

If the headset still doesn't work, delete the existing partnership and create a new one. To delete the partnership:

- 1 Press **Start** , and then select **Settings**.
- 2 Select the **Connections** tab, and then select **Bluetooth**.
- 3 Highlight the headset device name.
- 4 Press and hold **Center**  to open the shortcut menu, and then select **Delete**.
- 5 Create a new partnership (see [Connecting to devices with Bluetooth® wireless technology](#)).

You can synchronize email and other information directly with Microsoft Exchange Server 2003 with Service Pack 2 using Microsoft Exchange ActiveSync®, or you can synchronize your smartphone with your computer, using the ActiveSync desktop synchronization software from the *Windows Mobile Getting Started Disc*.

**DID YOU KNOW?** You can go to the Windows website for more information at [www.windowsmobile.com](http://www.windowsmobile.com).

**DID YOU KNOW?** A common cause of sync problems is the presence of protective software, such as VPNs or firewalls, on your computer or network.

## Synchronization

Synchronization enables you to back up the information on your smartphone onto your computer or your server. If you ever need to perform a hard reset or otherwise erase all your information on your smartphone, you can synchronize your smartphone with your computer to restore the info. To make sure you always have an up-to-date backup of your info, synchronize frequently.

### Exchange ActiveSync (wireless synchronization)

This section covers issues with direct wireless synchronization with an Exchange Server. See [ActiveSync desktop software](#) for help with synchronizing using ActiveSync desktop software.

**TIP** If you are synchronizing with an Exchange Server and you're unable to change your lock settings, check with your system administrator to find out if a systemwide locking policy is in place.

### An alert tells me that the server could not be reached

Your smartphone had to wait too long to connect to the Exchange Server. The connection may have been lost, the server may be temporarily overloaded, or the server may have encountered an internal error. Check your Exchange Server name and proxy server settings (see [Setting up wireless synchronization](#)), and try again later.

### An alert tells me that my account information could not be detected

When you set up the Exchange Server sync options, the credentials page was left blank. Correct the credentials (see [Setting up wireless synchronization](#)), or set up your smartphone to sync only with a computer, and try to sync again.

### An alert tells me the device timed out while waiting for credentials

The Exchange Server credentials screen was left open too long. Re-enter the Exchange Server credentials, and try to sync again.

### ActiveSync desktop software

This section covers issues with synchronizing using ActiveSync desktop software. See [Exchange ActiveSync \(wireless synchronization\)](#) for help with direct wireless synchronization with an Exchange Server.

### ActiveSync desktop software does not respond to sync attempt

As you complete the following steps, synchronize after each step. If the synchronization is successful, you do not need to complete the remaining steps.

- 1 Verify that the USB sync cable is securely connected at all points (see [Setting up your computer for synchronization](#)).
- 2 Look for the ActiveSync icon  at the top of your smartphone's screen and

the ActiveSync icon  in the taskbar on your computer to make sure ActiveSync desktop software is running on your computer. If one or both icons if not displayed, do the following:

**Smartphone:** Press **Start** , select **Programs**, and then select **ActiveSync**. Select **Menu**  (right action key), and then select **Connections**. Make sure the **Synchronize all PCs using this connection** box is checked, and that **USB** is selected from the list.

**Computer:** Click **Start**, navigate to **Programs**, and then select **Microsoft ActiveSync**.

- 3 Double-click the **ActiveSync icon**  in your taskbar. From the File menu, select **Connection Settings**. Make sure the **Allow USB connections box** is checked, and then click **Connect**.
- 4 Perform a soft reset (see [Performing a soft reset](#)).
- 5 Restart your computer and make sure ActiveSync desktop software is running.
- 6 If problems persist and you're synchronizing through a USB hub, try connecting the sync cable to a different

USB port or directly to your computer's built-in USB port.

- 7 If you're already synchronizing through a built-in USB port on the front of your computer, move the sync cable to a USB on the back of your computer (if your computer has USB ports in both places).
- 8 Uninstall the desktop software that came with your smartphone, and then insert the *Windows Mobile Getting Started Disc*, which came with your smartphone, and repeat the installation process (see [Reinstalling the desktop software](#)).
- 9 Delete the existing partnership between your smartphone and your computer and create a new one by doing the following:
  - Disconnect your smartphone and your computer from the sync cable.
  - Right-click the gray **ActiveSync icon**  in the taskbar in the lower-right corner of your computer screen, and then select **Open Microsoft ActiveSync**.

- Click **File**, and then click **Delete Mobile Device**. When asked to confirm, click **Yes**.
  - Connect your smartphone and your computer to the sync cable.
  - When the Synchronization Setup Wizard appears, follow the steps to establish a sync relationship between your smartphone and your computer.
- 10** If your organization uses a firewall or a VPN connection, synchronizing with ActiveSync may not work. Go to [www.microsoft.com](http://www.microsoft.com) and search for the following topics to help with specific firewall setup situations:
- ActiveSync USB Connection Troubleshooting Guide
  - ActiveSync with Sygate Personal Firewall
  - ActiveSync with TrendMicro PC-cillin Internet Security
  - ActiveSync with Norton Personal Firewall
  - ActiveSync with Zone Alarm Security Suite
- ActiveSync with McAfee Personal Firewall
  - ActiveSync with Windows Firewall
- 11** Verify with your computer hardware vendor that your operating system supports your internal USB controller.
- Synchronization finishes but info doesn't appear where it should**
- With the included software, your smartphone can synchronize with the root folders of Contacts, Calendar, Tasks, and Notes. If you want to synchronize with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Microsoft Office Outlook (right-click the addresses and select Add to Personal Address Book).
  - Microsoft Office Outlook subfolders and public folders are not accessible with the included software. You may want to use a third-party solution instead.
  - If you're trying to sync offline, be sure to set your Microsoft Office Outlook Calendar, Contacts, Notes, and Tasks to be available offline.

- If you're still having problems, try the following:
  - 1 Make sure you're synchronizing with the intended desktop personal information manager (PIM). The *Windows Mobile Getting Started Disc* lets you synchronize with Microsoft Office Outlook for Windows. If you use a different PIM, you need to install third-party software to synchronize. For more information, consult the company that makes the PIM.
  - 2 Open ActiveSync desktop software on your computer, and make sure the necessary synchronization settings are set to synchronize the files.
  - 3 Uninstall ActiveSync desktop software, reboot your computer, and then insert the *Windows Mobile Getting Started Disc*, which came with your smartphone, and repeat the installation process (see [Reinstalling the desktop software](#)).

### Synchronization starts but doesn't finish

Make sure that you installed the desktop software that came with your smartphone. If you're not sure whether this software is

installed, reinstall it (see [Reinstalling the desktop software](#)).

### My video and music files won't sync

- 1 Make sure you have Windows Media Player 10 installed on your computer.
- 2 Reinstall your synchronization software from the *Windows Mobile Getting Started Disc*, which came with your smartphone (see [Reinstalling the desktop software](#)). Media file synchronization fails if you installed the synchronization software before you installed Windows Media Player 10.

### My appointments show up in the wrong time slot after I sync

- 1 Make sure that you installed the desktop software that came with your smartphone. If you're not sure whether this software is installed, reinstall it (see [Reinstalling the desktop software](#)).
- 2 Open Microsoft Office Outlook and correct the wrong entries.
- 3 Manually enter any information you added to your smartphone since the last time you synchronized.

- 4 Synchronize your phone and your computer.

You should now be able to assign time zones to your events without encountering this problem.

#### My scheduled sync doesn't work

By default, a scheduled sync does not work while you are roaming. This is to prevent roaming charges on your account. If roaming charges are not a concern, follow these steps to continue your sync schedule while roaming:

- 1 Press **Start**  and select **Programs**.
- 2 Select **ActiveSync** .
- 3 Press **Menu**  (right action key) and select **Schedule**.
- 4 Check the **Use above setting when roaming** box.
- 5 Press **OK** .

#### An alert tells me that ActiveSync encountered a problem on the server

There is a temporary problem with the server or the server may be temporarily overloaded. Try again later, and if the

problem persists, contact your system administrator.

#### An alert tells me that there is not enough free memory to sync my info

ActiveSync ran out of storage space. Try the following:

- 1 Go to Memory Settings and close all running programs. See [Closing applications](#) for details.
- 2 If the problem persists, see [Making room on your smartphone](#) for suggestions on other ways to free up space on your smartphone.

#### An alert tells me that ActiveSync encountered a problem with [item type] [item name]

An error occurred during the sync of a single item. This error can usually be corrected only by removing the item that caused the error. If you sync again to see if the error persists, be aware that items causing this type of error are skipped and do not show up again.

## My Today screen settings are not restored after a hard reset

Settings such as the background image and plug-in choices are not backed up during synchronization, so they can't be restored after a hard reset. If you use a backup utility, you may be able to restore a backup to recover your Today screen setting and other additional info.

# Email

## I have problems using my account

Occasionally you may experience problems using an email account after you set it up. If you followed the account setup procedure and are experiencing problems in using the account, verify that the account complies with your email provider's requirements by following these steps:

- Verify both your password and your username for your email account.
- Some email service providers require you to be on their network to use your email account. If this is the case, be

sure to use your provider's network as the connection type for the account.

- Some email service providers have other requirements specific to their service. For example, Yahoo! requires you to set up POP mail forwarding for your Yahoo! account to download email messages to your smartphone. Check with your service provider to see if any provider-specific requirements exist.
- Service provider settings frequently change. If your email account was working but you are currently experiencing problems, check with your service provider to see if any of the account settings have changed.

## I have problems sending and receiving email

Short periods of time when email is unavailable are common due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly.

### Scheduled email synchronization is not working

If email synchronization is occurring and you turn your smartphone off or the connection to your email service provider is disconnected, the synchronization fails.

- Check the synchronization schedule to make sure that email sync is set to occur at the expected day and time. See Setting the synchronization schedule for details.
- Press **Start** , select Programs, and then select **ActiveSync** . Press **Menu**  (right action key) and select **Configure Server**. Make sure the verify password setting is on. This is required for over-the-air synchronization.

### I have problems sending email

If you are able to receive email messages but cannot send them, try these steps, in turn:

- Make sure your ISP or email provider allows you to access email on a smartphone. Some providers do not offer this option at all; other providers

require an upgrade for accessing email on a smartphone.

- Turn on ESMTP. Many services require authenticated access, or ESMTP, to use their SMTP servers.
- Press **Start** , select **Programs**, and then select **ActiveSync** . Press **Menu**  (right action key) and select **Configure Server**. Make sure the **SSL** box is checked.
- Enter the name of a different outgoing mail server for sending mail. Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server.

### My vCard or vCal email attachment isn't forwarding correctly

Microsoft Office Outlook provides several features that work with email client software on a Windows computer. For these features to work correctly, the email

client software must be properly set up. Follow these steps to check the settings:

- 1 Click **Start** on your computer, and then select **Settings**.
- 2 Select **Control Panel**.
- 3 Select **Internet Options**, and then click the **Programs** tab.
- 4 Make sure that the email field is set to the correct email client software.
- 5 Click **OK**.
- 6 Start the email client software and make sure it is configured as the default MAPI client. Consult the documentation for your desktop email application for more information.

### When I sync with my Exchange Server my info is not downloading to my smartphone

Check with your system administrator to obtain the name of the mail server that offers you wireless access to the corporate mail system. If you cannot obtain the name of this server (some companies do not give it out, because they do not want wireless access to their servers), you cannot use Exchange ActiveSync to synchronize with

the Exchange Server. You can also check the following setting:

- 1 Press **Start**  and select **Programs**.
- 2 Select **ActiveSync** .
- 3 Press **Menu**  (right action key) and select **Configure Server**.
- 4 Make sure the **SSL** box is checked.

## Web

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### I can't access a page

First, make sure you have Internet access: Open Internet Explorer Mobile and try to view a web page you've loaded before. To ensure that you're viewing the page directly from the Internet, press **Menu**  (right action key) and select **Refresh**. After confirming your Internet connection, try to view the page in question again. If it comes up blank, press **Menu**  (right action key) and select **Refresh**.

If you're still having trouble, the page may contain elements that are not supported by Internet Explorer Mobile, such as Flash,

Shockwave, VBScript, WML script, and other plug-ins.

Some websites use a redirector to their true home page (for example, if you enter the address <http://www.palm.com/support> it may resolve to <http://www.palm.com/us/support>). If Internet Explorer Mobile can't follow the redirect, try using a desktop browser to see the landing page of the redirector, and enter that address in Internet Explorer Mobile.

**TIP** Your smartphone can open your email application when you select an email address on a web page. If nothing happens when you select the link, try setting up your email application first.

### An image or map is too small on my smartphone screen

Internet Explorer Mobile has several viewing modes: One Column, Default, Desktop, and Full Screen. Switch to Desktop to see the full-size image (see [Viewing a web page](#)).

### A secure site refuses to permit a transaction

Some websites don't support certain browsers for transactions. Please contact the site's webmaster to make sure the site allows transactions using Internet Explorer Mobile.

## Camera

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Here are some tips for taking good pictures with the built-in camera:

**DID YOU KNOW?** Pictures are 16-bit color. Resolution settings range from 1280 x 1024 to 160 x 120 pixels (1.3 megapixels to VGA). Video resolution settings range from 352 x 288 to 176 x 144 pixels. You can change the resolution setting by pressing **Menu** (right action key) and selecting **Resolution** (still images) or **Quality** (video).

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be

grainy, due to the sensitivity of the camera.

- Hold the camera as still as possible. Try supporting your picture-taking arm against your body or a stationary object (such as a wall).
- Keep the subject of the pictures still. Exposure time is longer with lower light levels, so you may see a blur.
- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light.
- Make sure the subject is at least 0.5 meters (18 inches) away from the camera to ensure good focus.

Remember that when you synchronize, your Camera images are stored in the C:\Documents and Settings\<Username>\My Documents\Treo My Documents folder on your hard drive (see [Camera](#)).

### The Camera preview image looks strange

Some third-party applications overwrite your smartphone's color settings with their own 8-bit color settings. This can affect the Camera Preview Mode. Delete third-party applications one by one until the preview image improves.

## Third-party applications

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Sometimes third-party applications can cause conflicts on your smartphone. Third-party applications that modify wireless features may affect your smartphone's performance and may require extra troubleshooting. Use caution when installing the following types of applications:

- Ringtone managers
- Caller ID applications
- Instant messaging
- Applications that modify when your phone or data connections turn on or off and how your phone behaves

If you recently installed an application and your smartphone seems to be stuck, try the following:

- 1 Perform a soft reset (see [Performing a soft reset](#)).
- 2 Make sure the third-party application is compatible with the Windows Mobile version 5.2 operating system on your smartphone.
- 3 Delete the most recently installed application from your smartphone (see [Removing applications](#)).
- 4 If the problem persists, perform another soft reset.
- 5 If possible, synchronize or use a backup utility to back up your most recent info.
- 6 Perform a hard reset (see [Performing a hard reset](#)).
- 7 Synchronize or restore your backup to restore the info in your built-in applications.
- 8 If the problem is resolved, begin reinstalling your third-party applications one at a time.

- 9 If the problem recurs, delete the last application you installed and report the problem to its developer.

### Getting more help

Contact the vendor of any third-party software if you require further assistance.

**TIP** Remember that not all third-party applications were written with the Treo 750v smartphone keyboard and 5-way navigator in mind. You may encounter strange behavior or errors in these applications if you use the keyboard and the 5-way navigator.

## Making room on your smartphone

If you store a large number of records, or install many third-party applications, the internal memory on your smartphone may fill up. Here are some common ways to clear space on your smartphone:

- **Camera:** Large images or videos take up a lot of memory. Move images to an expansion card or delete images from

your smartphone (see [Pictures & Videos](#)).

- **Messaging:** Multimedia content and email attachments can consume excessive memory. Move multimedia content and attachments to an expansion card, or delete large files from your smartphone (see [Message status icons](#)). You may also want to empty the deleted items folder.
- **Internet:** If you save links to pages you've visited in Internet Explorer Mobile, you may want to clear all recent pages (see [Customizing your Internet Explorer Mobile settings](#)).
- **Third-party applications:** You can delete infrequently used applications or move them to an expansion card (see [Copying or moving applications and files between your smartphone and an expansion card](#)).

Also, remember that your smartphone includes an expansion card slot, and that you can store applications and information on expansion cards. However, you still need free memory on the smartphone itself to run applications from an expansion card.

## Voice quality

### Is the other person hearing an echo?

- Try decreasing the volume on your smartphone to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and to the handset earpiece.
- Position the smartphone closer to your ear to prevent sound leaking back to the microphone. Keep your hand away from the microphone hole, which is on the lower-right side of your smartphone.
- If you're using Speakerphone mode with your smartphone lying on a flat surface, try turning the smartphone "face down" (screen facing the surface).

### Are you hearing your own voice echo?

Ask the other person to turn down their volume or to hold the smartphone closer to their ear.

**Is your voice too quiet on the other end?**

Be sure to hold the bottom of the smartphone, or the hands-free microphone, close to your mouth.

Check the signal strength indicator. If the signal is weak, try to find an area with better coverage.

# Where to learn more

## For a quick introduction

- **Quick Tour:** The Quick Tour introduces you to many of your Palm® Treo™ 750v smartphone's features. It is already installed on your smartphone, and you can open it any time. Press **Start** , select **Programs**, and then select **Quick Tour** .

## To register your smartphone

- **Online registration:** Visit [www.palm.com/register](http://www.palm.com/register) to register your smartphone and obtain benefits such as discounts on software and accessories, faster technical support, and special promotions, and important product updates including notifications on software updates, bug fixes, and more.

## While using your Treo 750v smartphone

- **On-device User Guide:** A copy of this guide is included on your smartphone. The on-device guide is specially formatted for your smartphone screen. To view the on-device guide, press **Start** , and select **Help**.
- **Online support from Palm:** For up-to-date downloads, troubleshooting, and support information, go to [www.palm.com/treo750v-support](http://www.palm.com/treo750v-support).

## If you need more information

- **Online forums:** Consult online Treo 750v device user discussion groups to swap information and learn about topics you may find nowhere else. Visit [www.palm.com/treo750v-support](http://www.palm.com/treo750v-support) for details.
- Customer service from your network operator: For questions about your mobile account or features, contact your network operator's technical support or customer service department.



# Terms

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## ActiveSync®

The technology that exchanges and updates the information on your smartphone with the information on your computer. To open ActiveSync on your computer, double-click the ActiveSync icon  in the taskbar in the lower-right corner of your screen. If the icon does not appear, click Start, click All Programs (or navigate to the Programs group), and then select Microsoft ActiveSync. See [Installing the desktop synchronization software](#).

## Alt (alternative)

The key that you use to enter accented characters and symbols that do not appear on your keyboard. Press Alt , and then press a key on the keyboard to view the alternative characters available for that key. See [Entering other symbols and accented characters](#).

## auto-off interval

The time of inactivity that passes before the screen on your smartphone turns off. The wireless features on your smartphone

are unaffected by this setting. See [Optimizing power settings](#).

## beam

The process of sending or receiving an entry or application using the infrared port on your smartphone or using Bluetooth® wireless technology. See [Beaming information](#).

## Bluetooth® wireless technology

Technology that enables devices such as smartphones, mobile phones, and computers to connect wirelessly to each other so that they can exchange information over short distances. For more info, visit [www.bluetooth.com](http://www.bluetooth.com). See [Connecting to devices with Bluetooth® wireless technology](#).

## desktop software

A PIM application for computers, such as Microsoft Outlook®, that helps you manage your personal information and keep it synchronized with your smartphone. See [Installing the desktop synchronization software](#).

### **dialog box**

A set of options and command buttons that is enclosed by a border and that enables you to carry out a specific task.

### **EDGE (Enhanced Data rates for GSM Evolution)**

An enhanced version of GPRS that delivers data speeds that are up to three times faster than standard GPRS connections, with rates up to 236.8 Kbps. (Additional charges may apply.) See [What are all those icons?](#)

### **GPRS (General Packet Radio Service)**

A mobile Internet connectivity technology that allows persistent data connections. (Additional charges may apply.) See [What are all those icons?](#)

### **infrared (IR)**

A way of transmitting information using light waves. You use the IR port on your smartphone to transfer information between other IR devices within a short radius. See [Beaming information](#).

### **Lithium Ion (Li-Ion)**

The rechargeable battery technology used in Treo 750v smartphones. See [Charging the battery](#).

### **Microsoft Exchange ActiveSync®**

Technology that allows your smartphone to synchronize email, contacts, calendar events, and tasks wirelessly with Microsoft Exchange Server 2003. See [Setting up wireless synchronization](#).

### **MMS (Multimedia Messaging System)**

An enhanced messaging system that enables you to send pictures, animations, and ringtones almost instantly. See [Creating and sending a multimedia message](#).

### **Mobile Device**

The component on your Windows computer that enables you to install applications and other information on your smartphone. To access it, open Windows Explorer or My Computer and look for the Mobile Device  entry. See [Installing applications from your computer](#).

## Option

Press this key and then a second key to enter the character or to access the feature displayed above the letter on the second key. See [Entering numbers, punctuation, and symbols](#).

## partnership

The connection that you make between two devices by means of Bluetooth wireless technology. The devices recognize each other because each device finds the same passkey on the other device. After you create a partnership between the devices, you no longer need to enter the passkey. Partnership is also known as paired relationship, pairing, trusted device, and trusted pair on some devices. See [Connecting to devices with Bluetooth® wireless technology](#).

## Phone Off

Appearing on the Today screen, this indicates that your smartphone is not connected to any network, and you cannot make calls except those to emergency numbers. You can still use the organizer features, however. To turn the phone on/

off, go to the Wireless Manager. See [Turning your phone on](#).

## Phone/Send

The button on your smartphone that provides quick access to your Today screen and dials once you've entered a phone number. See [Making calls from the Today screen](#).

## PIM (personal information manager)

A genre of software that includes applications such as Microsoft Outlook, Palm® Desktop software, Lotus Notes, and ACT!. PIMs generally store contacts, schedules, tasks, and memos.

## PIN (personal identification number)

The password assigned to your SIM card by your network operator. Turning on the PIN lock secures your wireless account. See also PUK. See [Locking the SIM card](#).

## PIN2 (personal identification number 2)

A code that protects certain network settings such as fixed dialing.

## PUK (PIN unlock key)

A special extended password assigned to your SIM card. If you enter the wrong PIN

more than the allowed number of times, your SIM is blocked and you must call your network operator for the PUK. See [Locking the SIM card](#).

### **SIM (Subscriber Identity Module) card**

The smartcard, inserted into your smartphone, that contains your mobile account information, such as the services to which you subscribe. Addresses and phone numbers and SMS messages can also be stored on the SIM card. See [Inserting the SIM card and battery](#).

### **SMS (Short Messaging Service)**

The service that exchanges short text messages almost instantly between mobile devices. Treo 750v smartphones can send and receive text messages while you are on a voice call. See [Creating and sending a text message](#).

### **Start**

The menu on your smartphone from which you can open all applications. See [Opening applications](#).

### **streaming**

Technology that enables you to access media content—for example, watch video

or listen to an audio program—directly from the Internet on your smartphone without needing to download a file to save on your smartphone. See [Viewing a video](#).

### **synchronization**

The process in which information that is entered or updated on your smartphone, your computer, or a server is instantly updated in one of the other locations either wirelessly or by means of a cable connection. See [Synchronizing information](#).

### **UMTS (Universal Mobile Telecommunications System)**

One of the third-generation (3G) mobile phone technologies that is designed for high-speed data transfer with rates up to 384 Kbps. It uses W-CDMA as the underlying technology. See [What are all those icons?](#)

### **username**

The name associated with your smartphone that distinguishes it from other Windows Mobile® devices. If you install ActiveSync® desktop software, you are asked to give your smartphone a username. If you only synchronize wirelessly using Microsoft Exchange

ActiveSync, you do not need to give your smartphone a username. See [Installing the desktop synchronization software](#).

## **Windows Mobile**

The operating system of your Treo 750v smartphone. Your smartphone uses Windows Mobile® 5.2. When installing third-party applications to your

smartphone, be sure to install only apps that use Microsoft Windows Mobile 5.0 software for Pocket PC Phone Edition. The Microsoft Windows Mobile 5.0 software for Smartphone is not compatible with your Treo 750v smartphone. See [Installing third-party applications](#).



# Regulatory information

## FCC Statement

This equipment has been tested and found to comply with the limits for a Class B computer peripheral, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## RF Safety Exposure

To Radio Frequency Energy (SAR) Radio transmitting devices radiate Radio Frequency (RF) energy during its operation. RF energy can be absorbed into the human body and potentially can cause adverse health effects if excessive levels are absorbed. The unit of measurement for human exposure to RF energy is "Specific Absorption Rate" (SAR).

The Federal Communications Commission (FCC), Industrie Canada (IC), and other agencies around the world have established limits that incorporate a substantial safety margin designed to assure the safety of all persons using this equipment.

In order to certify this unit for sale in the US, Canada and Europe this unit has been tested for RF exposure compliance at a qualified test laboratory and found to comply with the regulations regarding exposure to RF Energy.

SAR was measured with the unit transmitting at its maximum certified RF power. Often, however, during normal operation the unit will transmit much less than maximum power. Transmit power is controlled automatically and, in general is reduced as you get closer to a cellular base station. This reduction in transmit power will result in a lower RF energy exposure and resulting SAR value.

## FCC RF Safety Statement

In order to comply with FCC RF exposure safety guidelines, users MUST use one of the following types of bodyworn accessories.

- A Palm® brand body-worn accessory that has been tested for SAR compliance and is intended for use with this product.
- An accessory that contains NO metal (snaps, clips, etc) and provides AT LEAST 1.5 cm of separation between the users body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i.e. on the lap or in a breast pocket). Such use will likely exceed FCC RF safety exposure limits. See [www.fcc.gov/oet/rfsafety/](http://www.fcc.gov/oet/rfsafety/) for more information on RF exposure safety.

## Responsible party

(North America)  
Palm Inc.  
950 W. Maude Ave.  
Sunnyvale, CA 94085  
USA  
[www.palm.com](http://www.palm.com)

(Europe)  
Roy Bedlow  
Buckhurst Court  
London Road  
Wokingham, Berkshire RG40 1PA,  
UK

### Antenna Care/Unauthorized Modifications

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### Potentially Unsafe Areas

Potentially explosive atmospheres: Turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations) or storage facilities for fuel or chemicals.

### Declaration of Conformity

Treo 750v

Palm declares that the above model of Treo 750v smartphone is compliant with the regulations below. The declaration applies to the smartphone and its associated accessories (power supply, headset, and USB cable) where applicable.



Maximum SAR Values (W/kg) CE

Band	GSM 900	PCS 1800	WCDMA 2100
Head SAR	0.741	0.244	0.447

FCC OET Bulletin 65 Supplement C

Safety: EN 60950: 2000 (Jan-2000)

Radiated Emissions: EN 55022

FCC ID: 08F-KITT

IC ID: 3905A-KITT

Maximum Scaled SAR Values (W/kg) FCC				
Band	GSM 850	GSM 1900	WCDMA 850	WCDMA 1900
Head SAR (Held to Ear)	(W/Kg) 0.866	(W/Kg) 0.588	(W/Kg) 0.569	(W/Kg) 1.16
Body SAR (Worn)	(W/Kg) 0.532	(W/Kg) 0.155	(W/Kg) 0.231	(W/Kg) 0.164

## Using TTY

A TTY (also known as TDD or text telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone.

Your Palm Treo 750v smartphone is compatible with select TTY devices. You can connect a TTY/TDD machine to your smartphone through the headset jack, but you cannot use your headset jack with a headset or hands-free kit while this mode is enabled. Please check with the manufacturer of your TTY device for connectivity information and to ensure that the TTY device supports digital wireless transmission.

To use TTY, you may need to make additional arrangements with your network operator. Please contact your network operator's customer service department for more information.

- 1 Press the Start button and select Settings.
- 2 Select Personal, and then select Phone.
- 3 Select Phone.
- 4 Select the TTY/TDD list, and then select either Default mode, VCO mode, or HCO mode.
- 5 Press OK. A keyboard icon appears at the top of your Today screen whenever TTY is enabled.

To disable TTY, repeat steps 1 and 2.

## Operational Warnings

**IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION.** Read this information before using your integrated multi-service portable radio.

For the safe and efficient operation of your radio, observe these guidelines:

**Potentially Unsafe Areas/Potentially explosive atmospheres** Obey all signs and instructions regarding turning off your smartphone. In particular, turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as

fueling areas (gas or petrol stations, below deck on boats), storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains, and dust) in the air.

**Interference to Medical and Personal Electronic Devices** Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your smartphone.

**Pacemakers** The Health Industry Manufacturers Association recommends that a minimum separation of six inches (6") be maintained between a smartphone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by the recommendations of Wireless Technology Research.

Persons with pacemakers should:

- ALWAYS keep the smartphone more than six inches from their pacemaker when the smartphone is turned ON.
- Not carry the smartphone in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn the smartphone OFF immediately if you have any reason to suspect that interference is taking place.

**Audio Safety** Some hearing aids may be affected by some digital smartphones. You may want to consult your doctor in the event of you experience interference with your hearing aid while using your smartphone. When using the speakerphone feature, it is recommended that you place your smartphone at a safe distance from your ear.

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

Turn your smartphone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

**Interference to Other Electronic Devices** RF energy may affect improperly installed or inadequately shielded electronic operating and entertainment systems in motor vehicles. Check with the manufacturer or representative to determine if these systems are adequately shielded from external RF energy. Also check with the manufacturer of any equipment that has been added to the vehicle.

**Repetitive Motion Injuries** When using the keyboard or playing games on your smartphone, you may experience discomfort in your neck, shoulders, hands, arms, or other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists.

**Blackouts and Seizures** Blinking lights, such as those experienced with television or playing video games, may cause some people to experience blackout or seizure, even if never experienced before. In the event a smartphone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum of 15 minutes, use in a well lit area, view the screen from the farthest distance and avoid exposure to blinking lights if you are tired.

**Aircraft** While in aircraft, follow all instructions regarding the operation of your smartphone. Use of your smartphone while on board on aircraft must be done in accordance in compliance with airline instructions and regulations.

**Vehicles with Air Bags** Your smartphone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the smartphone. Air bags will inflate with great force and care should be taken to protect within a vehicle that has air bags.

**Battery** Your smartphone includes an internal lithium ion battery. Please note that use of certain data applications can result in heavy battery use and may require frequent battery charging. Any disposal of the smartphone must comply with laws and regulations pertaining to lithium ion batteries.

## Driving Safety Tips Overview

Always obey all laws and regulations on the use of smartphones in your driving area.

**Safety** — Your most important call. The Wireless Industry reminds you to use your smartphone safely when driving.

- 1 Get to know your smartphone and its features, such as speed-dial and redial.
- 2 When available, use a hands-free device.
- 3 Position your smartphone within easy reach.
- 4 Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
- 5 Do not take notes or look up phone numbers while driving.
- 6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
- 7 Do not engage in stressful or emotional conversations that may divert your attention from the road.
- 8 Dial 9-1-1 to report serious emergencies -it's free from your smartphone!
- 9 Use your smartphone to help others in emergencies.
- 10 Call roadside assistance or a special non-emergency wireless number when necessary.

## Driving Safety Tips Details

- 1 Get to know your smartphone and its features such as speed-dial and redial. Carefully read your instruction manual and learn to take advantage of valuable features most smartphones offer including, automatic redial and memory dial-most smartphones can store up to 99 numbers in memory dial. Also, work to memorize the smartphone keypad so you can use the speed-dial function without taking your attention off the road.
- 2 When available, use a hands-free device. A number of hands-free smartphone accessories are readily available today. Whether you choose an installed mounted device for your smartphone or a

- speaker phone accessory, take advantage of these devices if available to you.
- 3 Position your smartphone within easy reach. Make sure you place your smartphone within easy reach and where you can grab it 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.
  - 4 Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
  - 5 Do not take notes or look up phone numbers while driving. If you are reading an address book or business card while driving a car, or writing a "to do" list, then you are not watching where you are going. It's common sense. Don't get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.
  - 6 Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip, or attempt to coincide your calls with times you may be stopped at a stop sign, red light or otherwise stationary. But if you need to dial while driving, follow this simple tip-dial only a few numbers, check the road and your mirrors, then continue.
  - 7 Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix—they are distracting and even dangerous when you are behind the wheel. Make people you are talking with aware you are driving and if necessary, suspend phone conversations which have the potential to divert your attention from the road.
  - 8 Use your smartphone to call for help. Your smartphone is one of the greatest tools you can own to protect yourself and your family in dangerous situations—with your smartphone at your side, help is only three numbers away. Dial 9-1-1 in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, 9-1-1 is a free call on your smartphone!
  - 9 Use your smartphone to help others in emergencies. Your smartphone provides you a perfect opportunity to be a "good Samaritan" in your community. If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call 9-1-1, as you would want others to do for you.
  - 10 Call roadside assistance or a special wireless non-emergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call to 9-1-1. But you can still use your smartphone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

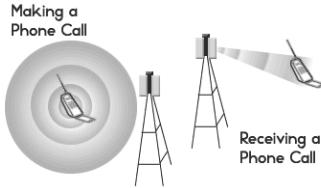
## **NOTICE FOR CONSUMERS WITH HEARING DISABILITIES**

**Digital Wireless Phones to be Compatible with Hearing Aids** On July 10, 2003, the Federal Communications Commission (FCC) modified the exemption for wireless phones under the Hearing Aid Compatibility Act of 1988. This means that wireless phone manufacturers and service providers must make digital wireless phones accessible to individuals who use hearing aids.

For more information, please go to the FCC's Consumer Alert on accessibility of digital wireless phones at <http://www.fcc.gov/cgb/consumerfacts/accessiblewireless.html>.

Wireless telephones are hand-held phones with built-in antennas, often called cell, mobile, or PCS phones. These phones are popular with callers because they can be carried easily from place to place.

Wireless telephones are two-way radios. When you talk into a wireless telephone, it picks up your voice and converts the sound to radio frequency energy (or radio waves). The radio waves travel through the air until they reach a receiver at a nearby base station. The base station then sends your call through the telephone network until it reaches the person you are calling.



When you receive a call on your wireless telephone, the message travels through the telephone network until it reaches a base station close to your wireless phone. Then the base station sends out radio waves that are detected by a receiver in your telephone, where the signals are changed back into the sound of a voice.

The Federal Communications Commission (FCC) and the Food and Drug Administration (FDA) each regulate wireless telephones. FCC ensures that all wireless phones sold in the United States follow safety guidelines that limit radio frequency (RF) energy. FDA monitors the health effects of wireless telephones. Each agency has the authority to take action if a wireless phone produces hazardous levels of RF energy.

FDA derives its authority to regulate wireless telephones from the Radiation Control provisions of the Federal Food, Drug, and Cosmetic Act (originally enacted as the Radiation Control for Health and Safety Act of 1968). [<http://www.fda.gov/cdrh/comp/erc.html>].

FCC derives its authority to regulate wireless telephones from the National Environmental Policy Act of 1969 (NEPA) and the Telecommunications Act of 1996  
<http://www.fcc.gov/telecom.html>. Updated 7/16/2003

**Hands-Free Capability** All CTIA Certified portable products provide the consumer with a toll-free number for the purchase of a compatible hands-free device. 1-800-881-7256

## STATIC ELECTRICITY, ESD, AND YOUR PALM DEVICE

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

**Description of ESD** Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

**ESD-susceptible equipment** Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm® device, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your Palm device, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

**Precautions against ESD** Make sure to discharge any built-up static electricity from yourself and your electronic devices *before* touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your Palm device to your computer, placing the device in a cradle, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your device by simultaneously touching a metal surface that is at earth ground. For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

**Conditions that enhance ESD occurrences** Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.

- Material type (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge Electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

**Precaution against hearing loss** Protect your hearing. Listening to this device at full volume for a long period of time can damage your hearing.

A pleine puissance, l'écoute prolongée du baladeur peut endommager l'oreille de l'utilisateur. Consultez notre site web [www.palm.com/fr](http://www.palm.com/fr) pour plus d'informations.



**Waste disposal** Please recycle appropriately. For appropriate recycling and disposal instructions please visit: [www.palm.com/environment](http://www.palm.com/environment).



### Précautions d'usage de votre téléphone mobile

Le taux de DAS(1) (Débit d'Absorption Spécifique) de votre Palm Treo 750v smartphone est 0.741 w/kg.

**Conseils d'utilisation pour réduire le niveau d'exposition aux rayonnements** : Utiliser le plus souvent possible les kits piétons (oreillettes), notamment en cas d'usage fréquent ou prolongé du

téléphone mobile Ils apportent en outre un plus grand confort d'utilisation.

Eloigner le téléphone mobile de certaines zones sensibles telles que le ventre chez les femmes enceintes ou le bas-ventre chez les adolescents, plus particulièrement lors d'une communication.

Utiliser votre téléphone mobile dans de bonnes conditions de réception. Celle-ci est indiquée sur l'écran de votre téléphone par la matérialisation de barrettes. A partir de 3 ou 4 barrettes, la réception est de bonne qualité pour passer vos communications. Ce n'est pas toujours le cas dans certaines zones ou situations, notamment les parking souterrains, les ascenseurs, en train ou en voiture ou tout simplement dans un secteur mal couvert par le réseau.

**Mesures touchant à la sécurité** : Dans certains lieux ou situations, tels que les avions, les hôpitaux, les stations-service et les garages professionnels, l'usage du téléphone est interdit. Il est donc impératif de respecter strictement les consignes de sécurité propres à chacune de ces situations et d'éteindre votre téléphone lorsque cela est requis.

Par ailleurs pour éviter les risques d'interférences, les personnes porteuses d'implants électroniques (stimulateurs cardiaques, pompes à insuline, neurostimulateurs..) doivent conserver une distance de 15 cm entre le mobile et l'implant et ne l'utiliser que du côté opposé au côté où celui-ci est situé.

Téléphoner en conduisant, même avec des équipements qui ne sont pas interdits par la réglementation, est dangereux car il augmente potentiellement le risque d'accident provenant de la distraction créée par la conversation elle même. Aussi, est-il recommandé de ne jamais téléphoner en conduisant et de considérer que l'utilisation d'un kit mains-libres n'est pas une solution.

(1) Valeur DAS la plus élevée pour ce modèle de téléphone et pour une utilisation à l'oreille, communiquée par le constructeur. Le DAS, exprimé en w/kg, quantifie le niveau d'exposition aux ondes électromagnétiques et permet de vérifier la conformité des mobiles à la réglementation française et européenne qui impose que celui-ci soit inférieur à 2w/kg.



# Specifications

Radio	<ul style="list-style-type: none"><li>• Dual mode GSM/UMTS phone</li><li>• GSM 850/900/1800/1900 quad band</li><li>• UMTS 850/1900/2100 tri-band</li><li>• GPRS Multi-slot Class 10, Class B</li><li>• EDGE up to 59kbps per time-slot</li><li>• UMTS PS data up to 384kbps DL</li></ul>
Phone features	<ul style="list-style-type: none"><li>• Personal speakerphone</li><li>• Hands-free headset jack (2.5 mm, 3-barrel connector)</li><li>• Microphone mute option</li><li>• TTY compatible</li></ul>
Processor technology	<ul style="list-style-type: none"><li>• Samsung processor—300MHz</li></ul>
Expansion	<ul style="list-style-type: none"><li>• miniSD card slot</li></ul>
Battery	<ul style="list-style-type: none"><li>• Rechargeable Lithium Ion</li><li>• 1200mAh power</li><li>• Removable for replacement</li><li>• 3 hours full charge time</li></ul>
Operating system	<ul style="list-style-type: none"><li>• Windows Mobile Edition 5.2. (Phone Edition)</li></ul>
Camera	<ul style="list-style-type: none"><li>• Still image capture resolution:1280 x 1024, 1.3 megapixel</li><li>• 2x digital zoom</li></ul>

Size	<ul style="list-style-type: none"><li>112.9mm x 59.3mm x 21.3mm (4.44 in x 2.34 in. x 0.84 in.)</li></ul>
Weight	<ul style="list-style-type: none"><li>154 grams (5.4 ounces)</li></ul>
Connectivity	<ul style="list-style-type: none"><li>Infrared (1.0 compliant)</li><li>Bluetooth® wireless technology (1.2 compliant)</li></ul>
Display	<ul style="list-style-type: none"><li>Touch-sensitive LCD screen (includes stylus)</li><li>65,536 colors (16-bit color)</li><li>Resolution: 240 x 240</li><li>User-adjustable brightness</li></ul>
Keyboard	<ul style="list-style-type: none"><li>Built-in QWERTY keyboard plus 5-way navigator</li><li>Backlight for low lighting conditions</li></ul>

Included software	<ul style="list-style-type: none"> <li>• Today/Phone (includes Speed Dial and Dial Pad)</li> <li>• Messaging (text, multimedia, and email)</li> <li>• Internet Explorer Mobile (web browser)</li> <li>• Camera</li> <li>• Pictures &amp; Videos</li> <li>• Windows Media Player Mobile</li> <li>• File Explorer</li> <li>• Contacts</li> <li>• Calendar</li> <li>• Tasks</li> <li>• Notes</li> <li>• Calculator</li> <li>• ActiveSync®</li> <li>• Excel Mobile</li> <li>• Word Mobile</li> <li>• PowerPoint Mobile</li> <li>• Voice Command</li> <li>• Quick Tour</li> <li>• Search</li> <li>• Terminal Services</li> <li>• Picsel PDF Viewer</li> <li>• Bluetooth Plug-in</li> </ul>
System requirements	<ul style="list-style-type: none"> <li>• Windows 2000 or XP (later versions may also be supported)</li> <li>• 32MB of available memory (RAM)</li> <li>• 170MB of free hard disk space</li> <li>• Available USB port</li> </ul>
Operating and storage temperature range	<ul style="list-style-type: none"> <li>• 0°C to 40°C (32°F to 104°F)</li> <li>• 5% to 90% RH</li> </ul>



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