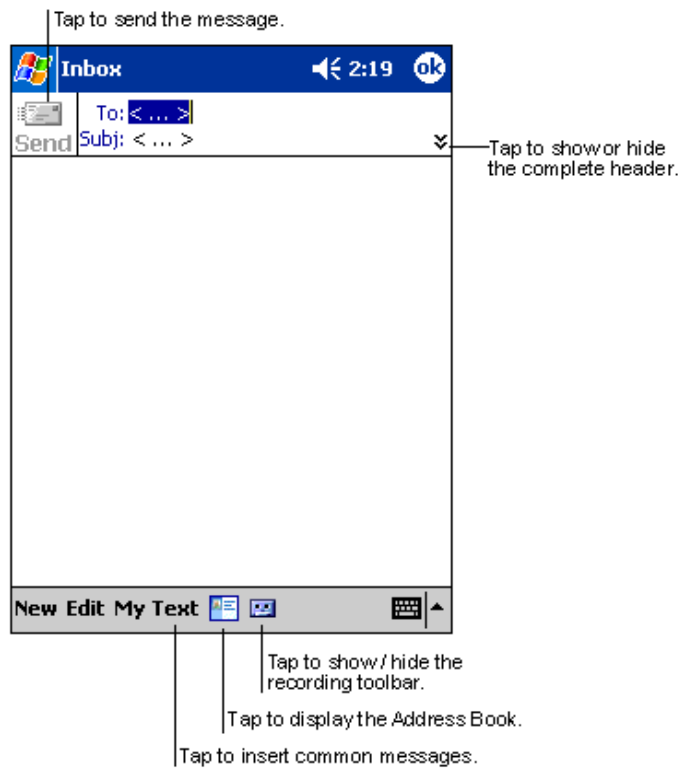
1. Whether you want to send or read **E-mail** or a **SMS**, you can swap by tapping **Services** then choose what service you want.

2. If you are sending an SMS message and want to know if it was received, tap **Edit, Options**, and select **Request SMS text message delivery notification** before sending the message.

Enabling the Speakerphone Mode

Your device has a speakerphone allowing you to talk hands-free and/or let other people to listen to the caller.

1. Wait until the phone is ringing.

2. Hold down the until the speakerphone comes on and the icon appears in the top toolbar.

3. To turn off the speakerphone hold down the again.

◨	Do not leave the phone in speakerphone mode and hold it on your ear; the sound will damage your ear.

Answering or Rejecting a Call
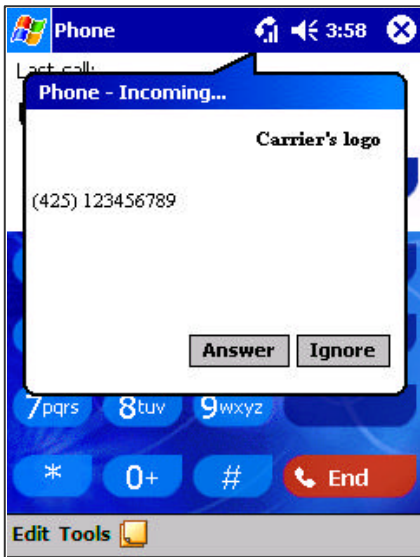
- Tap **Answer,** or press on your device.

- Tap **Ignore** or press to reject the call.

  ◨ If you reject a call the busy tone will be sent out.

Ending a Call

- Once an incoming or outgoing call is proceeding, you can press [phone icon] or tap [End button] to end the call.
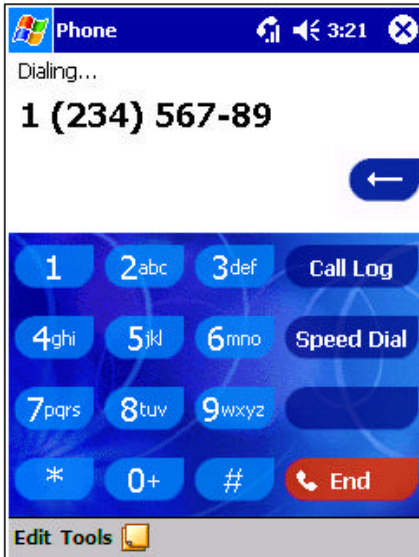
Managing More Than One Call

Your device will notify you when you have another caller and you have the choice of rejecting or accepting incoming call. If you accept you can then choose to swap between this caller and the original or set up a conference call between all 3 parties. You can, of course, also initiate the situation above – with conference calling you can create a conversation between up to 6 people.

Putting a Call on hold:
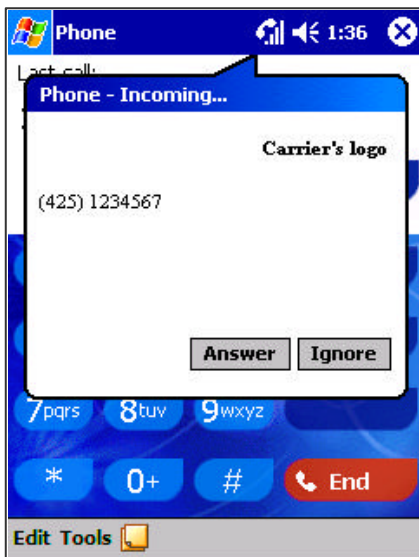
1. If another person is trying to call you when you are talking on the phone the screen to the left will pop out.

2. Tap **Answer** to the take the 2nd call and put the 1st on hold.

3. To end the 2nd call and go back to the 1st, tap **End** or [phone icon].

![HTC Engineering Mobility logo]

To swap between calls:
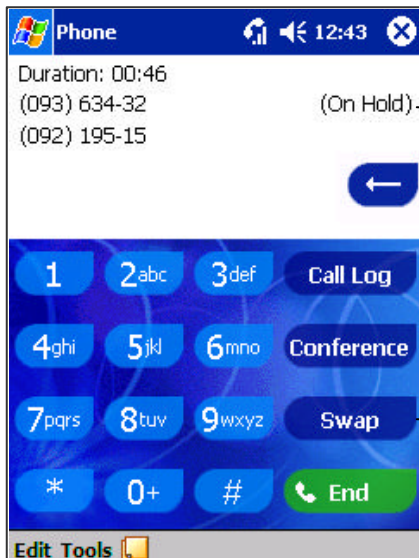
Indicates which number is on hold

- You can choose to swap backwards and forwards between 2 callers by pressing **Swap**.

To change to the other caller tap here

To set up conference calling:
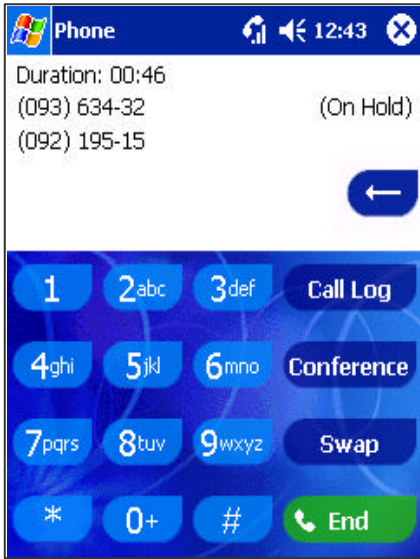
1. Either put a call on hold, dial a 2nd number and wait for it to be picked up. Or, accept a 2nd incoming call when you already have one in progress.
2. In the screen that appears tap **Conference.**
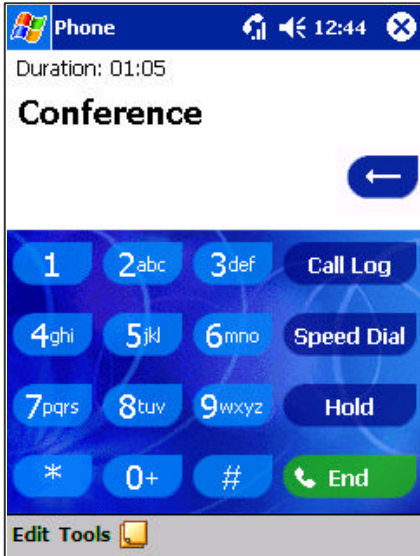
3. If the conference connection is successful the screen will appear like left.
4. To add additional people to your conference call tap **Hold**, key in the number, and then **Resume** to return and continue.

Making a Note

Regardless of whether you call from the **Dialer**, **Contact**s, **Call Log**,, **Speed Dial** or **SIM Manager**, you can take a note during a call. After you have finished the note it will be saved as an attachment to your call in one of the Call Log folders.
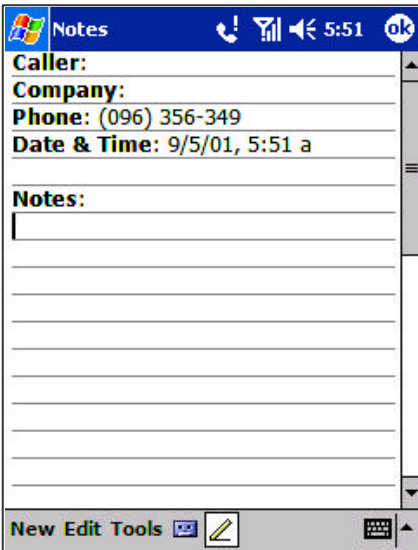
To make a note:

1. After you have entered a number and tapped [icon] or [Talk], tap the [icon] icon situated at the bottom of the screen.

2. Use any of the input methods to record your note and then tap **OK**. - You can finish your note during or after the call.

To view a note:
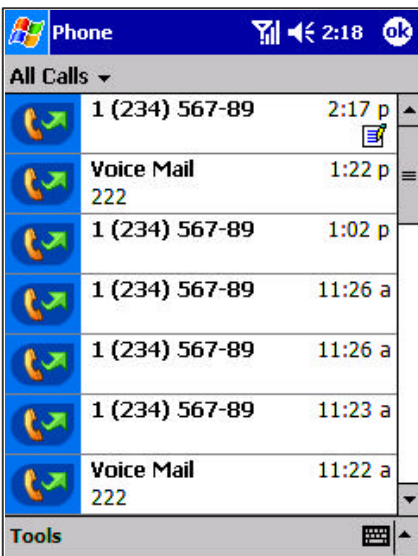
1. Press the right side of the navigation pad or tap [Call Log], tap and hold the call, and then from the pop up menu tap **view note**. (The icon [icon] indicates a note).

2. Or, go to **Notes**, and then tap the name of the file from the list. (For more information, see "Chapter 4, Notes")

[icon]	you decide to create a contact for this caller – see Adding and Transferring Contacts information" – the call and file names will be amended to the name of the new contact; the file will be unaffected.

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C) Call Related Features

Checking Your Voice Mail
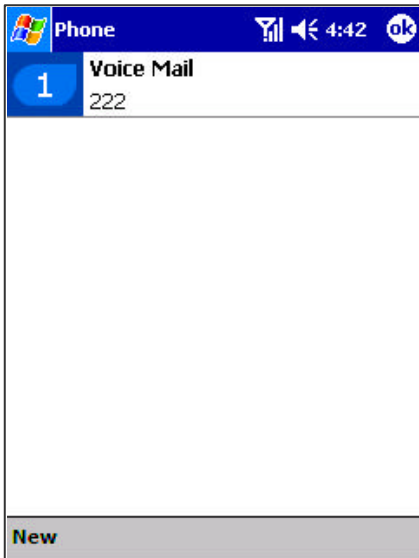
- The first speed dial location defaults as your voice mailbox. When you insert your SIM card into your Pocket PC Phone, it will automatically detect and set as default the voice mailbox number of your mobile service provider.

To retrieve your voice mail:

- Press ![phone icon], the left side of the navigation pad, select ![1 icon] **Voice Mail** and then press ![phone icon].

Adding and Transferring Contact Information

As there is a number of ways in which telephone numbers and contacts can enter and then be stored on your device and a number of ways to make a phone call, it is important to be able transfer those contacts between the programs used to make a call.

Places where contacts can enter your device and be stored:

- Your SIM card - You interchange your SIM card between your Pocket PC Phone and another device; while using the other device you create one or more new contacts on the SIM card.

- Microsoft Contacts.

- Call Log – New contact numbers can be found in incoming or missed calls.

Why transfer numbers?

- In the event you lose your SIM card while using it with another device your SIM numbers will be backed up to your device.

- If you want to transfer a number to **Speed Dial** it must be in **Contacts**, not on the SIM card.

- If you are using your SIM with another device, you may need the numbers stored in Microsoft Contacts.

- Transferring numbers to Microsoft Contacts allows you to create a more detailed record.

Microsoft Contacts: Adding and transferring contacts
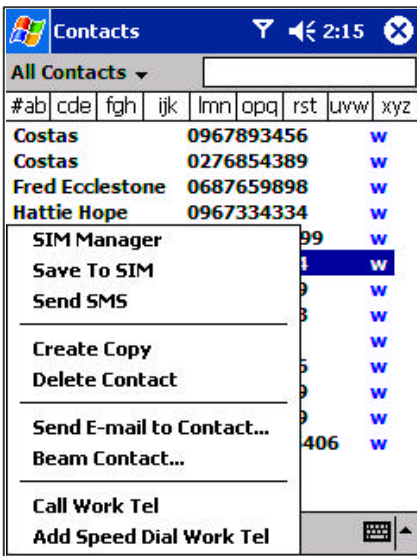
1. To create a contact, see creating a contact in **Chapter 4**.

2. To transfer a contact to SIM, press and hold the center of the navigation pad - or tap and hold the contact - and then select **Save to SIM** from the pop up menu.

3. To transfer a contact to **Speed Dial**, press and hold the center of the navigation pad – or tap and hold the contact - and then select **Add Speed Dial Work Tel** from the pop up menu.

4. In the next screen add the contact details, select a location and tap **OK**.

 By default the **Location** function will give tell you the next available position in the **Speed Dial** list. If you want to put a number in a position that is already occupied, the new number will replace that number already there.

SIM Manager: Adding and transferring contacts

To create a SIM contact:

1. Tap **SIM Manager** (wait for SIM contents to load), then **New**.

2. Fill in the **Name** and **Phone** details and tap **Add**.

To transfer contacts from SIM to Microsoft Contacts:
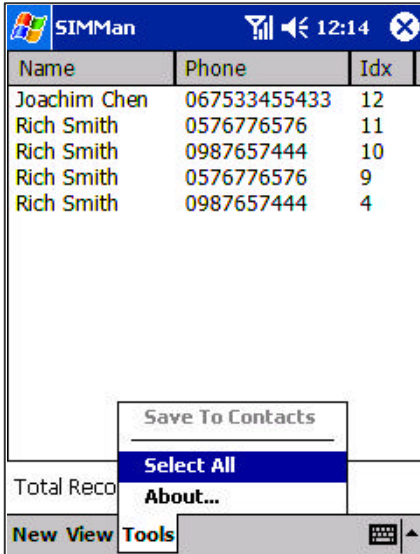
1. Tap **SIM Manager** (wait for SIM contents to load), then

   Either:

   Tap **Tools**, **Select All**, and then **Save to Contacts**.
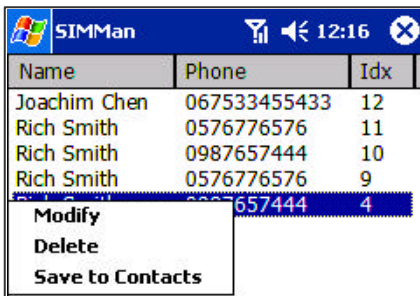
Or:

Press and hold the center of the navigation pad – or tap and hold a contact from the list - and then select **Save to Contacts** from the pop up menu.

To transfer a number to Speed Dial:

1. Press [icon], either the left side of the navigation pad or **Speed Dial**, and then **New**.

2. Find the contact you want to add, and then press the navigation pad center.

3. When the contact name and number appears in the screen – as left - select an available location using the arrow keys.

   [icon] By default the **Location** function will give tell you the next available position in the **Speed Dial** list. If you want to put a number in a position that is already occupied, the new number will replace that number already there.
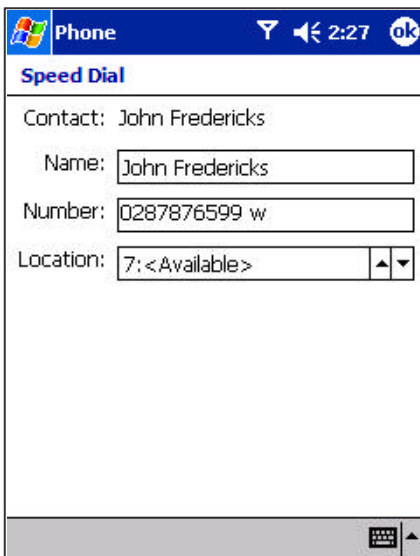
To add a record to Microsoft Contacts from Call Log:
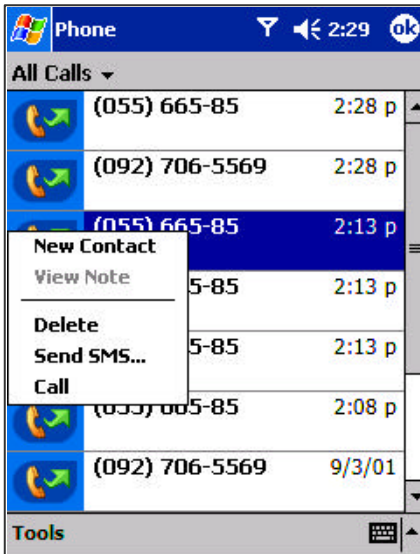
1. Press ![phone icon], and then the right side of the navigation pad.
2. Find the call details by first selecting the category it is filed under. For example, if it is a missed call select **Missed** from the drop down menu in the top-left corner.
3. Press and hold the navigation pad center; in the pop-up menu that appears select **New Contact**.
4. In the **New Contact** screen add additional contact details and press the navigation pad center or tap **OK**.
5. The call details in the **Call Log** will then be amended and displayed under the name of the contact, not telephone number.

Managing Your Call Log

The **Call Log** details all incoming, outgoing, and missed calls and also provides a summary of total calls. The **Call Log** can also tell you when a call was initiated, how long it lasted, and provides easy access to any notes taken during the call.

Tap here to select **All Calls, Missed, Outgoing, Incoming** or **By Caller**

Name

Number
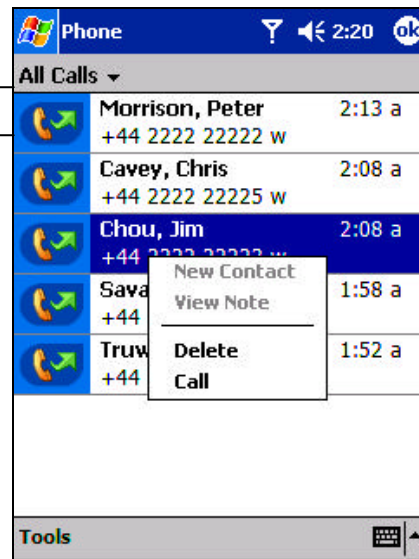
Time of call

Viewing details of calls

Tap in the top left corner of the screen and then select a category from the drop down menu.

Calls are categorized as below:

- **All Calls** - shows all calls made to and from the phone in chronological order.

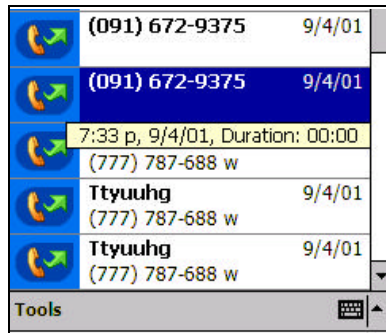- **Missed** - only shows calls that were not answered.

- **Outgoing** - only shows calls made from the phone.

- **Incoming** - only shows calls made to the phone.

- **By Caller** - categorizes calls alphabetically according to caller.

To view duration of call:

- Go to Call Log, find the call you are interested in, and then tap it once.

To delete Individual calls from Call Log:

- Press and hold the center of the navigation pad, and then select **delete** from the pop up menu.

To delete all calls from Call Log:

- Tap **Tools**, and then **Delete all Calls.**

## To set limits on the size of your Call Log:
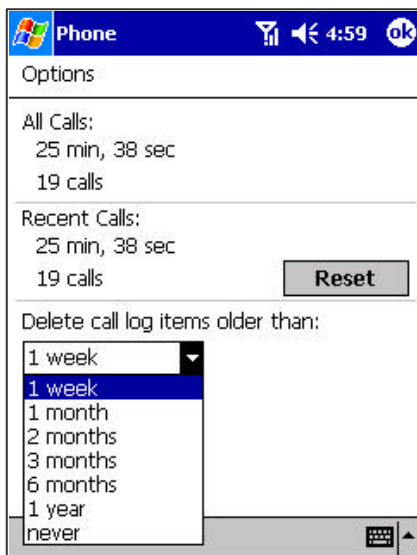
- Tap **Call Log**, **Tools**, **Options** and then the box under **Delete call log items older than.**

- In the drop down menu choose a period of time and then tap **OK**.

Engineering Mobility

D) Customizing Your Phone

You can personalize the setting of your phone, the services you have and the network you are connected to.

To select ring type and tone, and Keypad sounds:
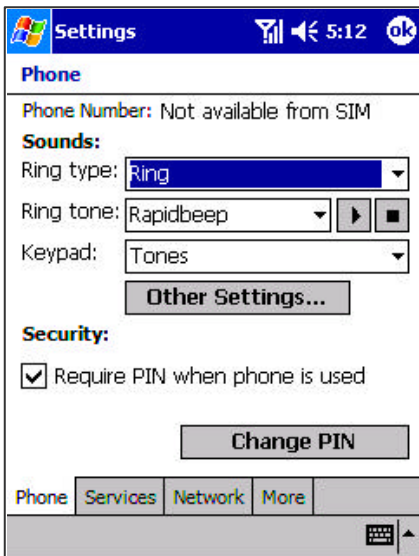
1. In phone dialer, tap **Tools**, **Options** and then **Phone**.

2. Tap to see the drop-down menu choices below.
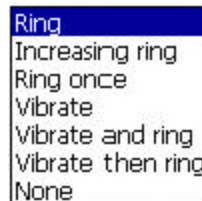
Ring type   **Ring tone**   **Keypad**

Downloading Ring Tones

You can make a connection to the Internet and then download ring tones that are compatible with the .WAV format.

Managing Ring Tones

Add Ring Tone allows you to quickly find and display all the ring tones stored on your device, gives you the option to listen, and then add or remove them from the Phone Settings list mentioned above.

To display all ring tones on your device:
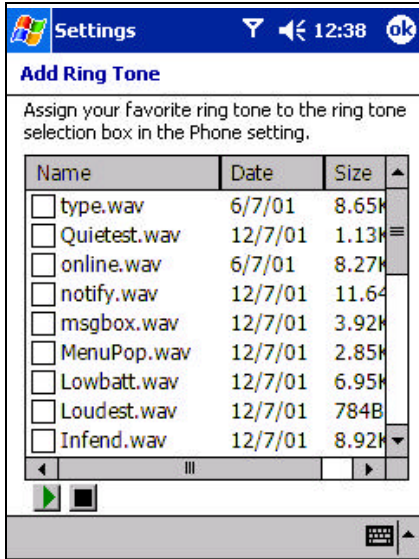
Tap , **Settings**, **System** and then **Add Ring Tone** – the program will automatically list and display all the .wav files on your device.

To play a ring tone:
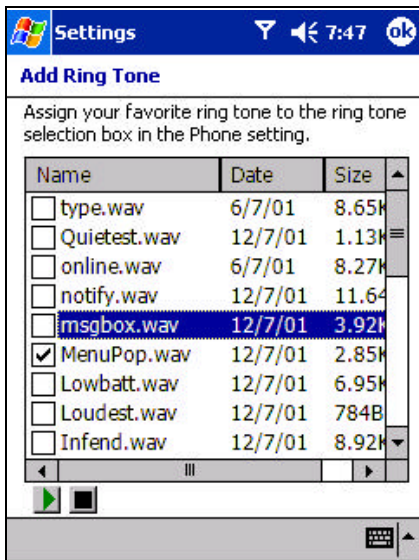
- After the ring tones have loaded, select one by tapping it, and then tap play. If you don't like the ring tone deselect it.

To add a ring tone to phone settings:

1. When the ring tones have loaded, you will see that some are already selected; these ones are presently listed in phone settings.

2. Tap the name of any ring tone then to add or remove from the list in phone settings.

To enable the PIN:

1. In phone dialer, tap **Tools**, **Options** and then **Phone**.

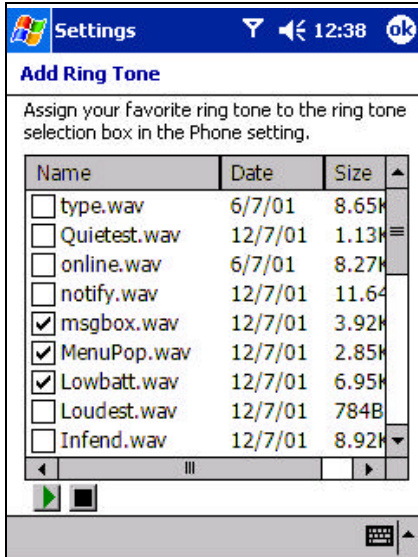2. Under **Security**, tap the option **Require PIN when phone is used**.

To change the PIN:
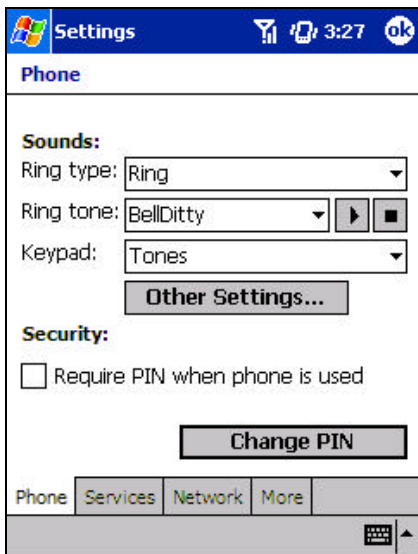
1. Under **Security**, tap **Change PIN.**

2. Follow the instructions - enter the old pin, then a new one, and reenter for confirmation.

To enable Caller ID:

When you place a call, your phone number will be revealed to the person that you are calling. To enable or disable this function:

1. In phone dialer, tap **Tools**, **Options** and then **Services**.

2. **In Services**, tap **Caller ID**, and then **Get Settings** (retrieving settings may take a few minutes).

3. In the next screen, tick either **Everyone I call** (Enable) or **Never provide caller ID** (Disable) and then **OK**.
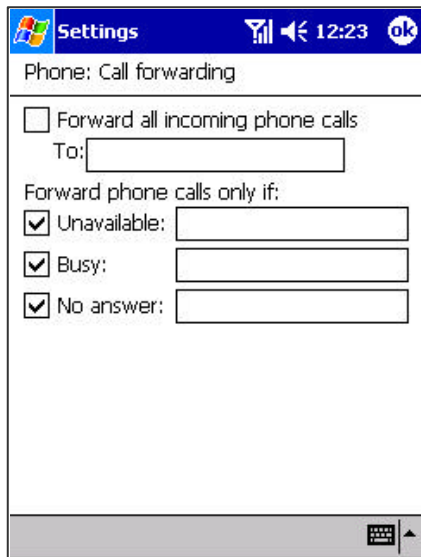
Call forwarding

This service allows you to forward your incoming calls to another phone number. You can choose to forward all calls to the same number or specify a number based on the following conditions:

Unavailable: If your phone is turned off or your phone is out of the network service.
Busy: When you are on the phone.
No answer: If you do not answer your phone.

To activate or deactivate call forwarding:

1. In phone dialer, tap **Tools**, **Options** and then **Services**.

2. In **Services**, tap **Call Forwarding** and then **Get Settings** (retrieving settings may take a few minutes).

3. In **Call forwarding** either tick **Forward all incoming phone calls** and then enter a number in the box below – or, according to circumstance, select one or all of the other categories and enter numbers.

Call waiting

This service allows you to receive another call during an active call. You can also turn this option off by selecting **Do not notify me**.
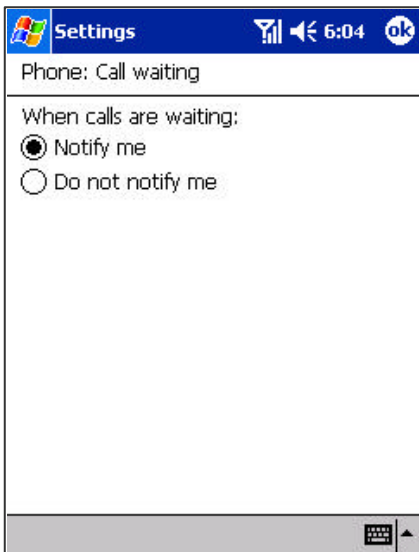
To activate or deactivate call waiting:

1. In phone dialer, tap **Tools**, **Options** and then **Services**.

2. In **Services**, tap **Call waiting** and then **Get Settings** (retrieving settings may take a few minutes).

3. Then in **Call waiting** select **Notify me** or **Do not notify me** and tap **OK**.

Voice mail and SMS

By default your device will automatically detect and set your voice mail and SMS access numbers. However, you can view the settings if you want.

To view your voice and SMS access numbers:

1. In phone dialer, tap **Tools**, **Options** and then **Services**.

2. In **Services**, **Voice mail and SMS**, and then **Get Settings** (retrieving settings may take a few minutes).

3. Then in **Voice mail and SMS** type in the access numbers and tap **OK**.
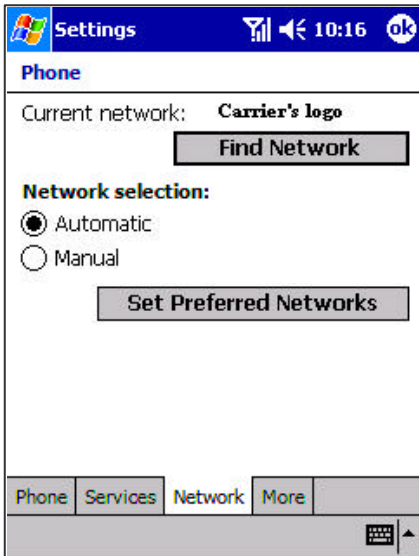
To find a network:
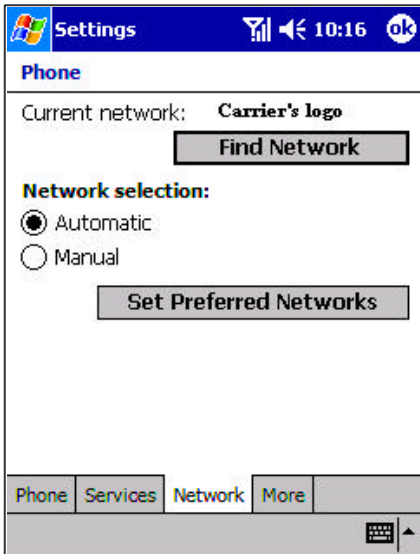
1. In phone dialer, tap **Tools**, **Options** and then **Network**.

2. Tap **Find Network** (retrieving settings may take a few minutes).
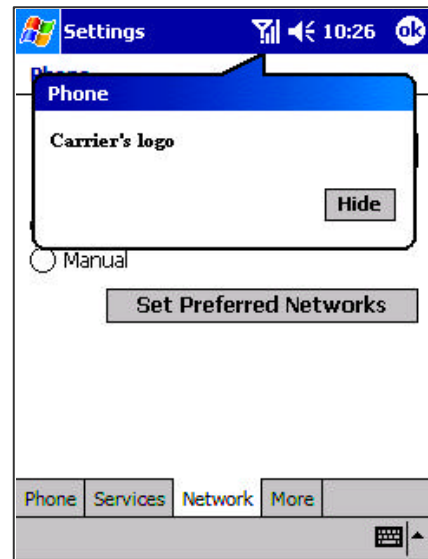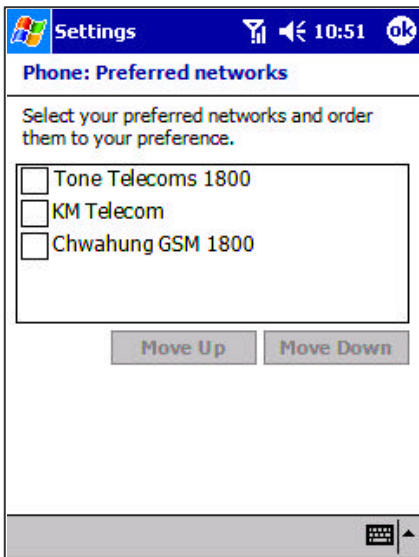
You can enable this function when the network status is currently out of network service and you want to conduct a search

To select a Network:

1. In phone dialer, tap **Tools**, **Options** and then **Network**.

2. Select either **Automatic** or **Manual** in **Network selection** (retrieving settings may take a few minutes when you select **Manual**).

To set preferred networks:

1. In phone dialer, tap **Tools**, **Options** and then **Network**.

2. To select **Set Preferred Networks** (retrieving settings may take a few minutes).

3. To select either networks and re-prioritize the order for network usage.

   If there are many mobile phone service providers available to you, enable this function to select a lower fee network

To select automatic Pickup:

This feature, which instructs your phone to pick up the call automatically, is particularly helpful when you are in a hands-free environment. For example, if you are driving and using the earphone, the call will be picked up after a designated number of rings and your hands never have to leave the wheel.

1. In phone dialer, tap **Tools**, **Options** and then **More**.

2. To enable either **On** then set the **rings without pressing Talk will automatic answer** or **Off**.

Using Key Lock

Key Lock enables you to lock the buttons on your device so that only the **On/Off** button will turn your device on. Locking your device in this way ensures you can't switch the device on by accident, and consume unnecessary power.

> Enabling **Key Lock** when you are using your phone features will slow down your ability to answer a call.

To enable Key Lock:

1. Tap **Phone**, **Tools**, **Options**, and then **More**.

2. Under **Hardware Key Lock**, select **Lock all buttons except power button**, and then **OK**.

Enabling Broadcast Channels

You can choose to receive real-time news and information, such as traffic news and weather reports.

To enable Broadcast Channels:

1. Tap **Phone**, **Tools**, **Options**, and then **More**.

2. Under **Broadcast Channels** tick **Enable**, and then tap **Settings**.

3. Tap **Receive Channel list** – the list will appear in your **Inbox**.

4. After retrieving the list and deciding which channels you want, return to this page and tap **New**.

5. In the next screen, enter a channel name and number, and tap **OK** – the channel name will appear in the box under **Select Items to Receive**.

6. Tick the box next to the channel name to select it.

7. Repeat the process for all channels you want to add.

E) Additional Dialing Information

To make an emergency call:
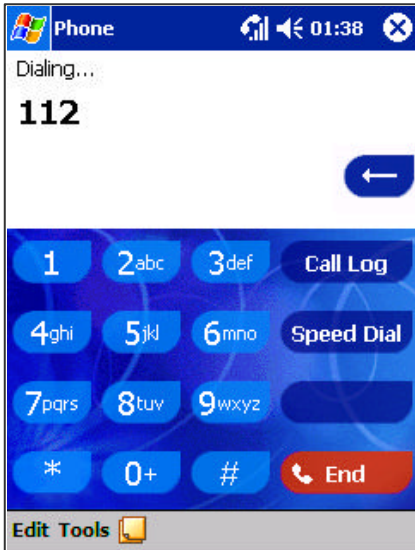
Enter the international emergency number **112** then [Talk] or press [call] button.

1. Your Pocket PC Phone provides international emergency number **112**, it means the number can normally be used to make an emergency call in any country, with/ without a SIM card inserted, if a mobile phone service networks within.

2. Some mobile phone service providers may require that a SIM card is inserted, and in some cases that the PIN has been entered as well.

3. In some cases, other emergency numbers may also be promoted. Your mobile phone service provider may save additional local emergency numbers in the SIM card.

To make an international call:
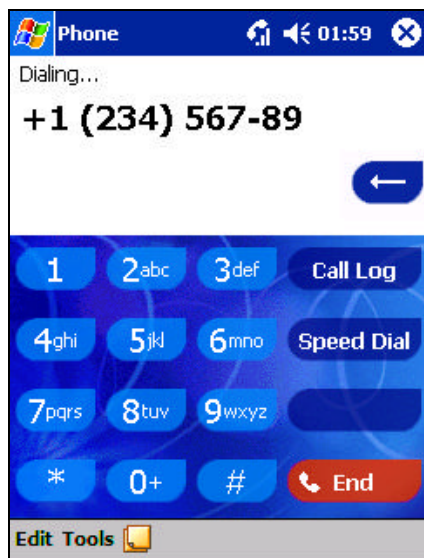
1. Tap and hold the 0 key until the + sign appears. The + replaces the international prefix of the country from where you are calling.

2. Enter the full phone number you want to dial. It includes country code, area code (**without the leading zero**) and phone number.

3. Tap [Talk] or press [call] button.