

## Move Around in a Presentation

- **Go to the next or preceding slide:** Tap  or .
- **Jump to a different slide:** Tap the current slide number in the lower-left corner of the screen. Enter the slide number you want and press **Enter** .

## Upgrade to Documents To Go® From DataViz

With Documents To Go® from DataViz, you can create and edit Word, Excel, and PowerPoint files right on your phone, in addition to viewing them.

1. Open Doc View .
2. Open a document, open the application menu, scroll down the menu if needed, and tap **Document Editing**.

For more information on Documents To Go, go to [dataviz.com](http://dataviz.com).

## PDF View

With PDF View, you can view PDF (Adobe Acrobat) files on your phone.

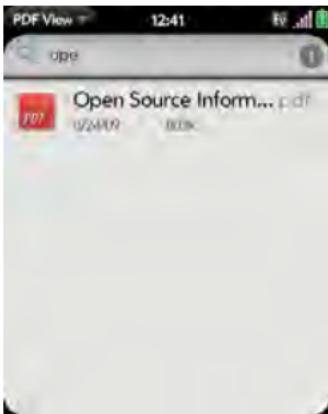
### Open a File

You can view a PDF file that you copy from your computer (see “Copy Files Between Your Phone and Your Computer” on page 73) or receive as an email attachment (see “Open Attachments” on page 196).

**Before You Begin:** Before you put files on your phone, make sure you have enough storage space on your phone to fit the file. Open Device Info and look at the **Available** field under **Phone**.

1. Open PDF View . (The list of your files appears onscreen.)

2. To search for a file, begin typing the name. (Tap the file when it appears.)



If the PDF file was created with a password, enter the password to open the file.

3. To open a second file: Open the application menu and tap **Open**. (Tap the file.)

*Tip:* To move between open PDFs, tap the center of the gesture area to go to Card view. Tap the PDF card you want to read.

## *Move Around in a File*

- **Go to the next or preceding page:** Tap or .
- **Jump to a different page:** Tap the current page number at the bottom of the screen. Enter the page number you want and press **Enter** .

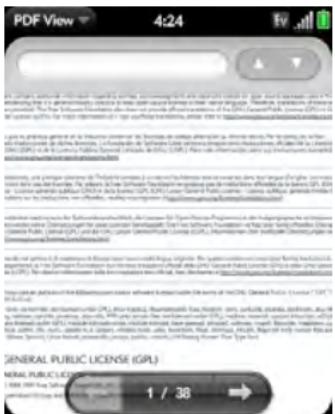
## *Change the Display Size*

For information on zooming in and out, see “Zoom Gestures” on page 41.

- Pinch out to enlarge items onscreen.
- Pinch in to decrease the size of items onscreen.
- Double-tap the screen to zoom in or out a specified amount.

## Find Text in a File

1. With a file open, open the application menu and tap **Find**.



2. Type the text you want to find, and press **Enter** or tap . (The first instance of the text appears highlighted.)

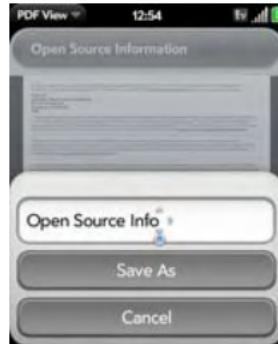
3. **Find the next instance:** Tap .

**Find the preceding instance:** Tap .

4. To exit search, open the application menu and tap **Find**.

## Save a File With a New Name

1. With the file open, open the application menu and tap **Save As**.



2. Enter the new file name and tap **Save As**.

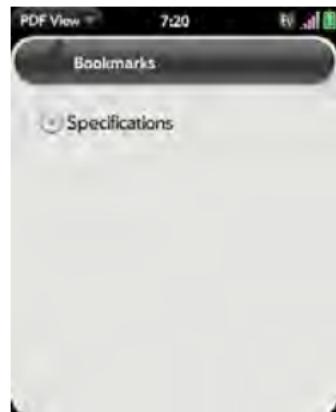
## Share a File

1. With the file open, open the application menu and tap **Share**.
2. Create the email message and tap .

## View Bookmarks

If a PDF file was created with bookmarks, you can see the bookmarks on your phone.

1. With the file open, open the application menu and tap **Bookmarks**. (A checkmark next to a bookmark name identifies the section of the file you are currently viewing.)



2. Do any of the following:
  - To expand a bookmark entry: Tap .
  - To collapse a bookmark entry: Tap .
  - To search for a specific bookmark: Type the bookmark name.
3. Tap a bookmark to jump to that section of the file.

## *2H. Preferences*

- ◆ Backup (page 164)
- ◆ Date & Time (page 170)
- ◆ Device Info (page 171)
- ◆ Regional Settings (page 174)
- ◆ Screen & Lock (page 175)
- ◆ Sounds & Ringtones (page 178)

### *Backup*

---

#### *Back Up Your Information*

A Palm profile connects your phone to Palm to get automatic updates, back up your data, and more. You create a Palm profile when you set up your phone.

Your phone backs up the contacts, calendar events, tasks, and memos that are in your Palm profile account, as well as system settings and applications you downloaded to your phone. An automatic backup to your Palm profile of all this information happens every day. So if you ever need to erase the info from your phone, you can restore all your backed-up info. You can turn off automatic backup, and you can also perform a manual backup.

Backup does not affect information stored in online accounts like Google. Information stored in online accounts is synchronized by the online provider at regular intervals. Information stored in Outlook Exchange is synchronized by your company's Exchange server.

## 1. Open Backup



## 2. Do any of the following:

- **Back up your information manually:** Tap **Back up now**.
- **Turn off automatic backup and delete backed-up information:** Tap **On** to switch backup from On to Off. Tap **Turn Off And Erase Data**. This deletes all your information on the server. It does not affect the information on your phone.

**Tip:** Go to **Device Info** to delete the information on your phone (see "Erase Data and Reset Your Phone" on page 171).

- **Turn on automatic backup if you had previously turned it off:** Tap **Off** to switch Backup from Off to On.

## *What Information is Backed Up?*

All data backed up to your Palm profile is encrypted, and only you, the profile owner, can access your data. Backed up data cannot be accessed by Palm. Data in your Palm profile can only be added to or edited on your phone.

**Important:** In the event that your phone is lost or stolen, you can go to your Palm profile on [palm.com](http://palm.com) and from there erase the data on your phone.

The following table lists info that is and is not backed up to your Palm profile:

Application	Backed up	Not backed up
Backup	Backup setting is on by default.	
Bluetooth	<b>Nothing is backed up.</b>	
Calendar	Events in your Palm profile. Username and password for accounts like Google that sync calendar events online. Preferences (see “Customize Calendar” on page 143).	Events in online accounts. Password for Facebook accounts.
Contacts	Contacts in your Palm profile account. Username and password for accounts like Google that sync contacts online. Preferences (see “Customize Contacts” on page 133).	Contacts in online accounts. Linking relationships between contacts. Original contact photos added from a local image on the phone. Password for Facebook accounts. Speed dials.
Date & Time	<b>Nothing is backed up.</b>	

Application	Backed up	Not backed up
Doc View	<b>Nothing is backed up.</b> Keep a copy of these files on your computer (see “Copy Files Between Your Phone and Your Computer” on page 73).	
Email	Username and password of your email accounts. When you sign in to your Palm profile order, and account preferences, after your phone is erased, email accounts are restored automatically and synchronized.	Emails, their contents and attachments, their sort order.
Launcher	<b>Nothing is backed up.</b>	
Location Services	<b>Nothing is backed up.</b>	
Memos	All memos.	
Messaging	Username and password of accounts.	Message contents, attachments, and history.
PDF View	<b>Nothing is backed up.</b> Keep a copy of these files on your computer (see “Copy Files Between Your Phone and Your Computer” on page 73).	
Phone	<b>Nothing is backed up.</b>	
Photos	Username and password of online accounts like <b>No photos are backed up.</b> Keep a copy of your Facebook and Photobucket.	photos on your computer (see “Copy Files Between Your Phone and Your Computer” on page 73).

Application	Backed up	Not backed up
Regional Settings	<b>Nothing is backed up.</b>	
Screen & Lock	<b>Nothing is backed up.</b>	
Sounds & Ringtones	Nothing is backed up.	
Tasks	Tasks in your Palm profile account.  Username and password for accounts like Microsoft Exchange ActiveSync that synchronize tasks online.	Tasks in online accounts.
Third-party apps	Apps you downloaded are downloaded again from App Catalog.	
Wallpaper	<b>Nothing is backed up.</b>	
Web	<b>Nothing is backed up.</b>	

## Update Your Palm Profile Settings

In the event that your phone is lost or stolen, you can go to your Palm profile on [palm.com](http://palm.com) and from there erase the data on your phone.

**Important:** To ensure that the data on your phone is consistent with that stored on your Palm profile, it is recommended that you perform a manual backup of your data after changing any of your Palm profile settings (see "Back Up Your Information" on page 164).

1. Open Backup .
2. Tap application menu and tap **Palm Profile**.
3. Enter your Palm profile password and tap **Done**.



4. Edit any of the following:

**First Name/Last Name:** Change the first name and/or last name associated with your Palm profile.

**Email:** Change the email address associated with your Palm profile. A verification email is sent to the new address. Click the link in the email to verify the new address. After you verify, the email address is changed.

**Security Question/Answer:** Tap the current question and tap a new one. Then tap **Answer** and enter an answer.

**Change Password:** Tap **Change Password**. Enter your new password and confirm it. Tap **Done**.

## Date & Time

---

You can set your phone to adjust the date and time automatically to the local date and time wherever you are, or you can turn this feature off and enter this information manually.

1. Open Date & Time .



2. Set any of the following:

**Time Format:** Set whether to use a 12-hour or a 24-hour format.

**Network time:** Tap **On** or **Off**. If you turn this option off, select the date and time. If you switch from manual time to network time, there might be a delay before the network time updates on your phone.

**Network time zone:** Tap **On** or **Off**. If you turn this option off, tap the city that appears onscreen. Type the name of a country or city in the time zone you want, and then tap the location.

## Device Info

### View System Information

1. Open Device Info . (Basic system information is displayed.)
2. To view more detailed system information, tap **More Info**, and tap **Software** or **Hardware**.

### Rename Your phone

1. Open Device Info .
2. Tap the **Name** field and enter the new name.

### Restart Your phone

If an application freezes, first try restarting your phone. No files or settings are changed when you restart.

1. Open Device Info .

2. Tap **Phone Reset Options** and tap **Restart**.

**Note:** If the screen does not respond to taps, press and hold **power** and slide the **ringer switch** three times to restart your phone.

### Erase Data and Reset Your Phone

If restarting your phone does not solve the problem of application freezes, you may need to reset the phone. A reset deletes some or all information from your phone (depending on the type of reset you select). After a reset, you must follow the prompts to sign in to your Palm profile again before you can use your phone.

**Important:** You should perform a manual backup of your data before resetting your phone (see "Back Up Your Information" on 164).

1. Open Device Info .
2. Tap **Reset Options**.



3. Do one of the following:

- **Erase all data from the phone except items stored in USB Drive storage, such as pictures, videos, and music:** Tap **Partial Erase** twice.
- **Erase all data from the phone:** Tap **Full Erase** twice. All data from all accounts and in USB Drive storage is erased from your phone, including information about your Palm profile. But all your data on the Web—in your online accounts and in your Palm profile—is untouched. Perform a full erase when you give your phone to somebody

else and you don't want that person to be able to access your data. Also, before giving your phone to another person, you must manually delete all the apps you installed, because they reappear on your phone after a full erase (see "Delete an Application" on page 52).

After a full erase, you can sign in to your Palm profile either on a new webOS phone or the same phone you just erased. Signing in restores your Palm profile data and information from online accounts, but not your stored files such as pictures, videos, and music (you must copy those again to the phone; see "Copy Files Between Your Phone and Your Computer" on page 73). You can also sign in to your Palm profile on a new phone and restore your data to the new phone.

**Important:** If you have a Palm profile from a phone that you no longer use, you can sign in to your existing profile. All info associated with your profile is downloaded to your new phone.

## Run Quick Tests

If you are troubleshooting your device with a support agent, you can run Quick Tests to get diagnostic

information. If you need more information after running Quick Tests, you can run one or more Interactive Tests (see “Run Interactive Tests” on page 173).

1. Open Device Info .
2. Tap **More Info**.
3. Open the application menu and tap **Quick Tests**.
4. Work with the support agent to view and report the test results.

## *Run Interactive Tests*

If you are troubleshooting your device with a support agent and need more information after running Quick Tests (see “Run Quick Tests” on page 172), you can run one or more Interactive Tests.

1. Open Device Info .
2. Tap **More Info**.
3. Open the application menu and tap **Interactive Tests**.
4. Work with the support agent to run and view results from one or more tests.

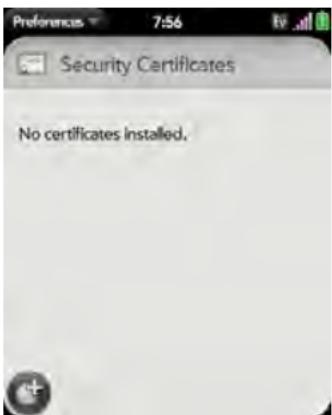
## *Use Certificate Manager*

Certificates are digital documents that are used to authenticate and exchange information on networks. Certificates can be issued for a user, a device, or a service.

## *Add a Certificate From USB Drive Storage*

You can install a certificate that is located in the USB Drive storage on your phone. To copy a certificate into USB Drive storage, see “Copy Files Between Your Phone and Your Computer” on page 73.

1. Open Device Info .
2. Tap **More Info**.
3. Open the application menu and tap **Certificate Manager**.



4. Tap  and tap the certificate name.

## *Add a Certificate From an Email Attachment*

Open the email attachment (see “Open Attachments” on page 196), and then tap **Trust Certificate**.

## *View Certificate Details*

Only user-installed certificates can be viewed.

1. Open Device Info .
2. Tap **More Info**.
3. Open the application menu and tap **Certificate Manager**.
4. Tap the certificate name.

## *Delete a Certificate*

Only user-installed certificates can be deleted.

1. Open Device Info .
2. Tap **More Info**.
3. Open the application menu and tap **Certificate Manager**.
4. Tap the certificate and tap **Delete Certificate**.

## *Regional Settings*

---

### *Language*

You can set your phone display to any language available for the device.

1. Open Regional Settings .
2. Tap the language.
3. If a region list is displayed, tap the region.
4. Confirm you want to use the new language, or revert to the original language.

Your phone resets after you select a new language. You do not lose any data or applications from the reset.

## Formats

You can set your phone to format numbers, currency, date, and time to reflect your country's style.

1. Open Regional Settings .
2. Tap the country name.
3. Do one of the following:
  - Scroll down to find a country, and then tap it.
  - Type the name of the country, and when it appears, tap it.
4. Confirm you want to change the format, or tap Cancel.

Your phone restarts after you select a new country format. You do not lose any data.

## Screen & Lock

---

### Change Screen Brightness

1. Open Screen & Lock .
2. Under **Screen**, tap, hold, and drag the **Brightness** slider to the preferred level.

### *Set the Interval for Turning the Screen Off Automatically*

By default, your screen turns off after one minute of inactivity to save battery power. You can change this interval.

1. Open Screen & Lock .
2. In **Turn off after**, tap the number of seconds or minutes.

## Change Your Wallpaper

Your wallpaper is the screen background in Card view. You can customize the wallpaper to show a favorite picture.

1. Open Screen & Lock .

2. Tap **Change Wallpaper**.

3. Do one of the following:

- **Use an existing picture as the background:** Tap the album containing the picture, and tap the picture.

- **Use a new picture as the background:** Tap **New Photo** and take the picture.

4. (Optional) Do either or both of the following:

- To zoom out or in on a part of the picture, pinch in or out on the picture.

- To capture the portion of the picture you want for your wallpaper, tap and hold the picture, and then drag the portion you want to the center of the onscreen box.

5. Tap **Set Wallpaper**.

## Turn Advanced Gestures On/Off

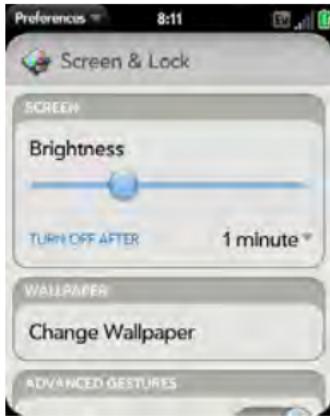
Turning on advanced gestures gives you two new gestures, previous and next, and also changes the way you make the back gesture, and the forward gesture (in Web only).

- **New gestures:** The previous and next gestures let you move among your open applications without first going to Card view. The previous gesture is a full swipe from left to right across the entire length of the gesture area. The next gesture is a full swipe from right to left across the entire length of the gesture area. Use these gestures when you have more than one app open and an app is displayed full-screen. By making the previous and next gestures you go from full-screen view to full-screen view of each app. The order of applications is determined by the order that you opened them or arranged them in Card view.

- **Change to back gesture:** The back gesture still goes from right to left in the gesture area, but you must make a shorter swipe, from the center outward.

- **Change to front gesture:** The front gesture (available in Web only) still goes from left to right in the gesture area, but it's a shorter swipe, from the center outward.

1. Open Screen & Lock .



2. In **Switch Applications**, tap **On** or **Off**.

## *Set Options for Unlocking the Screen*

The screen locks five seconds after it turns off automatically, or immediately if you turn the screen off

manually. Use Secure Unlock if you want to require a PIN or a password to unlock the screen.

**Tip:** If your company issued your phone to you, check with your system administrator whether the company has its own settings for locking and unlocking the screen of your phone.

1. Open Screen & Lock .
2. To turn Secure Unlock on, in **Secure Unlock**, tap **Simple PIN** or **Password** and do one of the following:
  - Simple PIN:** Enter a four-digit PIN. This is a PIN that you make up. Enter the PIN again to confirm.
  - Password:** Enter a password containing any combination of letters and numbers. Enter the password again to confirm.

**Important:** Be sure to write down your PIN or password and keep it somewhere safe. If you forget your PIN or password, you need to remotely reset your phone and may lose data.

3. (Optional) Under **Notifications**, tap **On** or **Off** to set whether notifications are displayed when the screen is locked.

4. To turn Secure Unlock off, in **Secure Unlock**, tap **Off**.  
(Enter the PIN or password.)

**Tip:** To change your PIN or password, in **Secure Unlock**, tap **Change PIN** or **Change Password**. Enter the old PIN/password and the new PIN/password.

## *Sounds & Ringtones*

### *Manage System Sounds and Ringtones*

You can turn system sounds, such as transition sounds and notification alerts, on or off. You can also set the volume for system sounds.

**Note:** Sliding the ringer switch off turns off system sounds. The ringer switch does not affect the Clock alarm or media sounds, such as Music and Video.

1. Open **Sounds & Ringtones** .



2. In **Ringer Switch Off**, tap **Vibrate** or **Mute** to set whether your phone vibrates when you slide the ringer switch off.
3. Under **Ringer Switch On**, set any of the following:  
**Rings & Alerts:** Select **Sound & Vibrate** or **Sound**. To change the ringtone for incoming calls see “Select the Ringtone for Incoming Calls” on page 179. Tap, hold, and drag the **Ringtone Volume** slider to set the ringtone volume.

**Tip:** Adjusting the Ringtone Volume slider is the same as using the volume up and volume down buttons on the side of the phone.

**System Sounds:** Set whether to turn on systemwide sounds for general actions such as transitions, notifications, and Calendar event alerts. Tap, hold, and drag the **Volume** slider to set the system sounds volume.

**Vibrate:** Set whether your phone vibrates as well as plays a ringtone on an incoming call.

**Tip:** By default, when the ringer switch is off, you can still hear the Clock alarm. If you want to change this setting, go to **Clock > Preferences**. Under **Ringer Switch Off**, change **Play alarm anyway to Off** or **On**.

2. Tap the displayed ringtone to open the full list of tones.
3. Tap the name of the ringtone to select it.
4. Tap  to listen to the ringtone.
5. Use the back gesture to get to the **Ringtone Volume** slider, and then tap, hold, and drag the slider to change volume.

## Select a Song as a Ringtone

You can add the first few seconds of a song as the ringtone for your phone.

The ringtone you select here applies globally to all incoming calls. You can also set a unique ringtone for a contact (see “Add a Ringtone to a Contact” on page 128).

1. Open Sounds & Ringtones .
2. Tap the displayed ringtone.
3. Tap .
4. Tap  to the right of a song title to preview it.
5. Tap the song title to add it as your ringtone.

## Select the Ringtone for Incoming Calls

The ringtone you select here applies globally to all incoming calls. You can also set a unique ringtone for a contact (see “Add a Ringtone to a Contact” on page 128).

1. Open Sounds & Ringtones .

6. Use the back gesture to get to the **Ringtone Volume** slider, and then tap, hold, and drag the slider to change volume.

*Section 3*

*Web and Data Services and  
Other Wireless Connections*



## 3A. Using Web and Data Services

- ◆ Get Started With Data Services (page 182)
- ◆ Access Data Services (page 182)
- ◆ Use Sprint TV® (page 183)

### Get Started With Data Services

With your Sprint service, you are ready to start enjoying the advantages of data services. To sign up for data services and to access complete instructions, visit [sprint.com](http://sprint.com). For information on charges associated with the features of Sprint's data services, refer to your Sprint service plan.

### Enable Data Services

The first time your activated Palm® Pixi™ phone is turned on, a one-time setup process occurs

automatically. You do not need to do anything. If the setup process fails, call Sprint Customer Service at 1-888-211-4727 from another phone for assistance.

### Access Data Services

---

#### Data Services User Name

When you buy your phone and sign up for service, you're automatically assigned a user name, which is typically based on your name and a number followed by "@sprintpcs.com." (For example, the third John Smith to sign up for Sprint services might have jsmith003@sprintpcs.com as his user name.)

When you use data services, your user name is submitted to identify you to the Sprint National Network.

Your user name is automatically programmed into your phone. You don't have to enter it. When your phone is enabled with data services, your user name automatically appears on the **Device Info** screen.

To find your user name:

- **Open Device Info**  and tap **More Info**. (Your data services user name appears under NAI.)

## *Data Services Symbols on Your Screen*

When you are connected to data services, a data connection icon appears at the top of the screen. See "Icons in the Title Bar" on page 29 for a description of the various data connection icons.

## *Data Services Billing Information*

See your service plan or contact Sprint for details on data services billing.

## *Use Sprint TV<sup>®</sup>*

With **Sprint TV<sup>®</sup>**, you can watch live TV on the go, right on your phone. Accessing your **Sprint TV** channels is as easy as using the remote control in your living room. Browse through the available free channels or subscribe to one of the premium offerings. Wherever

you go on the Sprint National Network, you can get more out of your **Sprint TV** service.

1. **Open Sprint TV** .



2. Tap **Recently Played**, **Favorites**, **All Channels**, **Live**, **On Demand**, **Premium Channels**, **Sprint Radio**, or **Sprint Movies** to display a list of channels and programming.
3. Tap an item to play it.

**Note:** The first time you access a channel that requires a subscription, you are prompted to purchase access. Tap **Subscribe** to purchase access.

## NASCAR Sprint Cup Mobile<sup>SM</sup>

With **NASCAR Sprint Cup Mobile<sup>SM</sup>**, you can keep pace with the latest race results, driver stats, and live race audio.

1. Open NASCAR .
2. The first time you open **NASCAR Sprint Cup Mobile**, do the following:
  - Tap **Continue** and follow the onscreen instructions.
  - Tap a driver thumbnail and tap **Continue**.



3. Tap options such as **Home**, **News**, **SPEED**, **Video**, and **Drivers**. (Open the application menu and tap other options such as **Stats and Schedules**, **Sprint FanView**, **Alerts and Personalization**, or **Fantasy**.)

## NFL Mobile Live

With **NFL Mobile Live**, you can keep up with the latest news and stats from the National Football League.

1. Open NFL .
2. The first time you use **NFL Mobile Live**, you are asked to select your favorite team. Do either of the following:
  - Tap **A** for an AFC team.
  - Tap **N** for an NFC team.
3. Tap a team logo.
4. Tap options such as **Home**, **My Team**, **Fantasy**, **NFL Net**, and **News**.



## 3B. Email and Other Messages

- ◆ Email (page 186)
- ◆ Messaging (page 202)

### Email

#### How Do I Send and Receive Email on My Phone?

Use the Email application on your phone to access the many email accounts you have: company (like Exchange), ISP (like EarthLink and Comcast), and web-based (like Gmail).

The Palm® Synergy™ feature makes it easy to synchronize all data from an online account. By setting up synchronization in one app, synchronization of the other apps is automatically set up for you. For example,

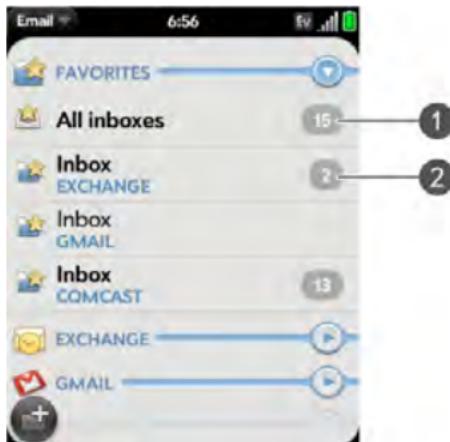
if you set up your Google contacts account in Contacts before you set up Gmail, when you first open Email, you find that your Gmail messages are already downloaded. And when you first open Calendar, you find that your Google calendar events are already in your phone's Calendar app.

For email accounts that do not make use of the Synergy feature, you need to enter the settings for that account—such as username and password—directly in the Email application (see “Set Up Email” on page 187).

You can also use your phone's Web browser to view your web-based email—just go to the email provider's website.

#### Merged Inboxes in Email

You can set up multiple email accounts on your phone. When you open Email, you see all your accounts in a single view: Account List view. From there, you can open the inbox of an individual account—or, thanks to the Palm® Synergy™ feature, you can see all messages from all your inboxes displayed in a single merged view called **All inboxes**.



- 1 Number to the right of **All inboxes** indicates total number of unread email messages in all your email accounts.
- 2 Number to the right of individual folder name indicates number of unread messages in that folder.

If you reply to a message when you're working in **All inboxes**, the message is sent from the same account in which it was received.

If you create a new message when you're working in **All inboxes**, the message goes out using the account you set as the default account (see "Set Email Preferences" on page 200).

## *Set Up Email*

### *Before You Begin:*

- Make sure your phone is on and you're inside a coverage area before you send or receive messages.
- If you want delivery of Microsoft Office Outlook® email from an Exchange account using Microsoft Direct Push, make sure that your IT organization uses Exchange Server 2007, or Exchange Server 2003 with Service Pack 2.

## *Set Up Email: Common Providers*

Follow this procedure if you have a common email provider, for example, AOL, EarthLink, or Yahoo! If you are setting up the Email application to work with your corporate email account that uses Microsoft Exchange ActiveSync, see "Set Up Email: Microsoft Exchange ActiveSync (EAS)" on page 188. If you have a less common email provider, see "Set Up Email: Other Providers" on page 190.

If the email account you set up takes advantage of the Synergy feature, then setting up email also synchronizes the provider's calendar and contacts.

1. Open Email .

2. The first time you open **Email**, do one of the following:



■ **If this is the first email account you are setting up:**

The email address you used for your Palm profile is entered by default. Use that address, or enter an address for one of your other email accounts.

Enter your password for the account and tap **Sign In**.

■ **If you already set up an account and want to set up another one:** Tap **Add An Account** and enter the email address and password. Tap **Sign In**.

3. Any other time you open **Email**, open the application menu, tap **Preferences & Accounts**, and tap **Add An Account**. (Enter the email address and password and tap **Sign In**.)

4. Tap **Add An Account** to add another account.

### *Set Up Email: Microsoft Exchange ActiveSync (EAS)*

Follow this procedure to get email from an Exchange account.

*Before You Begin:* Get this info from your email provider or system administrator:

- Mail server name or IP address for receiving mail
- Server domain name
- Your username and password

**Note:** If your corporate EAS system utilizes policies such as remote wipe and password enforcement (including minimum password length, allowed number of failed password attempts, and other parameters), those policies are supported in your Exchange account on your phone. Check with your system administrator for details.

1. Open Email .
2. The first time you open **Email**, do one of the following:



- **If this is the first email account you are setting up:** The email address you used for your Palm profile is entered by default. Use that address, or enter an address for one of your other email accounts. Enter your password for the account and tap **Sign In**.
- **If you already set up an account and want to set up another one:** Tap **Add An Account**. Enter your username and password, and tap **Sign In**.
- 3. Any other time you open **Email**, open the application menu, tap **Preferences & Accounts**, and tap **Add An Account**. (Enter your username and password, and tap **Sign In**.)
- 4. Tap **OK**, and tap **Manual Setup**.
- 5. In **Mail Type**, tap **POP** to display the list of options, and then tap **Exchange (EAS)**.
- 6. Verify the information in the other fields and change the info as needed based on the information you obtained. (You can enter either the server name or IP address in the **Incoming Mail Server** field.)
- 7. Tap **Sign In**.

8. Tap Add An Account to add another account.

## *Set Up Email: Other Providers*

Follow this procedure to get email from an account that you have with an Internet service provider (ISP), a work account other than a Microsoft Exchange ActiveSync account, or any other IMAP or POP email account.

**Before You Begin:** Get this info from your email provider or system administrator:

- Account type (POP or IMAP)
- Incoming and outgoing mail server names
- Incoming mail server username and password
- Incoming and outgoing server port numbers
- Any SSL requirements for incoming and/or outgoing mail
- Any authentication (ESMTP) requirements for outgoing mail
- Root folder (IMAP accounts only)

2. The first time you open **Email**, do one of the following:



- **If this is the first email account you are setting up:** The email address you used for your Palm profile is entered by default. Use that address, or enter an address for one of your other email accounts. Enter your password for the account and tap **Sign In**.
- **If you already set up an account and want to set up another one:** Tap **Add An Account**. Enter your username and password, and tap **Sign In**.

1. Open **Email** .

3. Any other time you open **Email**, open the application menu, tap **Preferences & Accounts**, and tap **Add An Account**. (Enter your username and password, and tap **Sign In**.)
4. Tap **OK**, and tap **Manual Setup**.

**Tip:** You can jump to the account settings entry screen directly from the screen where you enter your username and password. Open the application menu and tap **Manual Setup**.

5. Verify the information in the other fields and change the info as needed based on the information you obtained from your email provider or system administrator.
6. Tap **Sign In**.

## *Enter Advanced Account Settings*

These settings apply only to the account you select in step 3.

1. Open **Email** .
2. Open the application menu and tap **Preferences & Accounts**.

3. Tap the account name.
4. Set any of the following:



**Account Name:** Enter the name that appears in the account list.

**Full Name:** Enter the name you want to appear in the From field for messages you send.

**Show Icon:** Set whether a notification icon appears onscreen when a new message arrives.

**Play Sound:** Set whether a sound plays when a new message arrives.

**Vibrate:** Set whether your phone vibrates when a new message arrives.

**Signature:** Tap to create a signature that's added to outgoing messages (see "Add a Signature to Outgoing Messages" on page 199 for more information).

**Reply-to Address:** Enter the address you want recipients to see and reply to on your outgoing messages, if this is different from your actual email address.

**Sync deleted emails (POP accounts only):** Set whether messages should be deleted on the server when you delete them on your phone.

**Show Email:** Set how many days' worth of messages to retrieve from the server.

**Get Email:** Set how frequently to synchronize email for this account.

**Default Folders (IMAP accounts only):** Specify the folder where messages you send, save as drafts, or delete are stored.

**Remove Account:** See "Delete an Email Account" on page 192.

**Change Login Settings:** See "Change Account Login Settings" on page 192.

## *Change Account Login Settings*

When you change your password for an online email account, remember to make the change in the account settings on your phone also.

1. Open Email .
2. Open the application menu and tap **Preferences & Accounts**.
3. Tap the account name.
4. Tap **Change Login Settings** and tap the relevant fields to change the account information.

## *Delete an Email Account*

When you delete an email account from your phone, it removes the account information from your phone only. It does not affect your account with the email provider.

1. **Open Email** .
2. Open the application menu and tap **Preferences & Accounts**.
3. Tap the account name.
4. Tap **Remove Account**, and then tap **Remove Email Account**.

## *Create and Send an Email Message*

1. Open Email .
2. If this is the first time you have opened the **Email** application, and you have set up at least one email account, tap **Done**. (If you have not set up an email account, see “Set Up Email” on page 187.)
3. Tap .



4. (Optional) Tap **From** to change the email account you are using to send the message. (This option appears only if you have more than one email account set up on your phone.)
5. In the **To** field, do one of the following to address the message:
  - Enter a contact name, initials, or email address. Tap the email address when it appears.
  - Tap  to open the full contact list. Tap the contact you want, or enter a name or address to narrow the list.

- Enter the full email address for a recipient who is not a contact.

6. (Optional) Tap **To** to open the **Cc** and **Bcc** fields, and enter an address.

7. (Optional) Repeat steps 5 and 6 to enter additional addresses.

8. Enter the subject, press **Enter** , and enter the body text.

9. (Optional) To format body text, do one of the following:

- To enter bold, italic, or underlined text, open the application menu and tap **Edit > [the option you want]**. Enter the text. To turn off the formatting, open the application menu and tap **Edit > [the option you want to turn off]**.
- To enter colored text, open the application menu and tap **Edit > scroll down > Text Color**. Tap the color and enter the text.

**Tip:** To format text you already entered, select the text, open the application menu, and tap **Edit > [the option you want]**. To turn off a formatting option, open the application menu and tap **Edit > [the option you want to turn off]**. For text color, tap the black square.

10. (Optional) To set the priority for the message, open the application menu and tap **Set As Normal Priority** or **Set As High Priority**.

11. Tap .

## Add Attachments to a Message

1. While composing a message, tap .
2. To locate a file, do the following:
  - Tap an icon at the bottom of the screen to search for pictures, videos, music files, or documents.
  - Begin typing the file name.

**Tip:** To take a new picture to send as an attachment, tap the photo icon at the bottom of the screen and tap **New Photo**.

3. Tap the file name.
4. Repeat steps 1–3 to attach other files.

## Save a Message as a Draft

- While composing a message, open the application menu and tap **Save As Draft**.

## Receive and Read Email Messages

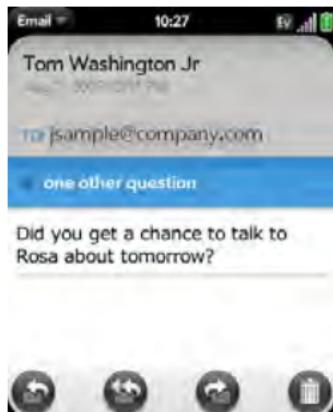
The Email application synchronizes messages anytime you open a mail folder. It also synchronizes messages on an automatic schedule—the default interval is every 30 minutes (see “Enter Advanced Account Settings” on page 191 for information on changing the interval).

Follow these steps to manually retrieve messages.

1. Open Email .
2. If the folders for the account you want are hidden, tap  to display the folders.
3. Tap the folder you want to check messages for. (If synchronization doesn't start, tap .)

*Tip:* How can you tell if sync is happening? Look for the animated circular movement around the number of messages in the upper-right corner of the screen.

4. Tap a message to open it.



5. Tap  or  in the subject line to view the next newer or older message.
6. To view messages for another account, make the back gesture (see “Go Up One Level in an App (Back Gesture)” on page 48) to return to the account list, and tap the account name.

## Save or Share an Inline Image

If a message contains an inline image—an image inserted right into the body text—you can share the

image with someone else via email. If you choose this option, a new blank email message opens with the image file as an attachment.

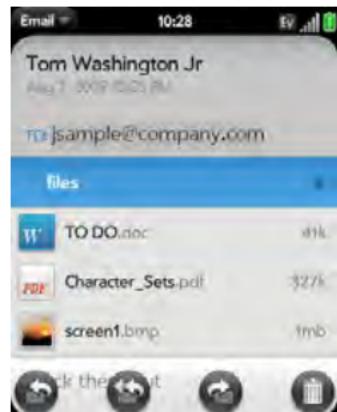
If the image is in JPG, BMP, or PNG format, you can also save it to and view it in the Photos app.

1. With the message open, press and hold **Option** and tap the image.
2. Tap **Copy To Photos** (if available) or **Share**.

## *Open Attachments*

You can receive any kind of file sent to you, but you can only open an attachment if the your phone has an application that can open the file type.

- **To open a single attachment:** Tap the name to open the attachment. For large attachments, tap the name to fully download the attachment, and tap the name again to open the attachment.
- **To open multiple attachments:** Tap the list of attachment names to view the attachments, and tap an attachment name to open the file.



## *Save Attachments*

When you open attachments of certain file types, you can save them to your phone so you can view them later in one of your phone's applications.

1. Open the attachment (see “Open Attachments” on page 196).
2. Do one of the following:
  - **For pictures in JPG, BMP or PNG format:** Tap **Copy To Photos**.

- **For other file types:** Open the application menu and tap **Save As**. If the Save As menu item is not available, you cannot save the attachment.

## Add a Contact From an Email Message

You can add a contact name or email address to your Contacts list directly from the **To**, **Cc**, or **Bcc** field of an incoming email message. You can either create a new contact or add the information to an existing contact.

1. In a message you received, tap the name or email address.
2. Tap **Add To Contacts**.
3. Tap one of the following:

**Save As New:** Create a new contact for the name or address.

**Add To Existing:** Tap the contact you want to add the name or address to.

## View a Contact From an Email Message

- In a message you received from someone listed in the **Contacts** app, tap the name to open the contact entry.

## Search for an Email Message

You can search for messages in any email folder. Incoming messages must be fully downloaded to your phone to show up in search results.

- In the folder containing the message, type a few characters of a name or email address in the **From**, **To**, or **Cc** line, or a few characters of the subject. Matching results appear as you type. Keep entering characters to narrow the list.

## Reply to a Message

1. Open a message.
2. Tap one of the following:
  - : Reply to just the sender.
  - : Reply to the sender and all other addressees.

3. Enter the reply message text and tap .

## *Forward a Message*

1. Open a message and tap .
2. Address the forwarded message (see “Create and Send an Email Message” on page 193).
3. Enter the forwarded message text and tap .

## *Move a Message to Another Folder*

1. Open a message.
2. Open the application menu and tap **Move To Folder**.
3. Tap the folder you want.

## *Mark a Message as Read or Unread*

1. Open a message.
2. Open the application menu and tap **Mark As Read/Unread**.

## *Flag or Unflag a Message*

1. Open a message.
2. Open the application menu and tap **Set Flag** or **Clear Flag**.

## *Show or Hide Message Header Details*

1. Open a message.
2. Tap a recipient name to show details. (Tap again to hide details.)

## *Delete a Message*

Deleting a message moves it to your deleted items folder, so it’s still on your phone. Depending on your email account, this folder is called Deleted Items, Deleted, Trash, or something else.

If you accidentally delete a message, you can move it back to the original folder (see “Move a Message to Another Folder” on page 198). To remove a message from your phone permanently, delete it from the deleted items folder.

**Tip:** If you change the folder where you store deleted messages for an IMAP account (see “Enter Advanced Account Settings” on page 191), deleting messages from this folder removes them from your phone.

Do one of the following:

- **In the message list:** Throw the message off the side of the screen.
- **In an open message:** Tap .

## Add a Signature to Outgoing Messages

A signature includes information you want to add to the closing of all your outgoing messages—for example, your name, address, and phone numbers; your website; or a personal motto. You can use a different signature for each email account.

1. Open Email .
2. Open the application menu and tap **Preferences & Accounts**.
3. Tap the account you want.
4. Tap the **Signature** field and enter the signature text. (To format the text with bold, italics, or color, select

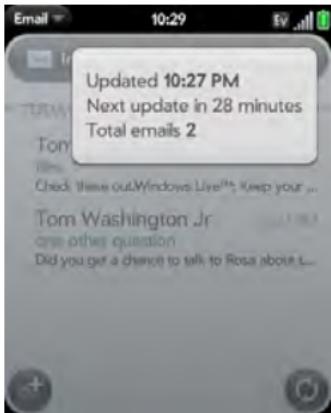
the text (see “Text Selection Gestures” on page 42), open the application menu, and tap **Edit > [the option you want.]**.)



## View Mail Folders

1. Open Email .
2. Do any of the following:
  - **View all folders for an account:** Tap .
  - **Open a folder:** Tap the folder name.

- **View folder information such as last sync and number of messages:** Open the folder, and then tap the folder header.



## Add a Folder as a Favorite

Favorites appear at the top of Account List view.

1. Open Email .
2. If the folder you want is not displayed, tap  to the right of the email account name to display the folder.

3. Tap  to the right of the folder name. To remove a folder as a favorite, repeat steps 1 and 2 and tap  to the right of the folder name.

## Set Email Preferences

1. Open Email .
2. Open the application menu and tap **Preferences & Accounts**.
3. Set any of the following:



**Smart Folders:** Set whether to include All Inboxes and/or All Flagged messages as favorites at the top of Account List view.

**Accounts:** Tap an account name to enter advanced settings (see “Enter Advanced Account Settings” on page 191).

**Default Account:** Tap the account shown to set another account as the default. The default account is used to send a message when you create a new message in **Account List** view or in a merged folder such as **All Inboxes** or **All Flagged**. If you have only one email account on your phone, the Default Account preference is not displayed.

**Add An Account:** See “Set Up Email” on page 187.

## Reorder Accounts

1. Open Email .
2. Open the application menu and tap **Preferences & Accounts**.
3. Tap and hold the account name, wait for the visual cue, and then drag the account up or down. (This changes the order of the accounts in **Account List** view.)

## Reply to Meeting Invitations

You can receive meeting invitations on your phone in the same way that you receive email messages. You cannot create meeting invitations on your phone.

- Tap whether to accept, tentatively accept, or decline an invitation.

Here are the key features of meeting invitations:

- Meeting invitations appear on your phone in the Email application, not in the Calendar application.
- From within the Email application, you can accept, decline, or tentatively accept a meeting invitation.
- If you accept or tentatively accept an invitation, it appears as an event in Calendar.
- You can reply to and forward meeting invitations in the same way as email messages.

**Tip:** If you receive an updated meeting invitation, you can again choose to accept, decline, or tentatively accept. If you receive a meeting cancellation, open the message and tap **Remove From Calendar** to delete the meeting from your calendar.

## *Send Email Messages From Within Another Application*

Use the share menu item in any application that supports this feature to send an item as an attachment to an email message. This feature is supported in the **Contacts**, **Photos**, **Doc View**, **PDF View**, and **Memos** applications, among others. Depending on the app, the menu item might be named **Share**, **Send**, or **Email**. For details, see the section on the specific application.

## *Messaging*

---

### *What Kinds of Messages Can I Send and Receive?*

You can use the Messaging application to send and receive the following types of messages:

- Text and multimedia messages (see “Create and Send a Text or Multimedia Message” on page 205).

- Instant messages for an IM account you already have set up online (see “Set Up an Instant Messaging (IM) Account” on page 209).

The Synergy feature enables the Messaging app to gather all your text, multimedia, and instant messages to and from the same contact into a single conversation (sometimes called a thread). So you can see your entire message history with a person regardless of the different methods you happened to use to communicate with that person (see “Work With Conversations” on page 202). You can even switch from account to account without losing the thread of your conversation (see “Switch Between Messaging Accounts in a Conversation” on page 203)—just pick the messaging account that’s most likely to keep you in unbroken contact with the person you’re talking to.

### *Work With Conversations*

When you exchange more than one message with a person, the messages are grouped into a conversation. A single conversation can contain text, multimedia, and IM messages. When you start or continue a

conversation, the upper part of Conversation view displays all messages you've exchanged with this person, and the bottom part provides the area where you type your next message.

You can carry on multiple conversations at the same time.

1. Open Messaging .

2. Do one of the following:

- **Start a new conversation:** Create a message (see "Create and Send a Text or Multimedia Message" on page 205 or "Send and Receive IM Messages" on page 211), or tap a message and reply to it.
- **Continue an existing conversation:** Tap the conversation.

3. Enter your message.

4. Tap .

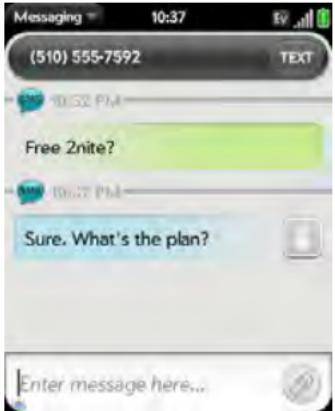
**Tip:** To save the contents of a conversation, open the conversation, open the application menu, and tap **Copy All**. This saves the entire conversation as plain text, which you can paste in a memo, email message, and so on.

## *Switch Between Messaging Accounts in a Conversation*

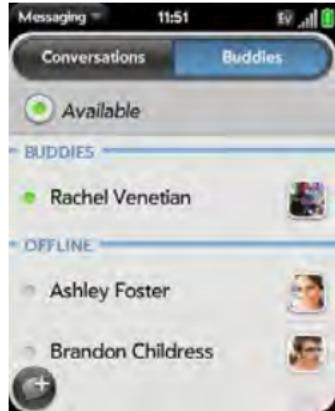
In a single conversation, you can switch between text/multimedia messaging and an IM account. So if you are having an IM chat with someone and he or she goes offline, you can send the person a text message to wrap up the conversation. You can also switch between different phone numbers for sending a text message to a person.

1. In **Messaging**, start a new conversation or open one that's listed in Conversations view.
2. Tap **Text** or an IM account name in the upper-right corner of the screen. (If available, the other ways to

communicate with this contact appear in a list. Tap the account or phone number you want to use.)



2. For Conversations view, tap **Conversations**. (For Buddies view, tap **Buddies**.)



3. In **Buddies** view, tap to expand a buddy list. (Tap a buddy name to contact that person.)

**Tip:** You can set a preference to show all your buddies, whether they are on- or offline, or to hide offline buddies. In Buddies view, open the application menu and tap **Show/Hide Offline Buddies**.

## *Switch Between Conversations View and Buddies View*

Conversations view lists all of your Messaging conversations. Buddies view lists all of your IM buddies.

1. Open Messaging

## Create and Send a Text or Multimedia Message

Each text message can have up to 160 characters. If you send a text message to an email address, the email address is deducted from the 160-character count.

Multimedia messages consist of both text and pictures. You can include pictures in JPG format.

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

**Before You Begin:** Make sure that your phone is on and that you're inside a coverage area (see "Turn Wireless Services On" on page 20).

1. Open Messaging .
2. The first time you open Messaging, tap **Done** to send a text or multimedia message. (Thereafter, skip to step 3.)

**Tip:** If you want to set up an instant messaging (IM) account the first time you open Messaging, tap **Add An Account** and see "Set Up an Instant Messaging (IM) Account" on page 209 for instructions.

3. Tap . (The cursor is in the **To** field.) Do one of the following to address the message:
  - Enter a contact's first or last name or initials, screen name, phone number, or email address. Tap the phone number, IM, or email address you want to use to send the message when it appears.
  - Tap  to open your full contact list. Tap the contact you want or enter a name or address to narrow the list.
  - Enter a phone number for a recipient who is not a contact.

**Tip:** Do you need to enter a short code that contains letters? Use the keyboard to enter it; just press the letter keys. For example, if the code is "win01," press **W** to enter **w**, **I** to enter **i**, and so on. No need to figure out the numbers that correspond to the letters.

4. Tap the **To** field and repeat step 3 to enter additional recipients.

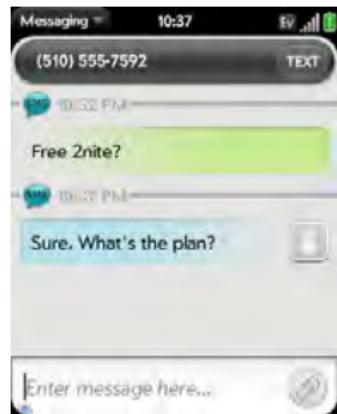
5. Do one of the following to attach a picture to a multimedia message:

- **Before entering the message text:** Tap  . Tap the album containing the picture you want. Tap the picture, or tap **New Photo** and take the picture. Tap **Attach Photo**.
- **After entering the message text:** Open the application menu and tap **Add Picture**. Tap the album containing the picture you want and tap the picture, or tap **New Photo** and take the picture. Tap **Attach Photo**.

6. Enter the message text and tap .

*Tip:* You can include emoticons in your message (see "Use Emoticons in a Message" on page 206).

*Tip:* You can also send a contact entry as part of a multimedia message. Do this in the Contacts app (see "Sending Contacts" on page 134).



## Use Emoticons in a Message

To include an emoticon in a text, multimedia, or IM message, type in a keyboard character combination for that emoticon. Most emoticons can be created by more than one combination. After you send the message, the emoticon image appears in the conversation on your phone and on the recipient's phone, as long as the receiving IM application supports the image.

This table shows the emoticons that are supported on your phone.

**Note:** Emoticon combinations that use words, such as :cool or :cry, are not supported in most chat applications. Emoticons created using these combinations may not appear correctly on the recipient's phone.

To display this Enter any of these keyboard character emoticon... combinations...

	>:o >:-o >:O >:-O >:( >:- :angry :mad
	o_O :confused
	8) 8-) B) B-) :cool
	:'( ='( :cry
	:[ :-[ =[ =-[ redface
	:S :-S :s :-s %-(& %(& X-(& X(& :eww :gross

To display this Enter any of these keyboard character emoticon... combinations...

	:! :-! :eek
	( :-( =( =-(- :sad
	:O :-O :o :-o =O =-O =o =-o :surprised :shock :omg
	^ ^ ^ _ ^ ^ _-^ :grin :biggrin
	<3 :heart
	O:) O:-) o:) o:-) :innocent :angel
	:-* :* =* =-* :kiss
	:-D :D =D =-D laugh :lol
	>:-) >:) >:-> >:> :evil :twisted

To display this Enter any of these keyboard character emoticon... combinations...



:| :-| :neutral :meh



:-& :& =& =-& :-@ :@ =@  
=-@ :sick



:) :-) =) =-) :smile



:/ :-/ :\ :-\ =/ =-/ =\ =-\  
:doh



:) :-) :wink



:P :-P :p :-p :b :-b =p =P  
=b =-b =-p =-P :yuck :razz

## Receive and View Text and Multimedia Messages

You can view pictures and videos and listen to music files included in a multimedia message. You can save

pictures in JPG format to your phone for viewing in the **Photos** application.

1. Open Messaging .
2. Tap a conversation to view messages.
3. In a multimedia message, tap a music, video, or vCard file name to view the attached file.  
(Attached pictures are displayed within the message.) Tap **Copy Photo** to save an attached JPG picture.)

## Add a Contact From a Message

1. In a conversation, tap the header of a message received from someone who is not a contact.
2. Tap **Add To Contacts**.
3. Tap one of the following:

**Save As New:** Create a new contact for the name or address.

**Add To Existing:** Tap the contact you want to add the name or address to.

## *View a Contact's Information From a Message*

- ▶ In a conversation, tap the header of a message received from a contact to open the contact entry.

## *Dial a Number From a Message*

- ▶ Tap a phone number.

## *Delete a Message*

1. In a conversation, throw the message off the side of the screen.
2. Tap **Delete** to confirm.

## *Delete a Conversation*

1. In **Conversations** view, throw the conversation off the side of the screen.
2. Tap **Delete** to confirm.

## *Set Up an Instant Messaging (IM) Account*

To use an IM account on your phone, such as a GoogleTalk IM account, you must already have the account online. If you have an IM account with a provider that takes advantage of the Synergy feature, that IM account is automatically added to your phone when you enter your username and password for that provider in Email, Calendar, or Contacts.

1. Open Messaging .
2. Do one of the following:
  - **The first time you open Messaging:** Tap **Add An Account**.
  - **Any other time:** Open the application menu and tap **Preferences & Accounts**. Tap **Add IM Account**.

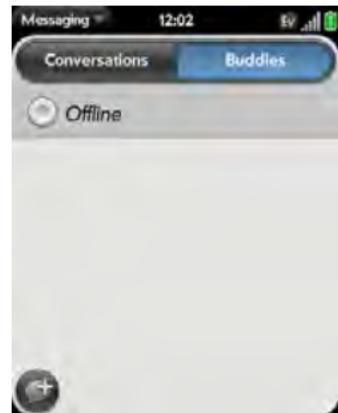
3. Tap the account type and enter your username and password.



4. Tap **Sign In**.

### *Sign In to an IM Account*

1. Open **Messaging** .
2. Tap **Buddies**.



3. Tap  to the left of the text **Offline** and tap **Available**.

### *Sign Out of an IM Account*

1. Open **Messaging** .
2. Tap **Buddies**.
3. Tap the status icon to the left of your online status (**Available** or **Busy**) and tap **Sign off**.

## Send and Receive IM Messages

**Before You Begin:** Make sure that your phone is on and that you're inside a coverage area (see "Turn Wireless Services On" on page 20).

1. Open Messaging .
2. Do one of the following to start or continue a conversation:
  - In **Conversations** or **Buddies** view, tap  to start a new conversation.
  - In **Conversations** view, tap an existing conversation and enter a new message.
  - In **Buddies** view, tap a buddy name and enter a new message.
3. Tap **Text** or an IM account name in the upper-right corner of the screen, and tap the IM account you want to use.
4. Enter the message text and tap .

**Tip:** You can include emoticons in your message (see "Use Emoticons in a Message" on page 206).

5. When the message recipient replies, the reply appears below your message in the conversation. (Repeat step 4 to send another message.)

## Change Your Online Status

1. Open Messaging .
2. Tap **Buddies**.
3. Tap the status icon to the left of the status description, and tap your new status.
4. Tap  to confirm your status.

## Change Your Custom Message

Your custom message is seen by your IM buddies. It appears next to your IM screen name and status. It can contain any text you want.

1. Open Messaging .
2. Tap **Buddies**.

3. Do one of the following:

- **If you already have a custom message:** Tap the current message and enter the new message text.
- **If you're creating a custom message for the first time:** Tap the status text (Available, Busy, and so on) and enter the custom message text.

## *Change Your IM Account Username and Password*

If you change the username or password for your IM account online, you need to enter the updated information for the account on your phone.

1. Open Messaging .
2. Open the application menu and tap **Preferences & Accounts**.
3. Tap the account name.
4. Enter the new information and tap **Sign In**.

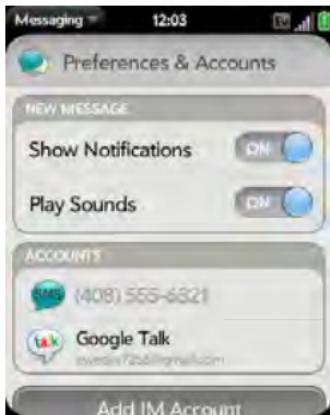
## *Delete an IM Account*

1. Open Messaging .
2. Open the application menu and tap **Preferences & Accounts**.
3. Tap the account name.
4. Tap **Remove Account**, and tap **Remove Account** again to confirm.

## *Turn Messaging Notifications On or Off*

You can set your phone to show a notification and/or play a sound when a new message arrives. These settings apply to all your Messaging accounts.

1. Open Messaging .
2. Open the application menu and tap **Preferences & Accounts**.
3. Turn either of the following new message notifications on or off:



**Show Notifications:** Set whether a notification appears when you receive a new message.

**Play Sounds:** Set whether an alert sound plays when you receive a new message. The ringer switch must be set to **On** for you to hear the sound.

## 3C. Web and Wireless Connections

- ◆ Location Services (page 214)
- ◆ Web (page 215)
- ◆ Google Maps (page 223)
- ◆ Sprint Navigation (page 224)
- ◆ Bluetooth® Wireless Technology (page 226)

### Location Services

The Location Services application provides information about your location to applications that request it. For example, Google Maps may use your location information if you need driving directions.

1. Open Location Services 
2. The first time you open Location Services you may be asked to review and accept the terms of use, and decide whether to allow anonymous data collection. Tap **Next** and do the following:
  - Review the terms of use.
  - If you decide not to allow anonymous data collection, tap the checkmark to remove it.
  - Tap **Agree** or **Don't Agree**.
3. Decide whether to enable auto locate, or whether you want to be asked each time an application needs to know your location: Tap **Auto Locate** or **Ask Each Time**.
4. To change settings after you accept the terms of use, tap **On** or **Off** for any of the following:



- **Auto Locate:** If you turn Auto Locate off and an application subsequently needs to know your location, a notification appears asking if the application can identify your location. Tap **Allow** to turn on Location Services for that session only.
- **Geotag Photos:** If Geotag Photos is turned on, photos are tagged with the latitude and longitude coordinates of the location in which they were taken.

**Did You Know?** The geotag is stored as an EXIF tag in the photo file, not on the image itself. A common use of the geotag occurs in online photo services like Photobucket and desktop apps like Google Earth, which use the data to position the photo as a thumbnail on a map.

■ **Background Data Collection:** Turn on Background Data Collection to allow the collection of anonymous aggregate location data to improve the quality of the location services provided to applications that require them.

5. To choose how you want to be located, open application menu, tap **Locate Me Using**, and choose one or both of the following:
  - **GPS.**
  - **Google Service.**

## Web

---

### Go to a Website

The Web browser on your phone is capable of displaying most Web content. The browser features the

latest Web standard technologies such as HTML 4.01, CSS 2.1, Ajax, and JavaScript. It does not support plug-ins such as Flash or Java applets.

1. Open Web .
2. Enter the address of the page. (You don't need to enter the prefix `http://www.`)



If the page appears in the list of viewed pages, tap it to go there again. If not, press **Enter** .

**Did You Know?** If you browse to a secure Web page, the lock icon in the address line appears closed.

3. To cancel a page while it is loading, tap .

## Go to a Website Using Search

You can also search the Web from the Launcher or Card view (see “Search to Find Info and Make Calls” on page 61).

1. Open Web .
2. Enter the search term and tap a search option.

## Open Another Browser

If you are looking at one Web page and need to check something on a different one, simply open another browser.

1. Open Web , open the application menu , and tap **New card**.
2. Enter an address or search term for the second instance of the browser.

- To move between the two pages, tap the center of the gesture area to display Card view. Tap one Web page and then the other to go between the two.

## *Navigate a Web Page*

- Move back through previously viewed pages:** Tap  or make the back gesture from right to left anywhere in the gesture area.
- Move forward through previously viewed pages:** Tap  or make the forward gesture from left to right anywhere in the gesture area.
- Refresh the current page:** Tap .
- Scroll a page:** Swipe up or down on the screen.
- View a Web page in landscape mode:** Turn the phone on its side. When the display is in landscape mode, you can swipe up and down on the gesture area to scroll up and down a page.
- Zoom in or out on a page:** Pinch out to enlarge items onscreen. Pinch in to decrease the size of items onscreen. Double-tap the screen to zoom in or out a specified amount.

- Zoom in on a column of a Web page:** Double-tap the page to center a column and enlarge it. To zoom out to see the whole page again, keep double-tapping.
- Pan a page:** Tap, hold, and drag the page.
- Enter information in a form:** Tap the form field. Enter or select information and press **Enter** .
- Share a Web address as a link:** Open the application menu, tap **Page**, and tap **Share**. Create the email message.
- Display the address bar:** Start typing a search term or Web address, or scroll to the top of the page.

## *Add a Web Page to the Launcher*

Add any Web pages you visit frequently to the Launcher so you can access them in a few taps.

- Open the page you want to add to the Launcher.
- Open the application menu, tap **Page**, and tap **Add To Launcher**.



3. Enter any of the following:

**Icon:** Tap the currently displayed page icon thumbnail. Then tap, hold, and drag the Web page to use a different portion of the page as the Launcher icon. You can zoom in on or out of the page while selecting the portion you want to use. The portion that appears in the white square is used as the icon. Tap **Done**.

**Title:** See “Text Selection Gestures” on page 42 for useful gestures if you want to edit the page title.

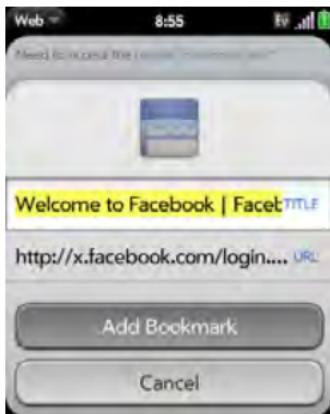
**URL:** Enter or edit the URL for the page. For example, change the URL to the home page of a site instead of a drill-down page within the site.

4. Tap **Add To Launcher**.

The page now appears as an icon on the Launcher. Tap the icon to open the page. To delete the page from the Launcher, see “Delete an Application” on page 52.

### *Create a Bookmark*

1. Open the page you want to bookmark.
2. Open the application menu and tap **Add Bookmark**.



3. Enter any of the following:

**Icon:** Tap the currently displayed bookmark icon. Then tap, hold, and drag the Web page to use a different portion of the page as the bookmark icon. You can zoom in on or out of the page while selecting the portion you want to use. The portion that appears in the white square is used as the icon. If you add the bookmark to the Launcher, the icon is used as the Launcher icon. Tap **Done**.

**Title:** See “Text Selection Gestures” on page 42 for useful gestures if you want to edit the bookmark title.

**URL:** Enter or edit the URL for the bookmark. For example, change the URL to the home page of a site instead of a drill-down page within the site.

4. Tap **Add Bookmark**.

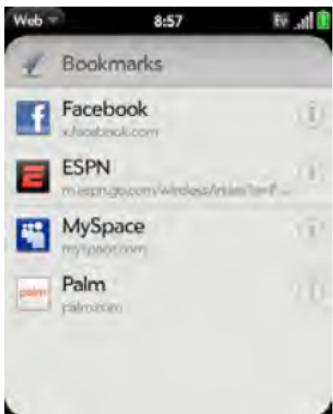
The first 12 bookmarks you create become thumbnails on the start page of the Web app.

## *Open a Bookmarked Page*

Do one of the following:

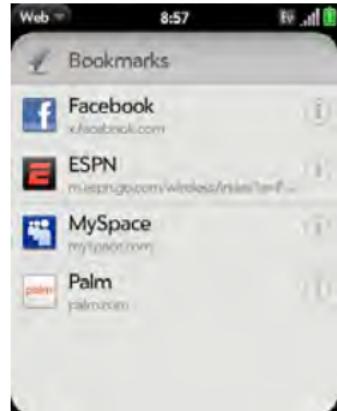
- From the start page when you open the browser, tap a thumbnail.

- To open a bookmark if it's not on the start page, or after you navigate away from the start page, open the application menu and tap **Bookmarks**. Then tap a bookmark.



## *Edit, Reorder, or Delete a Bookmark*

1. Open the application menu and tap **Bookmarks**.



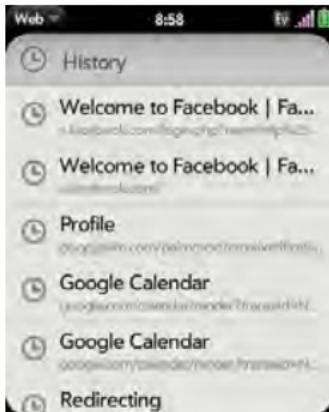
2. Do one of the following:

- **Edit:** Tap  to the right of the bookmark name. Enter the new icon, title, or URL and tap **Save Bookmark**.

- **Reorder:** Tap, hold, wait for the visual cue, and then drag the bookmark.
- **Delete:** Throw the bookmark off the side of the screen and tap **Delete**.

## *Return to Previously Viewed Web Pages*

1. Open the application menu and tap **History**.



2. Scroll to the page name and tap the page.

You can also search for a recently viewed page by entering a term or address in the address bar that matches the page name or address.

## *Use Links on a Web Page*

- **To follow a link to another page:** Zoom in on the page (pinch out or double-tap the page), and tap the link.
- **To dial a phone number that appears as a link:** Tap the link to display the dial pad with number entered, and tap .

## *Customize Web Browser Settings*

1. Open Web .

2. Open the application menu and tap **Preferences**.



3. Set any of the following:

**Block Popups:** Prevents websites from opening up new browser windows. Tap **Yes** to turn Block Popups off.

**Accept Cookies:** Allows cookies from any website you view, even if you are redirected to a site from another site. Tap **Yes** to turn Accept Cookies off.

**JavaScript** Tap **On** to turn off JavaScript. Turning off JavaScript may prevent some websites from functioning properly.

**Clear History:** Tap to delete your browsing history.

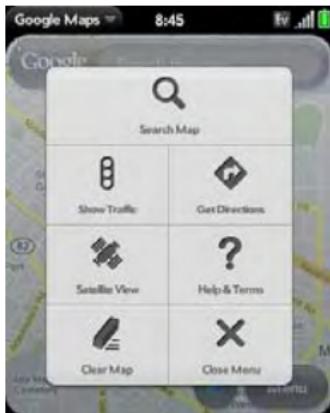
**Clear Cookies:** Tap to delete cookies used by some websites to remember visiting history and user settings.

**Clear Cache:** Tap to delete any Web page content that has been stored in the local cache. This ensures that you are viewing the most current content when you visit a Web page.

# Google Maps

1. Open Google Maps 

2. Tap **Menu** in the lower-right corner.



In Google Maps, use these icons to do the following:

Icon	Description
	<b>Search Map:</b> Search for a location.
	<b>Show Traffic:</b> View local traffic conditions.
	<b>Directions:</b> Get directions.
	<b>Satellite:</b> View a satellite photo of the map area.
	<b>Map:</b> Return to Map View from Satellite View.
	<b>Help &amp; Terms:</b> Get help.
	<b>Clear Map:</b> Clear the current map.
	<b>Close Menu:</b> Close the Google Maps menu.

# Sprint Navigation

You can use Sprint Navigation to get driving directions, check traffic conditions, and search for services.

## Sign In to Sprint Navigation

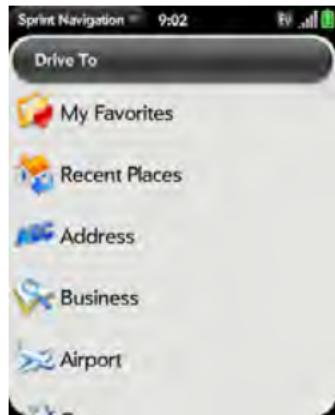
The first time you use Sprint Navigation, you are asked to sign in.

1. Open Sprint Navigation .
2. If prompted, tap **Accept** to turn on **Location Services**.
3. Review the terms of use and tap **Accept** or **Decline**.
4. Enter your first name, last name, and email address (your email address is optional).
5. Tap **Continue**.

## Get Directions

1. Open Sprint Navigation .

### 2. Tap **Drive To**.



3. Tap any of the following:
  - **My Favorites:** Tap  to add an address.
  - **Recent Places:** View directions to places you visited recently.
  - **Address:** Search for directions to a specific street address, intersection, or city.
  - **Business:** Search for a business address.
  - **Airport:** Get directions to an airport.
  - **Contact:** Get directions to a contact's address.

## Search for a Service

1. Open Sprint Navigation .



2. Tap **Search**.
3. Tap the **Search Near** field and tap where you want to base your search.
4. Tap the **Category** field and tap the type of service you are looking for.
5. Tap **Search**.

## Get Your Location and Local Traffic Information

1. Open Sprint Navigation .

2. Tap **Map & Traffic**.

3. Use these icons to do the following:

Icon	Description
	View traffic information.
	See your current location.
	View the map in 3D.
	Return to the Sprint Navigation menu.

# *Bluetooth® Wireless Technology*

## *What is Bluetooth® Wireless Technology?*

With the Bluetooth® wireless technology on your phone, you can connect to a number of Bluetooth devices, including a hands-free device such as a headset or car kit; see “Set Up and Use a Bluetooth® Hands-Free Device” on page 96.

Before you can connect to another Bluetooth device, you need to pair with that device. You can either make the pairing request from your phone (see “Make a Pairing Request to Another Device” on page 226), or accept a pairing request from the other device (see “Accept a Pairing Request From Another Device” on page 227).

## *Turn the Bluetooth Feature On/Off*

Do one of the following:

- Open **Bluetooth** , and tap **On** or **Off**.

- **From any screen:** Open the connection menu, tap **Bluetooth**, and tap **Turn on Bluetooth** or **Turn off Bluetooth**.

## *Make a Pairing Request to Another Device*

*Before You Begin:* The other device must be discoverable to appear on your phone’s Devices list. Check the documentation that came with the other device for information on making it discoverable.

You can make a pairing request to a Bluetooth audio device such as a headset, car kit, or A2DP device.

1. Open **Bluetooth** .
2. Make sure Bluetooth is on (see “Turn the Bluetooth Feature On/Off” on page 226).



3. Tap **Add device** and tap the device name on the list of available Bluetooth devices.
4. If a passkey is not required, pairing is complete when the Devices list appears. (If a passkey is required, tap **Yes, allow**.)
5. Do one of the following:
  - **An automatically generated passkey appears on the passkey screen:** Check the other device screen to verify that the passkey is correct, and tap **Yes, connect** to connect.

■ **The screen displays a passkey generated by your phone:** Enter the displayed passkey on the other device.

■ **The screen prompts you to enter a passkey:** Check the documentation that came with the other device to see if there's a required passkey. If so, enter that passkey on your phone. If not, make up a passkey and enter it on both devices.

*Tip:* You can also open the Bluetooth app by opening the connection menu, tapping **Bluetooth**, and tapping **Bluetooth Preferences**.

## Accept a Pairing Request From Another Device

*Note:* Your phone is discoverable only when the Bluetooth app is open, the app window is maximized, and Bluetooth is turned on. If you move away from the Bluetooth app, minimize the app to a card, or turn off the screen, your phone is no longer discoverable.

1. Open **Bluetooth** .
2. Make sure Bluetooth is on (see "Turn the Bluetooth Feature On/Off" on page 226).

3. Initiate a pairing from the other device.
4. When the connection request appears, tap **Yes, allow**.
5. If a passkey is not required, pairing is complete when the Devices list appears. If a passkey screen appears, do one of the following:
  - **An automatically generated passkey appears on the passkey screen:** Check the other device screen to verify that the passkey is correct, and tap **Yes, connect** to connect.
  - **The screen displays a passkey generated by your phone:** Enter the displayed passkey on the other device.
  - **The screen prompts you to enter a passkey:** Check the documentation that came with the other device to see if there's a required passkey. If so, enter that passkey on your phone. If not, make up a passkey and enter it on both devices.

## Connect With a Paired Device

After you pair with a device, you can connect to that device without having to go through the pairing process again.

**Note:** To connect with a paired computer, you must initiate the connection from the computer. See the computer documentation for instructions.

1. Open Bluetooth .



2. Make sure Bluetooth is on (see “Turn the Bluetooth Feature On/Off” on page 226) and tap the device name.

## *Disconnect From a Device*

Disconnecting from a device does not mean you delete the relationship you created between the device and your phone. See “Connect With a Paired Device” on page 228 for instructions on how to reconnect with the device.

1. Open Bluetooth .
2. Tap the connected device name to disconnect from it. (Or tap another device name to disconnect from the current device and connect to the new device.)

## *Delete a Device*

Deleting a device means you end the relationship you created between your phone and the device. This means that you must pair with the device again if you want to connect (see “Make a Pairing Request to Another Device” on page 226 or “Accept a Pairing

Request From Another Device” on page 227). If all you want to do is temporarily disconnect from a device, see “Disconnect From a Device” on page 229.

1. Open Bluetooth .
2. Throw the name off the side of the screen and tap **Delete**.

## *Rename a Device*

1. Open Bluetooth .
2. Tap and hold the device name.
3. Enter a new name.



*Section 4*  
*Your Resources*



## 4A. Troubleshooting

- ◆ For Users of Other Palm® Devices (page 232)
- ◆ Battery (page 233)
- ◆ Screen and Performance (page 242)
- ◆ Phone (page 244)
- ◆ Hands-Free Devices (page 246)
- ◆ Synchronization (page 247)
- ◆ Sending and Receiving Data in Email, Messaging, and Web (page 251)
- ◆ Email (page 252)
- ◆ Messaging (page 254)
- ◆ Web (page 255)
- ◆ Calendar and Contacts (page 256)
- ◆ Camera (page 258)
- ◆ Amazon MP3 (page 258)
- ◆ Transferring Information From Your Computer (page 259)
- ◆ Backing Up and Restoring Data (page 260)
- ◆ Updates (page 261)
- ◆ Third-Party Applications (page 261)
- ◆ Making Room on Your Phone (page 262)

## For Users of Other Palm® Devices

### *I Want to Transfer My Data From My Computer*

If you previously synchronized data from a Palm® smartphone—such as contacts or calendar events—with a desktop organizer such as Palm® Desktop by ACCESS or Microsoft Outlook®, you can do a one-time, one-way export of that data from the desktop organizer to your Palm® Pixi™ phone.

**Important:** If your desktop Outlook synchronizes with an Exchange server using Microsoft Exchange ActiveSync, you cannot do a one-way export of that Outlook data to your phone. Instead, set up your Exchange account to synchronize with your phone (see “How Do I Send and Receive Email on My Phone?” on page 186).

**Windows:** You can transfer contacts, calendar events, tasks, and memos/notes from Palm Desktop software by ACCESS version 6.2 and Microsoft Outlook 2003 or later. If you don't have Palm Desktop version 6.2, download it for free from [palm.com/support](http://palm.com/support).

**Mac:** You can transfer contacts, calendar events, and tasks from Address Book, iCal, Palm Desktop software by ACCESS version 6.2. If you don't have Palm Desktop version 6.2, download it for free from [palm.com/support](http://palm.com/support)

**Note:** You can export data from Palm Desktop, Outlook on your Windows computer, and Address Book and iCal on your Mac computer, even if you never synchronized with a Palm smartphone.

For instructions on doing a one-time, one-way export of your data, see "How Do I Get Data Off My Computer?" on page 77. For more detailed information, go to [palm.com/migrate-pixi](http://palm.com/migrate-pixi).

## Battery

**WARNING:** Use only batteries and chargers that are approved by Sprint and Palm with your phone. Failure to use a battery or charger approved by Sprint and Palm may increase the risk that your phone will overheat, catch fire, or explode, resulting in serious bodily injury, death, or property damage. Use of unapproved third-party power supply accessories may damage the device and void the Limited Warranty for the product.

### *I Can't Charge the Battery*

- If you're using a new battery or a new charger, make sure the battery and charger are approved by Palm and Sprint for use with your phone. Failure to use an approved battery or charger may prevent your phone from turning on or being charged.
- If you're using an existing, approved battery, the battery may have reached the end of its useful life and may need to be replaced. See "I Need to Replace the Battery" on page 234 for details.

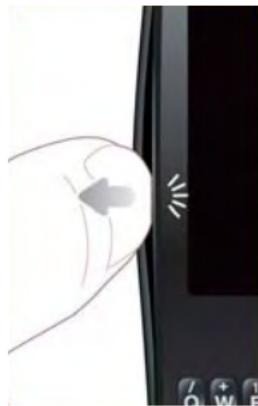
## *I Need to Replace the Battery*

Your Pixi phone comes with a replaceable battery. Be sure to use a battery that is approved by Palm and Sprint and that is compatible with your phone. Failure to use the proper battery may result in personal injury or product damage, and it voids your phone warranty.

**Note:** Please dispose of the old battery properly.

1. If the **USB cable** is attached to the phone, disconnect the USB cable.
2. If a wired headset is attached to the phone, disconnect the headset.

3. To begin separating the back cover from the body of the phone: Use your thumbnail to release the clasp at the midpoint of the left side of the phone (see a in step 4).



4. Run your thumbnail around the hairline opening to release the upper-left and top clasps. (You may hear a sound when the clasp releases.)



5. Run your thumbnail around the hairline opening to release the bottom-left and bottom clasps. (End at (b).)



6. Swing the body of the phone out of the back cover as if the right side were a hinge.



7. Remove the **battery** by sliding your finger under the groove at the side of the battery.



8. Insert the new **battery**.



9. To replace the back cover: Insert the **ringer** switch into the hole provided for it on the right side of the back cover.



10. Press the back cover and the body of the phone together at each pair of clasps. (You can feel the clasps engage.)



11. Press and hold **power G** on the upper-left corner of your phone until you see the Palm logo on the screen (approximately five seconds). (Please be patient while your phone starts up.)

**Tip:** If your phone does not turn on after you insert the battery and press and hold **power**, you need to charge the battery (see “Charge the Battery” on page 31).

### *I Can't Get My Screen to Turn On After Removing and Replacing the Battery*

Removing the battery turns off your phone completely, so you can't just press **power G** to turn on the screen. Instead, press and hold **power G** until you see the Palm logo on the screen (approximately five seconds). Please be patient while your phone starts up.

**Tip:** If your phone does not turn on after you press and hold **power**, you need to charge the battery (see “Charge the Battery” on page 31).

## *I Can't Get the Back Cover Off*

1. If the **USB cable** is attached to the phone, disconnect the USB cable.
2. If a wired headset is attached to the phone, disconnect the headset.
3. To begin separating the back cover from the body of the phone: Use your thumbnail to release the clasp at the midpoint of the left side of the phone (see a in step 4).



4. Run your thumbnail around the hairline opening to release the upper-left and top clasps. (You may hear a sound when the clasp releases.)



5. Run your thumbnail around the hairline opening to release the bottom-left and bottom clasps. (End at (b).)



6. Swing the body of the phone out of the back cover as if the right side were a hinge.



## *I Can't Get the Back Cover Back On*

1. Insert the **ringer** switch into the hole provided for it on the right side of the back cover.



2. Press the back cover and the body of the phone together at each pair of clasps. (You can feel the clasps engage.)



3. Press and hold **power**  on the upper-left corner of your phone until you see the Palm logo on the screen (approximately five seconds). (Please be patient while your phone starts up.)

**Tip:** If your phone does not turn on after you insert the battery and press and hold **power**, you need to charge the battery (see “Charge the Battery” on page 31).

## Screen and Performance

---

### The Screen Appears Blank

To save power, the screen dims automatically after a period of inactivity, and then turns off.

If you just inserted or replaced the battery, you need to press and hold **power**  until you see the Palm logo on the screen. Otherwise, follow these steps in sequence if you see a blank screen:

1. To brighten the screen if it has dimmed, tap the screen.
2. To turn on the screen, press **power** . Drag  up to unlock the screen

3. Look closely at the screen. (If you can see a dim image, try adjusting the screen brightness (see “Change Screen Brightness” on page 175).)
4. If the problem persists, connect your phone to the AC charger (see “Charge the Battery” on page 31). (If you see a dim image, try to restart your phone (see “Restart Your phone” on page 171).)
5. If that doesn’t work, press and hold **power**  and slide the **ringer** switch three times to restart your phone. (Please be patient while your phone starts up.)

### An Application Is Not Responding to Taps

Try the following steps in sequence:

1. Open Device Info  and restart your phone (see “Restart Your phone” on page 171).
2. If the screen does not respond to taps at all, press and hold **power**  and slide the **ringer** switch three times to restart your phone. (Please be patient while your phone starts up.)

## *Applications Are Running Slower Than Usual*

**Tip:** Be sure that any third-party applications you install are compatible with the Palm® webOS™ platform. Applications written for Palm smartphones using the Palm OS operating system or Windows Mobile are not compatible with your Pixi phone. If you can try a free version of the software before purchasing it, you can test it first to make sure it works properly. In App Catalog, you can purchase the Classic application from MotionApps to run Palm OS applications on your Pixi phone.

1. Tap the center of the gesture area to display **Card view**.
2. Scroll through the cards and note how many applications you have running.
3. Close any application you are not using by throwing its card off the top of the screen.

If the problem persists, try restarting your phone (see “Restart Your phone” on page 171).

## *My Gestures in the Gesture Area Aren’t Working*

- Some gestures begin in the gesture area and end in the touchscreen, and vice versa. Crossing the border between the two areas with your finger is crucial to making the gesture successfully. Likewise, the drag gesture for opening a menu begins at the top of the phone, above the screen, and crosses down onto the screen.
- If you cannot make the back gesture, check to see if you have the next/previous app gestures turned on (see “Turn Advanced Gestures On/Off” on page 176). If so, you need to make a short swipe left for the back gesture, and a full swipe right or left for the next or previous open app.
- Likewise, you can’t use the next/previous app gestures unless you turn them on (see “Turn Advanced Gestures On/Off” on page 176). You can see animations of many gestures: [Open Help](#)  and tap **Clips**. Or go to [palm.com/support](http://palm.com/support) to watch the animations on your desktop computer. Also, see “Use Gestures: Tap, Swipe, Drag, Flick, Pinch” on page 35.

## *There Are Small Icons in the Lower-Right Corner of the Screen*

Those icons represent notifications that you have not opened or dismissed. For most types of notifications, if you do not tap a notification after a few seconds, it becomes an icon in the lower-right portion of the screen. If you see one or more icons, tap anywhere on the bottom of the screen to display your notifications.

## *Phone*

---

### *Signal Strength Is Weak*

Become familiar with low coverage areas where you live, commute, work, and play. Then you know when to expect signal-strength issues.

- If you're standing, move about 3 meters in any direction.
- In a building, move near a window. Open any metal blinds.
- In a building, move outdoors or to a more open area.

- Outdoors, move away from large buildings, trees, or electrical wires.
- In a vehicle, move your phone so that it's level with a window.

### *My Phone Won't Connect to the Mobile Network*

- Try the suggestions in the preceding section for weak signals.
- Turn off your phone and turn it on again (see "Turn the Phone On/Off" on page 18).
- Restart your phone (see "Restart Your phone" on page 171).

### *I See Five Bars in the Signal-Strength Icon, but I Still Can't Connect to the Network*

The **signal-strength**  icon always displays five bars. Your signal strength is indicated by the number of bars that are shaded white. If most or all of the bars are gray, you are in an area of weak or no coverage.

## *The Other Person Hears an Echo*

- Try decreasing the volume on your phone—whether you are using the speakerphone or the earpiece—to avoid coupling or feedback on the other person's end.
- Position the earpiece closer to your ear to prevent sound leaking back into the microphone.
- If you're using the speakerphone feature with your phone lying on a flat surface, try turning the phone face down (screen facing the surface).

## *I Hear My Own Voice Echo*

Ask the person on the other end of the call to turn down the volume on his or her phone or to hold the phone closer to his or her ear.

## *My Voice Is Too Quiet on the Other End*

- Be sure to position the microphone, which is on the lower-left side of the keyboard next to the **Option**  key, close to your mouth. Make sure you are not covering the microphone with your cheek or chin.

- Check the **signal-strength**  icon. If the signal is weak, try to find an area with better coverage (see "Signal Strength Is Weak" on page 244).

## *I Hear Static or Interference*

Check the **signal-strength**  icon. If the signal is weak, try to find an area with better coverage (see "Signal Strength Is Weak" on page 244).

If you're using a hands-free device enabled with Bluetooth® wireless technology, try the following:

- Move your phone closer to the hands-free device. Audio quality degrades as the distance between your phone and the hands-free device increases. The effective range for a hands-free device varies among manufacturers.
- Confirm that no obstructions, including your body, are between the phone and your hands-free device. For example, move your phone to the same side of your body as your hands-free device.

## *My Phone Seems to Turn Off by Itself*

Your phone has a power-saving feature that's set to turn off the screen if it has been idle for one minute. You can change the auto-shut off interval (see "Set the Interval for Turning the Screen Off Automatically" on page 175).

If you restart your phone, any wireless services are automatically turned on if they were on before the restart. However, if the phone can't determine if a wireless service was on before the restart, that service does not automatically turn on (see "Turn the Phone On/Off" on page 18).

If the problem persists and you're using third-party applications, see "Third-Party Applications" on page 261 for additional suggestions.

## *Hands-Free Devices*

---

### *I Can't Make or Receive Calls Using a Bluetooth® Hands-Free Device*

Verify all of the following:

- The Bluetooth feature is turned on (see "Turn the Bluetooth Feature On/Off" on page 226).
- Your Bluetooth hands-free device is charged and turned on.
- You have already formed a partnership between your phone and your hands-free device, and the hands-free device appears in the **Devices** list (see "Connect With a Paired Device" on page 228).
- Your phone is within range of the hands-free device. Bluetooth range is up to 10 meters in optimum environmental conditions, which include the absence of obstacles, radio interference from nearby electronic equipment, and other factors.
- You are away from other devices using the 2.4GHz radio frequency, such as cordless phones and

microwaves. If this is impossible, move the phone closer to the hands-free device.

- The hands-free device is compatible with your phone. Go to [palm.com/support](http://palm.com/support) to see a list of supported devices.

## *I Lost the Connection Between My Phone and My Bluetooth Headset*

If your headset isn't working, delete the existing partnership (see "Delete a Device" on page 229) and create a new one (see "Set Up and Use a Bluetooth® Hands-Free Device" on page 96).

## *I Hear Static or Interference When Using My Hands-Free Device*

- Try moving your phone closer to the hands-free device. Audio quality degrades as the distance between your phone and the hands-free device increases. The effective range for a hands-free device varies among manufacturers.
- Confirm that no obstructions, including your body, are between the phone and your hands-free device.

- Move to a quieter location to reduce environmental noise.

## *Some Features of My Hands-Free Device Don't Work With My Phone*

- Check the compatibility list at [palm.com/support](http://palm.com/support) to ensure that your device is compatible with your Pixi phone.
- Not all hands-free features work with every hands-free device. Check the documentation that came with your hands-free device or the manufacturer's website for feature-compatibility information specific to your device.

## *Synchronization*

---

### *What Is Synchronization?*

Anytime you are in Email, Calendar, or Contacts, you can set up a relationship to wirelessly sync data with selected service providers—for example, Google or Microsoft Exchange ActiveSync® (EAS—check to see if

your company supports this). Sync means that if you enter, change, or delete information in one location, the change automatically shows up in the other location. So if you enter a Google contact in the Contacts application on your phone, the contact appears in your online Google contacts—no need to enter it twice.

You must already have an account with a service provider before you can set it up on your phone.

## *How Do I Set Up Synchronization With an Online Account?*

The first time you open Email, Contacts, or Calendar, you are given the option to enter settings for one or more online accounts (see “Set Up Email” on page 187, “Use Contacts for the First Time” on page 123, or “Use Calendar for the First Time” on page 137). For any account, you need to enter the settings in only one of these applications to synchronize data for all three.

You can add additional accounts at any time using the preferences in any of these applications (see “Set Email Preferences” on page 200, “Customize Contacts” on page 133, or “Customize Calendar” on page 143).

You can also set up the Messaging application to work with an online instant messaging (IM) account (see “Set Up an Instant Messaging (IM) Account” on page 209), and the Photos application to work with an online pictures account such as Facebook or Photobucket (see “Set Up an Online Pictures Account on Your Phone” on page 107).

See “Online Accounts Available for webOS Phones” on page 294 for the current list of online accounts that synchronize your info and those that do a one-way transfer of info either from the Web to your phone, or from your phone to the Web.

## *I Don’t Want to Sync Calendar or Contact Information With My Online Account—Just Email*

If you do not want to sync a Google application with an online account, you can remove that account from within the application. The online account continues to sync with any other related Google applications.

**Important:** You cannot remove individual Exchange account applications. If you remove your Exchange account from one application, sync stops with all your Exchange apps.

1. Open the application.
2. Open the application menu and tap **Preferences & Accounts**.
3. Tap the account name.
4. Tap **Remove Account**, and then tap **Remove [app name] Account**.

## *I Want to Sync With Outlook or Palm Desktop Software on My Computer*

By default, your Pixi phone does not support synchronization with Palm Desktop software or Outlook on your desktop computer. Your Pixi phone, however, gives you options for synchronization without a cable. You can sync with online services that Palm has partnered with so that you can store and sync your info in online accounts. You can access your data even when you are not able to make a connection to the Web, because your data is cached on your phone.

If you have data from a Palm smartphone in Outlook or Palm Desktop software, you can do a one-time, one-way export of the data from the desktop application to your phone (see “How Do I Get Data Off My Computer?” on page 77). You can assign this data to sync with an online account. You can also assign it to the Palm profile account. Data in this account is backed up to your Palm profile daily, so you can retrieve it if you need to reset your phone. But it is not a true sync because you cannot change your Palm profile data anywhere except on your phone.

If your desktop Outlook synchronizes with an Exchange server using Microsoft Exchange ActiveSync, you cannot do a one-way export of that Outlook data to your phone. However, you can synchronize the Outlook data wirelessly with your phone through your Exchange account.

**Tip:** A number of third-party applications (sold separately) are available that let you synchronize data on your Pixi phone with a desktop application. Visit [palm.com/migrate-pixi](http://palm.com/migrate-pixi) to learn more.

## *I Have an Exchange ActiveSync Account at Work, but My Data Is Not Being Downloaded to My Phone*

Check with your system administrator to obtain or verify 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 synchronize with your Exchange ActiveSync account.

If your company requires you to change your password for accessing your Exchange ActiveSync account, you must change the password on your phone (see “Change Account Login Settings” on page 192).

## *I Entered the Settings to Sync With Exchange ActiveSync, but I Can’t Synchronize With My Company’s Exchange Server*

Check with your system administrator to find out if a systemwide locking policy is in place.

## *A Notification 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.

## *A Notification Tells Me That There Is Not Enough Free Memory to Synchronize*

1. Tap the center of the gesture area to display **Card view**.
2. Scroll through the cards and note how many applications you have running.
3. Close any application you are not using by throwing its card off the top of the screen.

If the previous steps don’t fix the problem, see “Making Room on Your Phone” on page 262 for other suggestions.

## *A Notification Tells Me That the Server Could Not Be Reached*

Make sure your phone is connected to the Sprint network (see “Icons in the Title Bar” on page 29).

If you have a network connection and receive this notification, it means your phone 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 “Set Up Email: Microsoft Exchange ActiveSync (EAS)” on page 188), and try again later.

## *A Notification Tells Me That ActiveSync Encountered a Problem With [item Type] [item Name]*

There was an error while synchronizing a single item. This error can usually be corrected only by deleting 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.

## *Sending and Receiving Data in Email, Messaging, and Web*

### *I Can't Tell If Data Services Are Available*

The following icons appear in the title bar to indicate whether data services are available. If you don't see one of these icons, you cannot open a data connection:

**Key Term:** **1xRTT (single-carrier [1x] radio transmission technology):** A wireless technology that can provide fast data transfer and Internet access, with average speeds of 60-to-80Kbps and bursts of up to 144Kbps.

**Key Term:** **EVDO (Evolution Data Optimized):** A wireless broadband technology that is designed for very high-speed data transfer, with average download speeds of 400-to-600Kbps, and capable of reaching speeds up to 3.2Mbps and upload speeds up to 1.8Mbps.

- 1x** Your phone is connected to a 1x data network. Data is not currently being transmitted over the network.
- 1x** Your phone is connected to a 1x data network and data is being transmitted over the network.
- Ev** Your phone is connected to an EvDO data network. Data is not currently being transmitted over the network.
- Ev** Your phone is connected to an EvDO data network and data is being transmitted over the network.

## *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 (see “Set Up Email” on page 187) and are experiencing problems using the

account, verify that the account complies with your email provider’s requirements:

- Verify both your password and your username for your email account.
- If you changed your password in an online email account, you must change the password on your phone (see “Change Account Login Settings” on page 192).
- Some wireless service providers have other requirements specific to their service. Check with Sprint to find out whether any provider-specific requirements exist.
- Make sure your ISP or email provider allows you to access email on a phone. (Some providers do not offer this option at all; other providers require an upgrade for you to access email on a phone.).
- Email provider settings may change. If your email account was working but you are currently experiencing problems, check with your email provider to find out whether any of the account settings have changed.

## *I Have Problems Sending and Receiving Email*

- Make sure your phone is on and that your data connection to your mail server or email service provider has not been interrupted (see “Turn the Phone On/Off” on page 18).
- Short periods of time when email is unavailable are common, due to server problems or poor wireless coverage. If you have problems sending or receiving mail for an extended period of time, check with your ISP or email service provider to verify that the service is working properly, and check with Sprint for outage information in your area.

## *I Have Problems Sending Email (IMAP and POP Accounts)*

If you are able to receive email messages but cannot send them, try the following:

- Turn on authentication (see “Set Up Email: Other Providers” on page 190). Many service providers require authenticated access, or ESMTP, to use their SMTP servers for outgoing mail.

- Enter the name of a different outgoing mail server for sending mail (see “Set Up Email: Other Providers” on page 190). 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. Check with your email service provider for the correct outgoing mail server name.

## *After I Receive Messages, Older Messages Disappear From My Inbox*

When email sync takes place, the last three days’ worth of email messages is downloaded from your mail server to your Inbox. All messages older than three days are removed from your Inbox; they are not deleted on the server, however.

You can change the setting to download only one or two days’ worth of messages. If you select one of these options, any messages older than one or two days are deleted from your Inbox. You can also change the setting to download all messages regardless of the

date, in which case all messages continue to appear in your Inbox (see “Enter Advanced Account Settings” on page 191).

## *Messaging*

---

### *I Can’t Send or Receive Text or Multimedia Messages*

- Make sure that your phone is on (see “Turn the Phone On/Off” on page 18).
- For multimedia messages, do the following:
  - Contact Sprint to verify that messaging services have been correctly activated on your phone, and that they are available at your location. (Sprint should be able to tell you if messaging services have been experiencing transmission delays.).
  - Check to see if you have data services enabled. Open **Phone** , open the application menu, and tap **Preferences**. Under **Network**, make sure **Data Usage** is set to **On**.

- If you are in roaming coverage, check to see if you have data roaming enabled. Open **Phone** , open the application menu, and tap **Preferences**. Under **Network**, tap **Data Roaming** and tap **Enabled**.

- If possible, contact the recipient of the message, and make sure the receiving device can handle the type of message you’re sending.
- If a message arrives but does not display a notification, restart your phone (see “Restart Your phone” on page 171).

### *I Want to Send a Video in a Multimedia Message, but Do Not See It on the List of Items I Can Attach*

You can attach only pictures in JPG format to outgoing multimedia messages. To send files of other types, attach them to an email message (see “Add Attachments to a Message” on page 194).

## *My Phone Won't Connect to the Internet*

Your phone supports EvDO and 1xRTT wireless data networks.

- Check to see if you have data services enabled. Open **Phone** , open the application menu, and tap **Preferences**. Under **Network**, make sure **Data Usage** is set to **On**.
- If you are in roaming coverage, check to see if you have data roaming enabled. Open **Phone** , open the application menu, and tap **Preferences**. Under **Network**, tap **Data Roaming** and tap **Enabled**.
- Turn off your phone and turn it on again (see “Turn the Phone On/Off” on page 18).
- Restart your phone (see “Restart Your phone” on page 171).
- Contact Sprint to verify that your subscription plan has been correctly activated. Sprint should also be able to tell you if there are any outages in your location.

## *I Can't Access a Page*

1. Make sure you have Internet access:
  - Open **Web**  and try to view a Web page you've loaded before.
  - To ensure that you're viewing the page directly from the Internet, tap .
  - After confirming your Internet connection, try to view the page again. If it comes up blank, tap .
  - If you're still having trouble, the page may contain elements that are not supported by the browser, such as Flash, Shockwave, VBScript, WML script, and other plug-ins.
2. Some websites redirect simple Web addresses given to the public to actual Web addresses that are more complex (for example, if you enter the address [www.palm.com/support](http://www.palm.com/support), it may actually go to the Web address <http://www.palm.com/us/support>. (If your phone's browser can't follow the redirect, enter the Web address in a desktop browser and read the actual Web address in the address bar. Then enter the actual address in your phone's browser.)

## *An Image or Map Is Too Small on My Screen*

Do either of the following:

- To switch to landscape mode to see more of the image, turn the phone on its side.
- To zoom in on the image, pinch out or double-tap the screen.

## *A Secure Site Refuses to Permit a Transaction*

Some websites don't support certain browsers for transactions. Contact the site's webmaster to make sure the site allows transactions using your phone's Web browser.

## *Calendar and Contacts*

---

### *I Haven't Entered Any Contacts or Calendar Events on my Phone, but When I Open Those Apps, I See Entries*

The entries you see displayed in Calendar or Contacts have been downloaded to your phone from one of your online accounts such as Google or Microsoft Exchange ActiveSync. Anytime you are in Email, Calendar, or Contacts, you can set up a relationship to wirelessly sync data with one of these accounts. And after you enter the account settings in just one of these apps, any information you have online is automatically downloaded to all three—so if you set up a Gmail account in Email but also have a Google calendar, your phone's calendar automatically displays events entered in your Google calendar.

You can remove an online account from an application so that that app no longer syncs with that account (see “Stop Synchronization of Contacts With an Online Account” on page 134, “Stop Synchronization of

Calendar With an Online Account" on page 145, or "Delete an Email Account" on page 192).

## *My Personal and Work Contact and Calendar Information Is Getting Merged Into a Single View—I'd Rather Keep Them Separate*

The Palm® Synergy™ feature on your phone displays information from several sources in a single view, so you can access your info quickly, without having to remember where you stored it. But though the information is visible in one view, the sources of that information are kept separate.

In Calendar, to see events from just one calendar, tap the word **All** in the upper-right corner of the screen and pick the account you want to see. See "Change the Calendar Display" on page 140.

In Contacts, the list view shows all contacts from all accounts. You can, however, see what data comes from which account by opening the contact and tapping **Edit**. If you want to unlink contacts, see "Unlink a Contact" on page 131.

In Email, you can turn off the smart folder for All Inboxes (see "Set Email Preferences" on page 200). Then make the inboxes of your individual accounts favorites so that they're always easy to see in Account List view (see "Add a Folder as a Favorite" on page 200).

## *I Started Entering a Contact's Name in Universal Search, but I'm Not Seeing the Person in the Results*

- You need to enter at least two letters in universal search before contact matches are returned.
- If the contact is a linked contact, universal search searches on the primary profile only. Scroll through the contact match results to make sure that universal search did not return a different match for your contact from the one you were expecting.

For example, suppose you're searching for your friend Ed Smith's contact info. You have three contact entries for Ed that are linked, and the primary entry happens to be the one listed by Ed's screen name, ScubaEd. Typing **es** is not going to find Ed's contact; you have to type **scu**. To correct

this, make the contact listing Ed's real name the primary contact (see "Link a Contact" on page 130).

## Camera

---

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

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- Hold the phone as still as possible. Try supporting your picture-taking arm up 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. If the light is behind the subject, try moving closer to the subject and enabling the flash.

- Make sure the subject is at least 0.5 meter away from the camera to ensure good focus.

## Amazon MP3

---

### *I Bought a Song From Amazon MP3, but It Isn't Showing Up on My Phone*

Occasionally, the download process may be interrupted, so a song you purchased may not be successfully downloaded to your phone. To confirm the purchase and download of a song, log in to your Amazon account from your computer. If the song shows up there as purchased and downloaded, contact Amazon support and let them know you never received your song.

## *Transferring Information From Your Computer*

---

### *I Bought a Song Through Amazon MP3 and Want to Transfer It to My Computer*

You can copy music files on your phone to your computer for use with a desktop music player. For instructions, see “Copy Files Between Your Phone and Your Computer” on page 73.

### *I Copied Files From My Computer, but I Can't See or Play Them on My Phone*

When you connect your phone to your computer in USB Drive mode, you can copy any file onto your phone. However, each media application on your phone—Photos, Music, and Videos—can display or play files in certain file formats only. If your media file is in an unsupported format, you can't use it on your phone.

For a list of supported photo types, see “Photos” on page 102. For a list of supported music file types, see “Music” on page 113. For a list of supported video file types, see “Videos” on page 108.

### *When I Open the Palm Pixi Drive Folder on My Computer, I see Subfolders. Do I Need to Move My Files Into These Folders?*

The default folders are there to help you organize files you copy to and from your computer. But you can copy files from your computer into any folder you want—you can create your own folders, or just drag your files to the top level of the drive. As long as the file is in a supported format, your phone can detect and open it.

**Note:** If you move a music file into the ringtones folder, the Music application cannot find it.

## *Backing Up and Restoring Data*

---

### *I Need to Reset My Phone but Don't Understand the Difference Between a Partial Erase and a Full Erase*

Both a partial erase and a full erase delete all personal information, such as events, contacts, and tasks, as well as applications you have added, such as third-party software, on your phone. In addition, a full erase deletes all files stored in the USB Drive of your phone, which includes all pictures, videos, music files, documents, PDF files, and ringtones.

For more information, see “Erase Data and Reset Your Phone” on page 171.

### *How Do I Get My Data Back After a Full or Partial Erase?*

After a full or a partial erase, on your phone, enter your existing Palm profile email address, and password—don’t create a new one! When you do this, all data that has been backed up to your profile—contacts, calendar events, and tasks, as well as apps you bought through App Catalog—is restored to your phone. Information about your online accounts is also restored to your phone, so those online accounts are set up again automatically on your phone and synchronization begins again as well.

A full erase deletes everything deleted by a partial erase, plus everything you stored in your phone's USB Drive (photos, videos, music, documents, PDF files, ringtones, and so on). You need to have copies of those files available elsewhere if you want to restore them to your phone. For example, you can save copies on your computer and then transfer them back to your phone (see “Copy Files Between Your Phone and Your Computer” on page 73).

## Updates

---

### *I Dismissed a System Update Notification, and Now I Don't Know How to Get the Update on My Phone*

If you have a phone network connection and the battery has at least a 30% charge, you can start the update yourself: **Open Updates** . Your phone checks for the availability of the update, and if one is available, tap **Download Now**. The download happens in the background, so you can continue to use your phone until the actual installation takes over.

After the update has finished being downloaded, tap **Install Now** to install the update on your phone.

### *My Phone Froze While I Was Downloading or Installing a System Update*

During a wireless software update, there's a small chance that your phone may freeze and stop responding to taps or key presses. If this happens, you

can use webOS Doctor™ to restore your phone and install the system update from your computer using the USB cable. On your computer, go to [palm.com/support](http://palm.com/support) to download webOS Doctor.

## *Third-Party Applications*

---

Some third-party applications may cause conflicts with your phone. Third-party applications that modify the wireless features of your phone may require extra troubleshooting. Use caution when installing the following:

- 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 phone seems to be stuck, try the following in sequence until the problem is resolved:

1. Restart your phone (see “Restart Your phone” on page 171).
2. Make sure your third-party applications are up to date (see “Manually Check for Updates” on page 67).
3. See if a system update is available (see “Manually Check for Updates” on page 67).
4. Delete the most recently installed application, or the application you think could be causing the problem, from your phone (see “Delete an Application” on page 52). (Perform a backup (see “Back Up Your Information” on page 164).)
5. Perform a partial erase (see “Erase Data and Reset Your Phone” on page 171).
6. Enter your Palm profile email address and password to restore your backed-up information.
7. If the problem is resolved, begin reinstalling your third-party applications one at a time.

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

## *Getting More Help*

Contact the author or vendor of any third-party software if you require further assistance. Neither Palm nor Sprint provides technical support for applications that are not built into your phone.

## *Making Room on Your Phone*

---

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

- **Photos, Videos, Music, Amazon MP3, Doc View, PDF View:** Large media files take up a lot of memory. Move files to your computer (see “Copy Files Between Your Phone and Your Computer” on page 73), or delete them from your phone.

- **Email:** Email attachments can be large and consume lots of memory. Copy attachments to your computer (see “Copy Files Between Your Phone and Your Computer” on page 73), or delete large files from your phone (see “Delete a Message” on page 198). You can also empty the deleted items folder.
- **Web:** Delete stored Web browsing information by clearing your history, cookies, and cache (see “Customize Web Browser Settings” on page 221).
- **Third-party applications:** You can delete infrequently used applications (see “Delete an Application” on page 52).

## 4B. Glossary

**airplane mode:** A mode in which all the wireless services on your phone are turned off. Wireless services include the phone used for making and receiving calls, and Bluetooth® wireless technology. See “Turn Wireless Services Off (Airplane Mode)” on page 19.

**application menu:** A menu that contains application commands such as cut, copy, and paste (where available); preferences; and application help. To open the application menu, tap the application name in the upper-left corner of the screen. See also “connection menu” on page 265.

**application search:** The feature that lets you search for entries within an application by typing a search term when the list view is displayed—for example, a contact name or phone number, the subject text of an email message, or a few words from a memo. See also “universal search” on page 268.

**application update:** An update from the developer of an application you bought through App Catalog on your phone. When an application update is available, a notification appears on your phone. You can also check for application updates manually. Additional fees may apply. See “Update the Software on Your Phone” on page 65.

**back:** The gesture you use to move up one level from a detailed view to a more general view of the application you’re working in. For example, when you finish reading an email message, make the back gesture to close the message and return to your list of messages. Or when you finish writing a memo, make the back gesture to close and save the memo and return to the display of all your memos. See “Go Up One Level in an App (Back Gesture)” on page 48. Making the back gesture is also the way you save your work in many apps. If you don’t see a Done button, make the back gesture to save your work.

**card:** A minimized view of an open application. You can easily move among and reorder cards in Card view. Tap a card to restore the full-screen view of the application and continue working in it. See also “Card view” on page 265.

**Card view:** The view on your phone that displays applications as minimized cards, allowing you to easily move among and reorder them. Don't confuse Card view with the "Launcher" on page 265, which along with "Quick Launch" on page 267, shows you all the apps you have on your phone, not just the open ones. To display Card view from any open application window, flick up from the gesture area to the screen, or tap the center of the gesture area. Card view displays your wallpaper.

**connection menu:** A menu that lets you turn on or off connection features including Bluetooth® wireless technology, and all wireless services (airplane mode). To open the connection menu, tap the upper-right corner of the screen. See also "application menu" on page 264.

**dashboard:** A list of all your notifications. When one or more notification icons appear at the bottom of the screen, tap the icons to open the dashboard. Tap a dashboard item to act on it. See also "notification" on page 266.

**Data Transfer Assistant:** A tool that allows you to do a one-way transfer of information such as contacts and

calendar events from a desktop organizer to your phone. See "Transferring Data" on page 76.

**drag:** A slow movement of the finger up or down on the touchscreen.

**flick:** A very fast skimming of the finger horizontally or vertically on the touchscreen.

**gesture area:** The strip beneath the touchscreen that you use to perform the back gesture, among others. Some gestures you begin in the gesture area and complete on the touchscreen, for example, the slow drag that displays "Quick Launch" on page 267 when you have an application filling the screen.

**Launcher:** A group of screens displaying all your applications. To open the Launcher, tap  in "Quick Launch" on page 267, or flick up twice from the gesture area to the screen. If you are in Card view, flick up once from the gesture area to the screen to open the Launcher. In the Launcher, swipe up, down, left, and right to see all your apps. Tap an app icon to open it.

**linked contact:** A contact containing information from more than one source. For example, if you have you have a work contact in Exchange ActiveSync and a personal contact for the same person in Google, the

Contacts application automatically recognizes the connection and links the two contacts so that you can see all the information in one place—but the information is kept separate in the different accounts where it originated. You can also manually link and unlink contacts.

**merged view:** A feature on your phone that displays data from several sources in a single view, but keeps the sources of your data separate.

Let's say you use Google calendar for your personal events and your company's Outlook calendar for business events. Your phone's Calendar application displays events from both calendars in a single view, called All.

Likewise, if you set up multiple email accounts, the Email application displays the messages from all your account inboxes in a single view, called All inboxes. And in Messaging, all your messages with a person show up in a single conversation view, whether they are text, multimedia, or instant messages. See also "linked contact" on page 265.

**notification:** A message that appears at the bottom of the screen alerting you of an incoming or missed call; voicemail, email, or text messages; an upcoming event;

and more. In most cases, you can tap a notification to act on it. See also "dashboard" on page 265.

**online account:** An account that you have with an online service such as Google or Microsoft Exchange ActiveSync. You can synchronize contacts, calendar events, and email between your phone and many of your online accounts.

**Option  key:** The key you use to enter characters that appear above the letters on the keyboard keys. Press once to enter a single character. Press twice to lock the alternate character feature, so you can enter a series of characters. Also, press and hold **Option ** and then drag your finger onscreen to move the cursor in text.

**Palm profile:** A Palm profile gives you access to services like automatic updates, backup of your data, and more. You create a Palm profile by entering a working email address during initial setup of your Palm® Pixi™ phone. See "Set Up Your Phone" on page 16. Your Palm profile also identifies the location on the Web where the data you store in your Palm Profile account is backed up. (You cannot see or change this data on the Web, however.) See also "Palm profile account" on page 267.

**Palm profile account:** An account you can use to assign contacts and calendar events you create on your phone. Palm profile items are included in the daily backup of information to your Palm profile but do not synchronize with any of your online accounts. See also “Palm profile” on page 266.

**pinch:** A gesture used to go in for a magnified view (zoom in) or move out to see a larger area (zoom out). To zoom in, you pinch out: Place the thumb and index fingertips close together on the touchscreen; then slowly spread them apart. To zoom out, you pinch in: Place the thumb and index fingertips apart on the touchscreen, and slowly bring them together.

**Quick Launch:** A bar of up to five icons that give you quick access to applications. Quick Launch always appears at the bottom of Card view and the Launcher. By default, Quick Launch displays icons for the following apps: Phone, Email, Contacts, and Calendar. The fifth icon is the Launcher. Tap a Quick Launch icon to open the app.

You can also open Quick Launch from any maximized application window by dragging up from the gesture area to the screen. Move your finger to the app you want, and then lift your finger. The application opens.

**smart folder:** One of two folders—All Inboxes and All Flagged—that can be set to appear at the top of the Account List view in the Email application. See “Set Email Preferences” on page 200.

**swipe:** A light, fast horizontal movement with the finger from right to left or left to right on the touchscreen or the gesture area.

**Sym  key:** The key you use to enter symbols and accented characters. Press Sym to open the full table of symbols. Press Sym + a letter key to narrow the table to symbols associated with that letter—for example, press  + e to enter é.

**Synergy™ feature:** The feature from Palm that lets you take advantage of merged views and linked contacts on your phone. See “Your Palm® Pixi™ Phone” on page 9.

**system update:** Updates provided by Palm to the Palm® webOS™ platform and core applications such as Contacts and Calendar. When a system update is available, a notification appears on your phone. You can also check for system updates manually. See “Update the Software on Your Phone” on page 65.

***tap:*** A light quick touch on the touchscreen. Use the fleshy part of your fingertip to tap. Don't tap with a fingernail, and don't use a pen or pencil—the screen does not respond to touches like that. Also, don't bear down. Make the tap firmly, but lightly.

***universal search:*** The feature that lets you make calls, search for applications and contacts on your phone, and search the Web simply by typing the number or search term in either Card view or the Launcher. See "Search to Find Info and Make Calls" on page 61.

***webOS™ platform:*** The operating system of your Palm® Pixi™ phone. Key features of the webOS platform include gestures, cards, merged views, and linked contacts.

*Section 5*

*Your Safety and  
Specifications*



## 5A. Regulatory and Safety Information

- ◆ FCC Statements (page 270)
- ◆ Antenna Care/Unauthorized Modifications (page 271)
- ◆ Industry Canada (page 271)
- ◆ Radio Frequency (RF) Safety Exposure (page 272)
- ◆ Hearing Aid Compatibility (HAC) (page 274)
- ◆ Battery Handling (page 275)
- ◆ Protecting Your Battery (page 276)
- ◆ Power Specifications (page 277)
- ◆ Recycling and Disposal (page 278)
- ◆ User Safety (page 279)
- ◆ Product Handling & Safety (page 282)
- ◆ Driving Safety (page 284)
- ◆ ESD Safety (page 287)

### FCC Statements

---

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

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.

This phone meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as:

FCC ID: 08F-PIXE.

The FCC ID on your Palm phone is located on a label inside the battery compartment. The battery must be removed as shown below to view the label.



Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## *Antenna Care/Unauthorized Modifications*

---

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations.

## *Industry Canada*

---

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.

The term "IC" before the equipment certification number only signifies that the Industry Canada technical specifications were met.

IC: 3905A-PIXE

This Class B digital apparatus complies with Canadian ICES-003.

L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes: (1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

Cet appareil numérique de la classe [\*] est conforme à la norme NMB-003 du Canada.

## *Radio Frequency (RF) Safety Exposure*

---

**General statement on Radio Frequency (RF) energy:** Your phone contains a transmitter and a receiver. When it is ON, it receives and transmits RF energy. When you communicate with your phone, the system handling your call controls the power level at which your phone transmits.

**Specific Absorption Rate (SAR):** Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves recommended by international guidelines. These guidelines were developed by the independent scientific organization ICNIRP and include safety margins designed to assure the protection of all persons, regardless of age and health.

In order to certify this unit for sale to the public, 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 under the recommendations of the International Commission on Non-Ionizing Radiation Protection (ICNIRP). The tests are preformed in positions and locations as required by the FCC and IC for each model.

As SAR is measured utilizing the device's highest transmitting power, the actual SAR of this device while operating is typically below that indicated below. This is due to automatic changes to the power level of the device to ensure it only uses the minimum power required to communicate with the network.

The SAR limit for mobile devices set by FCC/IC is 1.6 W/kg averaged over 1 gram of tissue for the body or

head (4.0 W/kg averaged over 10 grams of tissue for the extremities—hands, wrists, ankles, and feet).

The highest reported SAR values of the Palm® Pixi™ phone are:

#### Maximum scaled SAR values (W/kg) FCC

---

Head	1.56
Body	0.634

In order to comply with FCC and IC RF exposure safety guidelines, users **MUST** use one of the following types of body-worn accessories:

1. A Palm® brand body-worn accessory that has been tested for (specific absorption rate) SAR compliance and is intended for use with this product.
2. An accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 1.5 cm (0.6 in.) of separation between the user's 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 the FCC RF

safety exposure limits. See [fcc.gov/oet/rfsafety](http://fcc.gov/oet/rfsafety) for more information on RF exposure safety.

To view the most recent SAR values of the Palm® Pixi™ phone, visit [palm.com/sarsprint-pixi](http://palm.com/sarsprint-pixi).

**Body worn operation:** Important safety information regarding radio frequency (RF) radiation exposure: To ensure compliance with RF exposure guidelines the phone must be used with a minimum of 1.5 cm (0.6 in.) separation from the body. Failure to observe these instructions could result in your RF exposure exceeding the relevant guideline limits.

**Limiting exposure to radio frequency (RF) fields:** For individuals concerned about limiting their exposure to RF fields, the World Health Organization (WHO) provides the following advice:

**Precautionary measures:** Present scientific information does not indicate the need for any special precautions for the use of mobile phones. If individuals are concerned, they might choose to limit their own or their children's RF exposure by limiting the length of calls, or using "hands-free" devices to keep mobile phones away from the head and body.

Further information on this subject can be obtained from the WHO home page [who.int/mediacentre/factsheets/fs193/en/index.html](http://www.who.int/mediacentre/factsheets/fs193/en/index.html) WHO Fact sheet 193: June 2000.

## ***Hearing Aid Compatibility (HAC)***

---

### **Using Your Phone With a Hearing Device**

Your device has been tested for hearing aid compatibility. Your Palm® Pixi™ phone has an M4/T4 rating. For additional HAC information, including the HAC rating of this product, please refer to [palm.com/hacsprint-pixi](http://palm.com/hacsprint-pixi).

When some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate. The wireless telephone industry has developed ratings for some of their mobiles, to assist hearing-device users in finding phones that may be compatible with their

hearing devices. Not all phones have been rated. Phones that have been rated have a label on the box.

These ratings are not guarantees. Results will vary, depending on the level of immunity of your hearing device and the degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

**M-Ratings:** Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference with hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.

**T-Ratings:** Phones rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T switch" or "Telephone Switch") than unrated phones. T4 is the better/higher of the two ratings.

The more immune your hearing aid device is, the less likely you are to experience interference noise from your wireless phone. Hearing aid devices should have ratings similar to those of phones. Ask your hearing health care professional for the rating of your hearing

aid. Add the rating of your hearing aid and your phone to determine probable usability:

- Any combined rating equal to or greater than six offers the best use.
- Any combined rating equal to five is considered normal use.
- Any combined rating equal to four is considered usable.

Thus, if you pair an M3 hearing aid with an M3 phone, you will have a combined rating of six for “best use.” This is synonymous for T ratings.

Palm further suggest that you experiment with multiple phones (even those not labeled M3/T3 or M4/T4) while in the store to find the one that works best with your hearing aid device. If you experience interference or find the quality of service unsatisfactory after purchasing your device, promptly return it to the store within 30 days of purchase. With the Palm 30-day Risk-Free Guarantee, you may return the device within 30 days of purchase for a full refund, and you will only be responsible for charges based on your actual usage.

## Getting the Best Hearing Device Experience With Your Device

To further minimize interference:

- Set the phone's screen and keyboard backlight settings to ensure the minimum time interval.
- Move the phone around to find the point with the least interference.

For more information, please go to the FCC's Consumer Alert on accessibility of digital wireless phones at [fcc.gov/cgb/consumerfacts/hac\\_wireless.html](http://fcc.gov/cgb/consumerfacts/hac_wireless.html).

## Battery Handling

---

- Do not disassemble or open; crush, bend, or deform; puncture or shred the battery.
- Do not modify or remanufacture; attempt to insert foreign objects into the battery; immerse or expose to water or other liquids; expose to fire, explosion, or other hazard.
- Only use the battery for the system for which it is specified.

- Only use the battery with a charging system that has been qualified with the system per the IEEE/CTIA-1725 standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per IEEE/CTIA-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage, or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.
- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Do not handle a damaged or leaking Lithium-Ion (Li-ion) battery as you can be burned.
- Improper battery use may result in a fire, explosion, or other hazard.

Based on DOT rules, spare batteries must not be transported in checked luggage on commercial flights. Spare batteries can only be transported in carry-on luggage. For more information: [http://safetravel.dot.gov/whats\\_new\\_batteries.html](http://safetravel.dot.gov/whats_new_batteries.html).

## *Protecting Your Battery*

---

The guidelines listed below help you get the most out of your battery's performance.

Recently there have been some public reports of wireless phone batteries overheating, catching fire, or exploding. It appears that many, if not all, of these reports involve counterfeit or inexpensive, aftermarket-brand batteries with unknown or questionable manufacturing standards. Use only manufacturer-approved batteries and accessories found at Carrier Stores or through your device's manufacturer. Buying the right batteries and accessories is the best way to ensure they are genuine and safe.

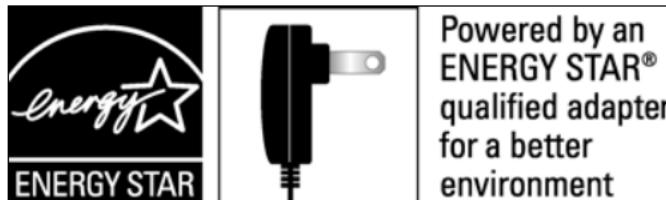
- In order to avoid damage, charge the battery only in temperatures that range from 32° F to 113° F (0° C to 45° C).
- Don't use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.
- Never dispose of the battery by incineration.
- Keep the metal contacts on top of the battery clean.
- Don't attempt to disassemble or short-circuit the battery.
- The battery may need recharging if it has not been used for a long period of time.
- It's best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- Don't store the battery in high temperature areas for long periods of time. It's best to follow these storage rules:

Less than one month: -4° F to 140° F  
(-20° C to 60° C)

More than one month: -4° F to 113° F  
(-20° C to 45° C)

## Power Specifications

Use only Palm-approved power accessories such as AC-power adapters and batteries. Unauthorized and non-approved batteries will NOT operate with the Pixi phone.



Powered by an  
ENERGY STAR®  
qualified adapter  
for a better  
environment

### AC Power Adapter source: Palm

Part Number: 157-10130-00

Input Rating: 100-240Vac, 50/60Hz, 0.2A

Output Rating: 5Vdc, 1000mA

### AC Power Adapter source: Palm

Part Number: 157-10124-00

Input Rating: 100-240 Vac, 50/60Hz, 0.2A

Output Rating: 5Vdc, 1000mA

**Battery Source:** Palm

Type: Rechargeable Li-ion Polymer

Model: 157-10119-00

Rating: 3.7Vdc, 1150mAh (minimum)

## *Recycling and Disposal*

---



This symbol indicates that Palm products should be recycled and not be disposed of in unsorted municipal waste. Please return Palm products to the electrical and electronic equipment collection points in your municipality or county or to a facility that properly recycles electrical and electronic equipment. These collection points are available free of charge. For detailed information please contact your municipality or county. For information on Palm's environmental programs, visit [palm.com/environment](http://palm.com/environment).

Hazardous substances that may be included in electronic products can potentially affect human health and the environment. Recycling benefits the environment by diverting waste from landfills and by recovering materials that may be recycled into other

products. Responsible recycling ensures materials are properly collected and disposed.

Palm is committed to supporting the collection and recycling of its products. Palm is committed to participate and support the European Union WEEE Directive (2002/96/EC) and the protection of the environment for future generations. For more information on the WEEE Directive implementation in the various EU member states please see [weee-forum.org](http://weee-forum.org).

It is everyone's responsibility to ensure that electrical and electronic products are properly reused, recycled, or recovered.

As part of Palm's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste, and collaborate with our channel partners to raise awareness and help keep Palm handheld devices, and mobile companions out of landfills through evaluation and disposition for reuse and recycling. Visit [palm.com/recycle](http://palm.com/recycle) for additional details and information about how you can help reduce electronic waste.

# User Safety

## Operational Warnings

**IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION.** Read this information before using your phone. For the safe and efficient operation of your phone, observe these guidelines:

**Potentially Explosive Atmospheres:** Turn off your phone 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 phone.

**Pacemakers:** The Health Industry Manufacturers Association recommends that a minimum separation of 15 centimeters (6 inches) be maintained between a phone 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 phone more than six inches (15 centimeters) from their pacemaker when the phone is turned ON.
- Not carry the phone in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn the phone OFF immediately if you have any reason to suspect that interference is taking place.

**Other Medical Devices, Hospitals:** 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 phone 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.

**Repetitive Motion Injuries:** When using the keyboard or playing games on your phone, 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. To minimize the risk of Repetitive Motion Injuries, when texting or playing games with your phone:

- Do not grip the phone too tightly.
- Press the buttons lightly.
- Make use of the special features in the handset which minimize the number of buttons which have to be pressed, such as message templates and predictive text.
- Take lots of breaks to stretch and relax.

**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 phone 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 break of 15 minutes, use in a well lighted area, view the screen from the farthest distance, and avoid exposure to blinking lights if you are tired.

**Operating Machinery:** Do not use your phone while operating machinery. Full attention must be given to operating the machinery in order to reduce the risk of an accident.

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

**Vehicles with Air Bags:** Your phone 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 phone. Air bags will inflate with great force and care should be taken to protect within a vehicle that has air bags. Do not place a phone in the area over an air bag or in the air bag

deployment area. Store the phone safely before driving the vehicle.

**Hearing Aids:** People with hearing aids or other cochlear implants may experience interfering noises when using wireless devices or when one is nearby. The level of interference will depend on the type of hearing device and the distance from the interference source. Increasing the separation between them may reduce the interference. You may also consult your hearing aid manufacturer to discuss alternatives.

**Small Children:** Do not leave your phone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the phone. Your phone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Keep the device away from the abdomens of pregnant women and adolescents, particularly when using the device hands-free.

To reduce exposure to radiation, use your device in good reception areas, as indicated by the bars on your phone, at least 3 to 4 bars.

### **Caution: Avoid Potential Hearing Loss**

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, ear buds, and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound, and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies. The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings, and the headphones. You should follow some common sense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if

the person sitting next to you can hear what you are listening to.

- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-cancelling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech, or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.
- You can obtain additional information on this subject from the following sources:

**American Academy of Audiology**  
11730 Plaza America Drive, Suite 300  
Reston, VA 20190

Voice: (800) 222-2336  
Email: [info@audiology.org](mailto:info@audiology.org)  
Internet: [audiology.org](http://audiology.org)

**National Institute on Deafness and Other Communication Disorders**

National Institutes of Health  
31 Center Drive, MSC 2320  
Bethesda, MD USA 20892-2320  
Voice: (301) 496-7243  
Email: [nidcdinfo@nih.gov](mailto:nidcdinfo@nih.gov)  
Internet: [nidcd.nih.gov/health/hearing](http://nidcd.nih.gov/health/hearing)

**National Institute for Occupational Safety and Health**

4676 Columbia Parkway  
Cincinnati, Ohio 45226  
Voice: 1-800-CDC-INFO (1-800-232-4636)  
Internet: [cdc.gov/niosh/topics/noise](http://cdc.gov/niosh/topics/noise)

## *Product Handling & Safety*

---

**General statement on handling and use:** You alone are responsible for how you use your phone and any consequences of its use.

You must always switch off your phone wherever the use of a phone is prohibited. Use of your phone is subject to safety measures designed to protect users and their environment.

- Always treat your phone and its accessories with care and keep it in a clean and dust-free place.
- Do not expose your phone or its accessories to open flames or lit tobacco products.
- Do not expose your phone or its accessories to liquid, moisture, or high humidity.
- Do not drop, throw, or try to bend your phone or its accessories.
- Do not use harsh chemicals, cleaning solvents, or aerosols to clean the device or its accessories.
- Do not paint your phone or its accessories.
- Do not attempt to disassemble your phone or its accessories; only authorized personnel must do so.
- Do not expose your phone or its accessories to extreme temperatures, minimum 14° F and maximum 140° F (-10° C to 60° C).
- Please check local regulations for disposal of electronic products.

- Do not carry your phone in your back pocket as it could break when you sit down.

**Battery:** Your phone includes an internal lithium-ion or lithium-ion polymer 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 phone or battery must comply with laws and regulations pertaining to lithium-ion or lithium-ion polymer batteries.

**Demagnetization:** To avoid the risk of demagnetization, do not allow electronic devices or magnetic media close to your phone for a long time.

**Normal use position:** When making or receiving a phone call, hold your phone to your ear, with the bottom towards your mouth or as you would a fixed line phone.

**Emergency calls:** This phone, like any wireless phone, operates using radio signals, which cannot guarantee connection in all conditions. Therefore, you must never rely solely on any wireless phone for emergency communications.

**Phone heating:** Your phone may become warm during charging and during normal use.

**Accessories:** Use only approved accessories. Do not connect with incompatible products or accessories. Take care not to touch or allow metal objects, such as coins or key rings, to contact or short-circuit the battery terminals.

**Connection to a car:** Seek professional advice when connecting a phone interface to the vehicle electrical system.

**Faulty and damaged products:** Do not attempt to disassemble the phone or its accessory. Only qualified personnel must service or repair the phone or its accessory. If your phone or its accessory has been submerged in water, punctured, or subjected to a severe fall, do not use it until you have taken it to be checked at an authorized service center.

**Interference in cars and to other Electronic Devices:** Please note that because of possible interference to electronic equipment, some vehicle manufacturers forbid the use of mobile phones in their vehicles unless a hands-free kit with an external antenna is included in the installation. 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.

## *Driving Safety*

---

### **Driving Safety Tips Overview**

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

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

1. Get to know your phone and its features, such as speed-dial and redial.
2. Use a hands-free device where it is allowed. (In some areas, you may not use your phone while driving even with a hands-free accessory.)
3. Position your phone 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, look up phone numbers, read/write e-mail, or surf the Internet 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 your national emergency number to report serious emergencies. (This is a free call from your phone.)
9. Use your phone to help others in emergencies.
10. Call roadside assistance or a special non-emergency wireless number when necessary.

### **Driving Safety Tip Details**

1. Get to know your phone and its features such as speed-dial and redial. (Carefully read your instruction manual and learn to take advantage of valuable features most phone models offer, including automatic redial and memory dial. Also, work to memorize the phone keyboard so you can

use the speed-dial function without taking your attention off the road.)

2. Use a hands-free device. (A number of hands-free phone accessories are readily available today. Whether you choose an installed mounted device for your phone or a speaker accessory, take advantage of these devices. If driving while using a phone is permitted in your area, we recommend using a phone headset or a hands-free car kit (sold separately). However, be aware that use of a headset that covers both ears impairs your ability to hear other sounds. Use of such a headset while operating a motor vehicle or riding a bicycle may create a serious hazard to you and/or others, and may be illegal. If you must use a stereo headset while driving, place a speaker in only one ear. Leave the other ear free to hear outside noises, and do so only if it is legal and you can do so safely.)
3. Make sure you place your phone 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 voicemail 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, look up phone numbers, read/write e-mail, or surf the internet 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. Do not get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles. 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. Do not 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 schedule your calls with times you may be temporarily stopped 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 phone to call for help. (Your phone is one of the greatest tools you can own to protect yourself and your family in dangerous situations—with your phone at your side, help is only three numbers away. Dial your national emergency number in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, your national emergency number is a free call on your phone.)

9. Use your phone to help others in emergencies. (If you see an auto accident, crime in progress, or other serious emergency where lives are in danger, call your national emergency number, 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 your national emergency number. But you can still use your phone 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.)

### **General Operation**

**Prolonged Views of Screen:** If you are driving, do not access any function requiring a prolonged view of the screen. Pull over in a safe and legal manner before attempting to access a function of the system requiring prolonged attention. Even occasional short scans to the

screen may be hazardous if your attention has been diverted away from your driving task at a critical time.

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

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

### **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.

## ***ESD Safety***

---

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 phone, 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 phone, 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 phone to your computer, placing the phone in a docking station, or connecting it to any other device. You can do this in many ways, including the following:

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

## Conditions that enhance ESD occurrences

Conditions that can contribute to the buildup of static electricity in the environment include the following:

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

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

### **Owner's Record**

The model number, regulatory number, and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

**Product:** Palm® Pixi™ phone

**Model:**

**Serial No.:**

## 5B. *Specifications*

- ◆ Specifications (page 290)
- ◆ Online Accounts Available for webOS Phones (page 294)

### *Specifications*

---

Category	Description
Radio	<ul style="list-style-type: none"><li>● Dual-band CDMA2000 EvDO Rev A and 1xRTT.</li></ul>
Features	<ul style="list-style-type: none"><li>● Speaker.</li><li>● Hands-free headset jack (3.5 mm stereo, 3-barrel connector).</li><li>● HAC M4/T4.</li><li>● Microphone mute option.</li><li>● TTY-compatible.</li><li>● Ringer switch.</li></ul>
Processor technologies	<ul style="list-style-type: none"><li>● Qualcomm® MSM7627 dual-core applications and modem processor.</li></ul>

Category	Description
Battery	<ul style="list-style-type: none"> <li>● Rechargeable lithium-ion.</li> <li>● 1150mA/hr power capacity.</li> <li>● Removable.</li> </ul>
Operating system	<ul style="list-style-type: none"> <li>● Palm® webOS™ platform</li> </ul>
Camera	<ul style="list-style-type: none"> <li>● 2 megapixel.</li> <li>● LED flash.</li> <li>● Auto-exposure.</li> <li>● Auto-white balance.</li> <li>● Geotagging.</li> </ul>
Size	<ul style="list-style-type: none"> <li>● 4.37 in. x 2.17 in. x 0.43 in. (111.0 mm x 55. mm x 10.85 mm).</li> </ul>
Weight	<ul style="list-style-type: none"> <li>● 3.51 ounces (99.5 grams).</li> </ul>
Connectivity	<ul style="list-style-type: none"> <li>● Bluetooth® wireless technology 2.1 + EDR with A2DP (stereo Bluetooth) support.</li> </ul>
Display	<ul style="list-style-type: none"> <li>● 2.63-inch touchscreen.</li> <li>● 18-bit TFT color.</li> <li>● Resolution: 320 x 400 sub-HVGA.</li> <li>● User-adjustable brightness.</li> </ul>
Keyboard	<ul style="list-style-type: none"> <li>● Physical QWERTY keyboard.</li> </ul>

Category	Description
Sensors	<ul style="list-style-type: none"><li>● Ambient light.</li><li>● Accelerometer.</li><li>● Proximity.</li></ul>
Memory	<ul style="list-style-type: none"><li>● 8GB (~7GB user available).</li><li>● USB mass storage support.</li></ul>
Connector	<ul style="list-style-type: none"><li>● microUSB connector with USB 2.0 Hi-Speed.</li></ul>
Included Palm webOS applications (at time of purchase)	<ul style="list-style-type: none"><li>● Amazon MP3.</li><li>● App Catalog.</li><li>● Calculator.</li><li>● Calendar.</li><li>● Camera.</li><li>● Contacts.</li><li>● Doc View.</li><li>● Email.</li><li>● Memos.</li><li>● Messaging (integrated SMS, MMS, and IM).</li><li>● Music.</li><li>● PDF View.</li></ul>

Category	Description
Included Palm webOS applications (at time of purchase) (Continued)	<ul style="list-style-type: none"> <li>● Photos.</li> <li>● Phone.</li> <li>● Tasks.</li> <li>● Videos.</li> <li>● Web.</li> </ul>
Included third-party applications (at time of purchase)	<ul style="list-style-type: none"> <li>● Google Maps.</li> <li>● NASCAR Sprint Cup MobileSM.</li> <li>● Sprint NFL Mobile Live.</li> <li>● Sprint Navigation.</li> <li>● Sprint TV®.</li> <li>● YouTube.</li> </ul>
Operating temperature range	<ul style="list-style-type: none"> <li>● 32°F to 113°F (0°C to 45°C).</li> <li>● 5% to 90% RH.</li> </ul>

## Online Accounts Available for webOS Phones

---

	Applications that display data from this account	Relationship between phone and info to this account online account*	Can I edit and add info to this account on my phone?	Can I edit and add data to this account on the web?	What happens when I delete this account from one app?
Exchange	Contacts Calendar Tasks Email	Sync	Yes	Yes	All data from all affected apps is simultaneously deleted
Facebook	Contacts Calendar	Contacts & Calendar transfer from web to phone  Photos transfer/upload from phone to web	Photos only	Contacts and Calendar only	Only info in that app is deleted; info remains in other apps
Google	Contacts Calendar Email Messaging	Sync	Yes	Yes	Only info in that app is deleted; info remains in other apps

Applications that display data from this account		Relationship between phone and info to this account online account*	Can I edit and add info to this account on my phone?	Can I edit and add data to this account on the web?	What happens when I delete this account from one app?
LinkedIn	Contacts	Transfer from web to phone	No	Yes	Only one app is affected: Contacts
Palm profile	Contacts Calendar Tasks Memos  See “Backup” on page 164 for a full list of affected info	Transfer from phone to web	Yes	No	All data is deleted from all affected apps; see “Backup” for details
Photobucket	Photos	Transfer/upload from phone to web	Yes	No	Only info in that app is deleted

**\*Sync:** A two-way exchange and update of your data. What you add or change in one location is automatically added or changed in the other.

**Transfer:** A one-way update of your data. You can add or change data only in one location; the data is then copied to the other location.

# Index

---

## Numerics

- 112 phone numbers 87
- 1xRTT data networks 251
- 411 phone numbers 12
- 911 phone numbers 87
- 999 phone numbers 87

## A

- accented characters 54
- Accept Cookies option 222
- accessories 284
- Account List view 186
- accounts
  - See also* *individual account types*
  - data services and 182, 183
  - directory assistance and 12
  - managing 12
  - music and 117, 258, 259
  - network settings for 100

- online 248
- passwords for 23
- pictures and 107
- setting up 16
- user names for 183
- Acrobat Reader files. *See* PDF files
- activation 16, 182
- active calls. *See* phone calls
- ActiveSync accounts. *See* Exchange ActiveSync accounts
- Add An Account option
  - calendars 137, 144
  - contacts 123, 133
  - email 188
- Add Bookmark option 218
- Add Contact Reminder 129
- Add device option 96, 227
- Add Picture command 206
- Add to Launcher 217
- Address Book on Mac 79,
- 233
- address books 86, 121
- addresses. *See* contacts; email addresses
- advanced gestures 176
- airbags 281
- aircrafts 280
- airplane mode 19, 264
- alarms 63, 140, 144, 152–154
  - See also* Clock application
- Album Art view 115
- album headers 106
- albums. *See* photo albums; video albums; music albums
- alerts. *See* alarms; notifications
- All Calendars view 138
- All inboxes view 186–187
- all-day events 140
  - See also* calendars; events
- alternate characters
- Amazon accounts 117

Amazon MP3 service 113, 117–120, 258, 259  
 animations 9, 11, 243  
 antenna 271  
 AOL accounts 187  
 App Catalog 68–70  
 application menu 59, 264  
 application search 264  
 application update 264  
 applications  
     See also third-party applications  
     adding to phone 68–70  
     buying 68, 70–71  
     closing 51  
     compatibility of 68  
     deleting 52, 71, 263  
     dialing from 85  
     displaying 49  
     downloading 70  
     included with phone 292, 293

keywords for 62  
 losing 260  
 managing 71  
 moving 50  
 music and 114  
 opening 46–48  
 Palm OS 68  
 reinstalling 71  
 running 9  
 searching in 63, 264  
 troubleshooting 171, 242, 243, 250  
 updating 65–68, 71, 264  
 working with 49–53  
 appointments. See events  
 artists 114, 116, 117–119  
 attachments  
     files as 157, 163  
     internal memory and 263  
     messages and 194, 202  
     music as 113  
     opening 196, 208  
     pictures as 106

saving 196  
 audio files. See music files  
 audio quality 247  
 authentication 253  
 Auto Locate option 214, 215  
 auto-correct feature 56  
 automatic backup 164, 165  
 automatic date and time adjustment 170  
 auto-shut off interval 175, 246

## B

back covers 239–242  
 back gesture 37, 49, 176, 243, 264  
 Back View 31  
 Background data collection option 215  
 Backup application 164–170, 260  
     See also Palm profile  
 basic gestures 36–39

battery  
caring for 276–277, 283  
charging 31–33, 233  
maximizing life of 33–34  
replacing 234–238  
troubleshooting 233  
battery specifications 291  
billing accounts 71, 72  
blackouts 280  
blank screens 242  
Block Popups option 222  
Bluetooth devices 226–229  
adding 96, 227  
airplane mode and 19, 20  
connecting to 226, 228  
deleting 229  
disconnecting from 229  
discovering 227  
passkeys for 227  
phone calls and 96  
renaming 229  
troubleshooting 245, 246–247

turning on and off 226  
Bluetooth wireless  
technology 96, 226  
See also wireless services  
bookmarks 163, 218–221  
Brightness slider 175  
browser. See Web browser  
Buddies view 204  
built-in applications 292, 293  
buying  
applications 68, 70–71  
music 119–120

**C**

cable service providers 253  
cache (web pages) 222  
Calculator application 154  
Calendar application 135–145  
calendar events. See events  
Calendar View Options 144  
calendars 135–145  
See also events

alarms and 140, 144  
backing up 166  
dates and 142  
default 144  
display of 140  
events 135–136, 140, 142  
getting started with 137  
online 144  
preferences for 143–145  
saving 138  
synchronizing 135–137, 145, 248  
troubleshooting 256–257  
call history 93–94  
caller ID blocking 94  
caller IDs 104, 127  
calling cards 13  
calls. See phone calls  
camera 101–102, 258, 291  
Caps Lock 53  
car kits 96, 134–135

Card view 9, 49, 51, 265  
See also wallpaper  
cards 45, 50, 264  
Certificate Manager 173–174  
certificates 173–174  
Change Login Settings  
option 192  
Change Wallpaper option 176  
character searches 85  
characters 54–56  
charging dock 33  
chat rooms. See conversations  
children, safety of 281  
Classic app 68  
Clear Cache option 222  
Clear Call History  
command 94  
Clear Cookies option 222  
Clear flag command 198  
Clear History option 222  
Clips (animations in Help) 11  
Clock application 152–154

collect calls 13  
colors  
for email message text 194,  
199  
for calendar entries 136  
for memos 151  
columns 158  
comments 157, 159  
compatibility information 95,  
234, 243, 247  
conference calls 92–93  
connection menu 60, 265  
connections  
Bluetooth devices and 96,  
226  
corporate servers and 250  
Internet 214  
network settings for 100  
online address books  
and 121  
Palm profile and 164  
phone calls and 91

roaming and 98, 100  
timing out 251  
transferring files and 104,  
111, 116  
troubleshooting 244, 255  
TTY/TDD devices and 99  
wireless 20  
contact lists 133, 197  
contact matches 97  
contacts 121–135  
adding 121, 124  
backing up 166  
car kits and 96, 134–135  
default account 133  
deleting 126, 132  
dialing by name 86  
displaying 94, 126, 129,  
130  
driving directions for 224  
editing 126, 129, 130  
email and 197  
getting in touch with 131  
getting started with 123

Launcher icons for 131  
linked 122  
linking 130–131  
messages and 208  
photos for 104–106,  
127–128  
preferences 133–134  
reminders and 129  
ringtones for 128, 179  
saving information for 94,  
125, 197, 209  
searching 97, 125  
selecting 89  
sending 134–135  
speed dials for 128  
synchronizing 121, 123,  
134, 248  
troubleshooting 256–257  
unlinking 130–131  
vCards and 122, 135  
Contacts application 121–  
134  
conversations 202–204, 209

*See also* instant messages  
Conversations view 204  
cookies 222  
Copy All option 58  
copying  
    contacts and calendar from  
    computer 78  
    contacts from old phone 77  
    files from computer 73–75  
    text 57  
corporate accounts 188–190,  
250  
coupling 245  
coverage areas 20, 244  
creating  
    email 193–194  
    events 137–138  
    files 160  
    instant messages 211  
    memos 150  
    messages 205–206  
    tasks 146–147

tasks lists 145  
credit cards 72, 120  
cursor 42, 43  
custom message 211  
customer support 11, 12  
customizing  
    *See also* preferences  
Calendar application 143–  
145  
Contacts application 133,  
134  
data usage 98  
email accounts 191  
Location Services 214  
phone settings 97, 100  
roaming preferences 98  
web browsers 221–222  
cutting text 57

## D

dashboard 65, 265  
data connection icons 29,  
183

data roaming 99  
data service icons 251  
data service providers 252, 253  
data services 182–183, 251  
data services passwords 24  
data transfer 76–82  
Data Transfer Assistant 78–79, 82, 122, 136, 265  
data usage 98, 99  
DataViz 160  
dates 147, 170–171  
    See also calendars  
Day view 141  
default account  
    Calendar 144  
    contacts 133  
    Email 201  
Default Calendar option 144  
Default Event Duration  
    option 144  
Default Event Reminder

    option 144  
default settings 260  
deleting  
    alarms 154  
    applications 52, 71, 263  
    backed-up information 165  
    billing accounts 72  
    Bluetooth devices 229  
    bookmarks 220, 221  
    browsing history 222  
    certificates 174  
    contacts 126, 132  
    conversations 209  
    cookies 222  
    devices 229  
    email 192, 198  
    events 142  
    information 171  
    instant messaging  
        accounts 212  
        list items 39, 45  
        memos 152  
        messages 209  
    music 116  
    numbers on dial pad 85  
    online accounts 248  
    photo albums 104  
    pictures 108  
    ringtones 128  
    stored web page  
        content 222  
    tasks 150  
    videos 110  
demagnetization 283  
desktop organizers 81, 232  
Device Info application 171–174  
device names 171  
Devices list 226  
devices, pairing 226–228  
diagnostic information 172  
dial pad 84  
dialing 84, 87, 128, 209, 221  
dialing prefixes 98  
dialing shortcuts 98

dialing tones 97  
Digital Rights Management (DRM) 73  
directions 224  
directory assistance 12  
display. *See* touchscreen  
display size 156, 161  
displaying  
    album headers 106  
    calendar events 140  
    certificates 174  
    contacts 94, 121, 126, 129, 130  
    email folders 199  
    file properties 157  
    images 256  
    maps 132  
    meeting participants 143  
    messages 208  
    notifications 177  
    phone calls 89, 94  
    pictures 102

tasks 147  
videos 109, 111  
web pages 217  
Doc View 155–160  
Document Editing 160  
documentation 10, 11, 26  
documents 155–163  
Documents To Go 160  
Download for free option 70  
downloading  
    *See also* App Catalog  
    applications 70  
    email 192, 195, 253  
    pictures 102  
drafts 194  
drag and drop gesture 45  
drag gesture 38, 265  
driving directions 224  
driving safety tips 95, 284–287  
DRM-free music files 73  
DTA. *See* Data Transfer

Assistant  
DTMF tones 97  
due dates (tasks) 147, 149  
**E**  
earpiece 245  
EarthLink accounts 187  
EAS. *See* Exchange  
    ActiveSync  
echoes 245  
editing  
    contacts 126, 129, 130  
    email accounts 192  
    files 160  
    IM accounts 212  
    memos 151  
    Palm profile 164  
    text 57  
    web page bookmarks 220  
electrostatic discharge. *See* ESD  
email 186–202  
    adding pictures to 106

alerts for 191  
attaching files to 157, 163, 194  
attaching music to 113  
backing up 167  
contacts and 197  
creating 193–194  
deleting 192, 198  
dialing from 87  
download options for 253  
drafts 194  
folders 199–200  
forwarding 198  
links in 112  
login settings 192  
managing 198  
merging from multiple accounts 186  
message headers 198  
opening attachments 196  
preferences for 200  
receiving 186, 192, 195  
replying to 197

roaming and 99  
searching for 197  
sending 186, 193–194, 202  
signatures 192, 199  
synchronizing 186, 192, 195, 248  
troubleshooting 252–253  
email accounts  
accessing 186  
changing 192  
creating multiple 188  
default 201  
deleting 192  
reordering 201  
setting up 187–191  
synchronizing 186  
troubleshooting 250, 252–254  
email addresses  
changing 169  
entering 191, 193  
saving 197

Email application 186–202  
email service providers 187–190, 252, 253  
emergency calls 283  
emergency phone numbers 87  
emoticons 206–208  
endnotes 157  
erasing data 165, 171–172, 260  
ESD safety 287–289  
ESMTP authentication 253  
EVDO data networks 30, 251, 252  
Event Location option 138–139  
Event Notes option 140  
Event Reminder option 144  
events 137–140  
alarms and 140, 144  
calendar 135–136, 137–138

creating 137–138  
deleting 142  
displaying 140  
locations 138–139  
reminders and 143  
repeating 139  
saving 138  
synchronizing 136, 137, 145  
untimed 140  
Excel files 155, 158–159  
Exchange ActiveSync accounts  
  setting up 188–190  
  specifications 294  
  synchronization with phone 80  
  Synergy feature and 9  
  troubleshooting 250–251  
Exchange servers  
  searching over 86  
  synchronizing with 249, 251

Facebook accounts  
  Photos application and 107  
  specifications 294  
  synchronization with phone 80, 124  
factory-installed applications 292, 293  
favorites  
  email folders 200  
  web bookmarks 218  
FCC statements 270  
features 12  
feedback 245  
file types  
  opening files and 155  
  playing music and 113  
  viewing pictures and 102  
troubleshooting 251  
explosive atmospheres 279  
exporting data 232–233  
extensions (phone calls) 98

## F

files  
  *See also specific types*  
  changing contents 160  
  copying to phone 73–75, 109, 119, 155, 160  
  creating 160  
  display size 156  
  finding text in 156, 162  
  freeing memory and 262  
  losing 260  
  opening 155, 160  
  properties for 157  
  saving 157, 162  
  searching for 155  
  sending 157, 163, 194  
  sharing 157, 163  
  storing 259  
filtering tasks 148  
Find command 156, 162  
finding information. *See* searching  
flick gesture 38, 265

**folders**

- copying files to 259
- email 199–200
- receiving email and 200

**footnotes** 157**formats, phone** 175**formatting for email message**  
text 194, 199**forward gesture** 38, 176**free applications** 70**front gesture** 176**Front View** 27**frozen phone** 171, 242, 261**full erase** 172, 260

*See also erasing data*

**G****GALs. See Global Address  
Lists****genres** 114, 115**Geotag Photos option** 215**gesture area** 35, 58, 265**gestures** 9, 35–45***See also specific types*****advanced** 176**back gesture changes** 176**troubleshooting** 243**Get email option** 192**Get My Music option** 113**Global Address Lists** 86, 121**Global Address Lookup****option** 126**Google accounts****creating account on**  
website 77, 78, 81**setting up account on**  
phone 121, 135, 186**specifications** 294**synchronization with****phone** 78, 80**Synergy feature and** 9**Google Maps** 223**Google Weather** 136**H****HAC** 274–275**HAC option** 99**hands-free devices** 96, 245,  
246–247, 285**hard resets. See full erase****hardware** 26**headsets** 95, 247**hearing aid compatibility. See**  
**HAC****hearing aids** 281**hearing loss** 281–282**help** 11, 262

*See also troubleshooting*

**Help application** 11**history lists** 94, 204, 222**hospitals** 279**iCal on Mac** 79, 233**icons** 29–30

*data services and* 251

*Google maps and* 223

*Launcher* 52

*notifications and* 244

reordering 52  
signal-strength 244  
web pages as 218, 219

**IM.** See instant messages

images 196, 256  
    *See also* pictures

IMAP email accounts 190, 253

inbox (email) 186, 201, 253

Industry Canada 271

information  
    accessing 9, 249  
    backing up 164–168  
    cutting, copying, and pasting 57  
    deleting 165, 171  
    entering 56, 217  
    importing 249  
    linked contacts 130  
    losing 260  
    protecting 23, 164  
    restoring 260

retrieving 10  
saving 58, 125  
system 171  
transferring 232

installing  
    third-party applications 68, 261  
    updates 65–68

instant messages  
    account information 212  
    creating 211  
    notifications 212  
    online status 211  
    sending 203, 211

instant messaging  
    accounts 209–210, 212

Interactive Tests 173

interference 245, 247, 275, 284

internal memory. *See* memory

international language settings 174

Internet service providers 190–192, 252, 253

ISPs. *See* Internet service providers

iTunes files 73, 259

**J**

JavaScript option 222

**K**

keyboard 28, 53–54, 85  
keyboard shortcuts 58  
keywords 62

**L**

labels 125  
landscape mode 217  
language 174  
Launcher  
    applications in 47  
    contacts added to 131  
    defined 265  
    gesture 48  
    icons 52

pages 29, 48  
web pages and 217  
layered calendars 136  
light in gesture area 58  
lighted dial pad 84  
linked contacts 122–123, 130–131, 132, 265  
LinkedIn accounts 295  
linking to  
    contacts 130  
    videos 112  
    web pages 217, 221, 263  
list items 39, 45  
List Order option 133  
lists 56, 148  
local event information 12  
location information 214, 225  
    See also maps  
Location Services 214–215  
locations 138–139  
lock icon 216

login settings 192  
long-distance phone calls 12  
losing device 165  
lowercase letters 53

**M**

Mac computers  
    copying files 104, 110, 116  
    transferring files and 259  
    transferring info from desktop software 79  
machinery, operating 280  
maps 132, 223, 225, 256  
Mark all completed command 150  
Mark all incomplete command 150  
Mark as read/unread command 198  
media files 259, 262  
media sync 73  
medical devices 279

meeting invitations. See meeting requests  
meeting participants 143  
meeting requests 143, 201  
memory 262, 292  
memos 150–152, 167  
Memos application 150–152  
menus 58–60, 264, 265  
merged views 186, 266  
message headers 198  
messages. See email;  
    multimedia messages; text messages; voicemail  
Messaging application 202–213  
messaging, backing up 167  
microphone 245  
Microsoft Direct Push 187  
Microsoft Excel files. See Excel files

Microsoft Exchange  
ActiveSync. *See* Exchange  
ActiveSync  
Microsoft PowerPoint files. *See* PowerPoint files  
Microsoft Word files. *See* Word files  
misspelled words 56  
mobile network connections.  
    *See* connections  
Month view 141  
Move to folder command 198  
movie listings 12  
MP3 music service 117–120, 258, 259  
multimedia messages  
    addressing 205  
    attachments and 208  
    contact information and 209  
    contacts and 208  
    creating 205–206  
    deleting 209

dialing from 87, 209  
displaying 208  
notifications 212  
pictures and 106  
roaming and 99  
sending 203, 205–206  
troubleshooting 254  
multitasking 9, 46  
music 113–120  
    answering phone and 88  
    deleting 116  
    information about 118  
    listening to 96, 113  
    playback controls 115  
    searching for 116, 117  
    songs as ringtones 179, 259  
    transferring from iTunes 73  
    transferring to iTunes 73  
    troubleshooting 258, 259  
music albums 114, 116, 117, 119  
Music application 113–117

**N**  
names  
    *See also* user names  
    changing Bluetooth device 229  
    changing device 171  
    dialing by 86  
    sending or receiving messages and 191  
NASCAR Sprint Cup  
    Mobile 184  
national emergency phone numbers 87  
network connections. *See* connections  
network settings 100  
network times 171  
next gesture 176, 243  
NFL Mobile Live 184–185  
normal use position 283  
notes 140, 147  
notifications 29, 63

- contacts and 89
- defined 266
- displaying 177
- messages and 191, 212
- reordering 65
- responding to 244
- sounds for 88
- troubleshooting 254
- update 65
- voicemail and 100
- Now Playing list 115, 116
- numbers 85, 154

**O**

- Office Outlook. See Outlook
- online accounts 134, 186, 248, 266, 294
  - See also* accounts; email accounts
- online address books 86, 121
- online calendars 136, 144
  - See also* calendars
- online status 211

**P**

- online support 11, 12
- opening
  - applications 46–48
  - attachments 196, 208
  - files 155, 160
  - maps 132
  - web pages 216, 221
- operating system 268
- operator assistance
  - (phone) 13
- Option key. See orange key
- orange key 28, 266
- organizer features 121
- outage information 253
- Outlook 79, 187, 249
- overdue tasks 147

- Palm Music Assistant 73
- Palm online support 11
- Palm OS 68
- Palm Pixi phone 9
  - See also* phone
- Palm profile 10, 17, 260, 266, 295
- Palm profile account 82, 267
  - backing up 164–168
- Palm Synergy feature. See Synergy feature
- Palm webOS 68
- partial erase 172, 260
  - See also* erasing data
- partnerships. See pairing
- passkeys 227
- Password is Required field 72
- passwords 23–24
  - changing 24, 170
  - entering 54
  - instant messages and 212
  - PDF files and 161

screens and 177  
pasting text 57  
pauses in phone  
  numbers 125  
PDF files 160–163  
PDF View 160–163  
performance 243  
Personal Identification  
  Numbers. *See* PINs  
personal information 23, 260  
phone  
  *See also* phone calls  
  activating 16, 182  
  answering 87, 89, 91  
  applications compatibility 68  
  caring for 282  
  compatible devices for 247  
  conference calls 92  
  data services and 251  
  dialing 84–87, 128, 221  
  disposing of 278  
  emergency calls and 87

formats 175  
languages 174  
number for 93  
preferences for 97–100  
redialing 87  
regional settings for 174  
renaming 171  
replying to conversations  
  and 203  
resetting 171–172  
restarting 171, 242, 246  
safety information 11, 95  
setting up 16–18  
silencing ringer for 88  
specifications 290  
status of 29  
system information  
  about 171  
third-party applications  
  and 261  
transferring information  
  to 77, 232

troubleshooting 172, 244–246  
TTY/TDD devices and 99  
turning on or off 18–21  
updating 65–68  
volume 22, 90  
phone calls 87–89  
  adding a second 91  
  applications and 91  
  conference calls 92–93  
  contact information for 94  
  contacts and 93  
  directory assistance for 12  
  driving and 95, 284–287  
  ending 91  
  getting operator assistance  
    with 13  
  getting started with 21  
  hands-free devices and 96  
  hold 90, 91  
  information about 89, 94  
  making 84, 87, 89, 221  
  managing 90

- messages during 205
- replying to 89
- ringtones for 128, 179
- searching and 10
- searching for contacts
  - and 97
- sending to voicemail 89
- shortcuts for 98
- swapping 92
- phone headsets 95–96, 247
- phone icons 29
- phone numbers
  - adding to contacts 94
  - finding 93
  - speed dials for 129
- Phone Reset Options
  - settings 172
- phone settings 97–100
- photo albums 103–104
- photo header 105
- Photobucket accounts 295
- Photos application 102–108
- photos. *See* pictures
- pictures 101–108
  - albums and 103–104
  - backing up 167
  - contacts and 104–106, 127–128
  - deleting 108
  - displaying 102
  - downloading 102
  - sending 106, 205, 206, 254
  - specifying as wallpaper 176
  - taking 101–102, 258
  - uploading 106–108
  - wallpaper and 106
- pinch in gesture 41, 267
- pinch out gesture 41, 267
- PINs 177
- play lists 115, 116
- Play sound option 191
- playback controls, music 115
- playback controls, video 109, 112
- playing
  - music 115
  - videos 109, 112
  - voicemail messages 89
- Playlist view 115
- podcasts 73
- POP email accounts 190, 253
- power button 31
- power specifications 277
- PowerPoint files 155, 159–160
- power-saving feature 19, 246
- preferences 164–180
  - See also* customizing
  - buddies 204
  - calendars 143–145
  - contacts 133–134
  - email 200
  - phone calls 97–100
  - reminders 144
  - web browsers 221–222
- preferred roaming list 100

prefixes 98  
presentations. *See* PowerPoint  
  files  
previous gesture 176, 243  
priority settings  
  email 194  
  tasks 147  
processor 290  
product updates. *See* updates  
profile 10, 164, 266  
protecting information 23,  
  164  
punctuation  
Purge completed  
  command 151

## Q

Quick Launch  
  applications in 46–47, 51  
  defined 267  
  gesture 38  
  icons 52  
Quick Tests 172

**R**  
radio 183, 290  
Radio Frequency 272–274  
recurring events. *See* repeating  
  events  
recycling 278  
redialing phone numbers 87  
redirectors (web pages) 255  
Regional Settings  
  application 174–175  
reinstalling applications 71  
reminders 125, 129, 140,  
  143, 144  
  *See also* alarms  
Remove Contacts Account  
  option 134  
Remove Email Account  
  option 192  
renaming devices 171, 229  
reordering  
  bookmarks 220  
  cards 50

email accounts 201  
icons 52  
notifications 65  
task 149  
repeating events 139  
repetitive motion injuries 280  
Reply-to address option 192  
Reset Voicemail Count  
  option 100  
resets 171, 260  
restarting phone 171, 242  
restaurant information 12  
restoring data 260  
reviews 70, 71  
RF energy 284  
ringer switch 27, 88, 153,  
  178, 179  
ringtone volume 153  
ringtones 128, 178–180  
roaming 98, 100  
roaming charges 66  
roaming list 100

rows 158

**S**

safety information 270, 272–274, 279–289

SAR 272–274

satellite photos 223

saving

- attachments 196
- calendar events 138
- contacts 125
- email addresses 197
- files 157, 162
- images 196
- information 58, 125
- phone numbers 94
- pictures 106
- web page bookmarks 220

schedules. *See* calendars

screen

- brightness 19, 175
- caring for 27
- troubleshooting 238, 242

turning on or off 18, 21, 175

unlocking 177–178

waking up 21

Screen & Lock

- application 175–178
- scroll gesture 29, 39–40

searching 10, 61–63

- for applications 48
- for emails 197
- for memos 151
- for services 225
- for text in files 156, 162

Secure Unlock option 177

secure websites 216, 256

security

- See also* Certificate Manager
- erasing data from
- phone 171
- locking the screen 175, 177–178
- Palm profile 170

seizures 280

Select All option 58

sending

- contacts 134–135
- conversation
- messages 203
- document files 157
- email 186, 193–194, 202
- instant messages 211
- music 113
- PDF files 163
- pictures 106, 205, 206, 254
- text messages 205–206
- videos 254

service plans 12

*See also* accounts; data services

Set a ringtone option 128

Set due date for all

- command 149

Set flag command 198

Set speed dial command 129

setting up  
Amazon accounts 117  
billing accounts 71  
hands-free devices 96  
phone 16–18  
voicemail 22  
share option 202  
sharing  
images 196  
videos 112  
Shift 53  
shopping information 12  
shortcuts 58, 98  
Show Contact Matches  
option 97  
Show Email option 192  
Show Icon option 191  
signal 244, 245  
signal-strength icon 20, 244  
Signature option 192, 199  
Simple PIN option 177  
slides. See PowerPoint files

smart folders 201, 267  
smartphone 232, 233  
SMTP servers 253  
snooze 143, 153  
soft resets. See partial erase  
software 249  
software updates 65–68  
songs. See music  
sounds 178–180  
*See also specific type*  
Sounds & Ringtones  
application 178–180  
speakerphone 245  
speakers 96  
Specific Absorption Rate. See  
SAR  
specifications 290–293  
speed dialing 86, 128  
spelling errors 56  
spreadsheets. See Excel files  
Sprint 411 12  
Sprint account passwords. See  
account passwords  
Sprint Customer Service 12  
Sprint National Network 182, 183  
Sprint Navigation 224–225  
Sprint online help 11  
Sprint Operator Services 13  
Sprint service plans 12  
*See also accounts; data  
services*  
Sprint TV 183  
static 245, 247  
stereo headsets 95, 96  
storage space 262  
streaming  
music 113  
videos 111  
subaccount passwords 23  
swapping phone calls 92  
swipe gesture 37, 267  
Sym key 28, 267  
symbols 54

Sync deleted emails option 192

Sync Now option 133

synchronization 247–251

defined 247

desktop software, Google,  
and phone 81

email 186, 192, 195

Facebook information 80,  
124

online accounts 134, 145

online calendars 135–137,  
145

online contacts 121, 123,  
134

retrieving information  
and 10, 249

setting up 248

troubleshooting 250–251

Synergy feature 9, 76, 121,  
135, 186, 202, 267

system information 171

system updates 65–68, 267

*See also* updating phone

## T

tap gesture 36, 242, 268

taps, troubleshooting 242

task lists

assigning tasks to 147

creating 145

deleting 150

filtering 148

reordering items in 149

tasks 145–150

backing up 168

completing 147, 149

creating 146–147

deleting 150

displaying 147

due dates for 149

priorities 149

renaming 148

reordering 149

Tasks application 145–150

TDD 99

technical support 11, 12

temperature ranges 293

tests. *See* Quick Tests;

Interactive Tests

text 156, 162

copying, cutting 57

formatting 194, 199

pasting 57

searching 156, 162

selecting 42–44

text messages 202–206

addressing 205

contacts and 208, 209

creating 205–206

deleting 209

dialing from 87, 209

displaying 208

links in 112

notifications 212

phone calls and 87, 90

roaming and 99

sending 203, 205–206

troubleshooting 254

text selection gestures 42–44

text telephones. *See* TTY/TDD devices  
third-party applications  
    adding to phone 68  
    backing up 168  
    freeing internal memory  
        and 263  
    losing 260  
    synchronizing using 249  
    troubleshooting 261–262  
third-party phone calls 13  
throwing 39  
thumbnail images 102  
time formats 170  
time zones 171  
times 170–171  
Tips (Help application) 11  
title bar icons 29  
Top View 31  
touchscreen 28, 35  
    *See also* screens  
Touchstone charging dock 33

traffic information 223, 225  
transferring data 76–82  
    from computer 232–233  
    computer to phone 78  
    Exchange to phone 80  
    Facebook to phone 80  
    Google to phone 80  
    old phone to new 77  
    planning for 76  
    troubleshooting 259  
troubleshooting  
    applications 171, 242, 243, 250  
    backing up data 260  
    battery 233  
    Bluetooth devices 246–247  
    data services 251  
    erasing data 260  
    gestures 243  
    hands-free devices 245, 246–247

messaging 254  
performance 243  
phone 244–246  
Quick Tests and 172  
screens 242  
universal search 257  
updates 261  
trusted partnerships. *See* pairing  
TTY/TDD devices 99

Turn off Airplane Mode option 20  
Turn Off and Erase Data option 165  
Turn on Airplane Mode option 19  
TV. *See* Sprint TV

## U

unauthorized users 23  
universal search 61–63, 85, 257, 268  
    *See also* searching

unlinking contact information 131  
 unlocking the screen 177–178  
 untimed events 140  
*See also* calendars; events  
 up gesture 39, 47  
 Update PRL option 100  
 updates  
     network settings 100  
     phone 65–68, 261  
 updating  
     applications 65–68, 71, 264  
     billing accounts 72  
 uploading pictures 107, 108  
 uppercase letters 53  
 URLs 216, 218, 219  
 USB Drive mode 74, 259  
 user names 23, 182, 212  
 user profile 10, 164, 266  
 user safety information 279–289

**V**  
 vCards 122, 135  
 VCF format 122  
 video albums 103  
 videos 108–112  
     answering phone and 88  
     deleting 110  
     iTunes 73  
     linking to 112  
     playback controls 109, 112  
     searching for 111, 112  
     sending 254  
     troubleshooting 254  
     watching 108, 111  
 Videos application 108–111  
 views 9  
*See also* cards  
 Vista computers  
     copying files 104, 110, 116  
     Outlook 2007 79  
     transferring info from desktop software 79

Voice Network 99  
 voicemail 22, 89, 100  
 Voicemail Count Reset option 100  
 volume  
     adjusting for phone calls 90  
     alarm 153  
     phone call 22  
     system sounds 178  
     troubleshooting 245  
 VPN server connections 190

## W

waking up the screen 21  
 wallpaper 106, 176  
*See also* Card view  
 weak signals 244, 245  
 web addresses 216, 218, 219  
 Web browser 215–222  
 web pages  
     accessing information on 10  
     bookmarking 218–221

clearing browsing history  
for 222  
clearing cache for 222  
dialing from 87  
display options for 217  
displaying images on 256  
entering information  
on 217, 256  
linking to 217, 221, 263  
navigating through 217  
opening 216, 221  
recently viewed 221  
refreshing 217  
troubleshooting access  
to 255  
web search 62  
web-based email 186, 190,  
191  
webOS operating system 268  
websites  
accessing secure 216, 256  
activating phone 16  
blocking popups from 222

browsing 99  
connecting to 215–216  
customer support 11, 12  
disabling JavaScript for 222  
freeing internal memory  
and 263  
opening a second  
browser 216  
playing music from 113  
playing videos from 111  
searching for 216  
troubleshooting connections  
to 255  
uploading pictures to 107,  
108  
Week view 141  
Wide View 156  
Windows XP computers  
copying files 104, 110,  
116  
transferring info from desktop  
software 79  
wired headsets 95

wireless services 19–21, 246  
Word files 155, 157–158  
worksheets. See Excel files

## Y

Yahoo! accounts 187  
YouTube application 109,  
111–112

## Z

zoom gesture 41–42