GoodLink™

Wireless Corporate Messaging System

G100 User's Guide

Version 1.0

Alpha Draft

GoodLink™ G100 User's Guide
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Be Good. Be Safe.
Please do not use while driving or engaged in any other activity that requires your full attention.

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1 Overview

Welcome to GoodLink™ wireless corporate messaging system from Good Technology, Inc. GoodLink enables mobile professionals to stay always up-to-date with their company email and organizer information when away from their desktops.

GoodLink Application software on
the G100 Wireless Handheld

GoodLink provides mobile workers with a continuously synchronized wireless connection to their company servers, so they can instantly access up-to-date corporate email, secure attachments, contacts, calendar, notes and tasks when traveling.

GoodLink adds always up-to-date wireless service and easy-to-use software to its G100 handheld devices. GoodLink delivers a complete and secure wireless solution for accessing corporate messaging accounts through the firewall. You receive everything you need to get started, all in one complete package:

- Highly-portable wireless handhelds featuring a built-in keyboard
- Innovative handheld applications software
- Highly-reliable wireless server applications software
- Wireless airtime with nationwide coverage on a leading network

Features and Benefits

Installed on the GoodLink G100 wireless handheld, GoodLink is fully compatible with your Microsoft® Outlook® environment.
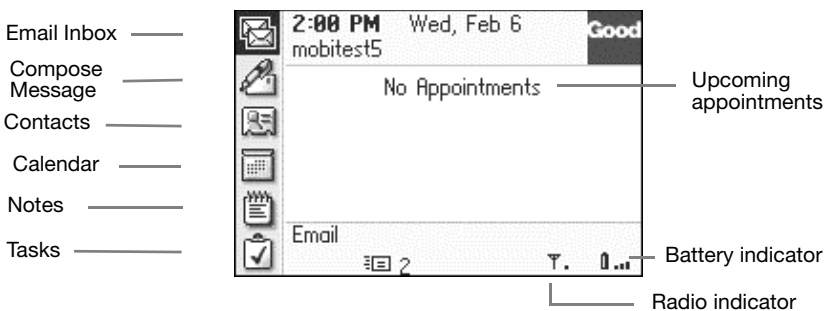
- GoodLink gives you complete, remote control of your email account.

This includes sending and receiving email messages as well as deleting, filing, and moving messages. New email messages are automatically sent to your handheld. GoodLink also includes customizable alarms, notifications, email signatures, and filters.

- Your contacts, calendar, tasks, and notes are also always up-to-date.

  You can create and accept meeting requests from your handheld.

- GoodLink provides a secure environment to view and manage important documents.

  You can view Microsoft Word$^®$ (*.doc), Adobe Acrobat$^®$ (*.pdf), Power Point$^®$ (*.ppt), Excel$^®$ (*.xls), WordPerfect$^®$ (*.wpd), HTML (*.htm and *.html), Rich Text (*.rtf), and plain text (*.txt) documents on the handheld and forward attached documents to other email users.

- GoodLink is an enterprise-class solution.

  All data is encrypted from behind the corporate firewall to the handheld and individual password protection is available on the handheld.

- GoodLink is easy to use and support.

  GoodLink Applications software includes an intuitive, "walk up and use" interface. GoodLink works with your existing email account; there is no new address to administer.

- Nationwide network connectivity provides reliable coverage over 95% of the business population.

- Reliable message delivery - GoodLink uses a positive acknowledgement architecture to deliver messages reliably.

Package Contents

If you are a new user who hasn't used a wireless email handheld before, your package includes the following items.

G100 Package Contents.

Power adapter   Connector cable   Mobi   User Guide   Software CD
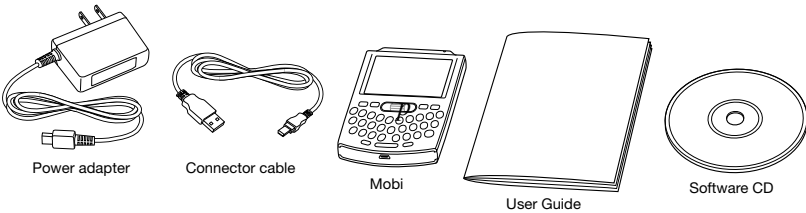
Handheld and Holster. The G100 comes with a holster that includes a belt clip.

Charging Cable and Connector Cable. Hardware for recharging your handheld's battery and for connecting to your computer. The connector cable can be used to set up your handheld if your email administrator does not perform this task for you. A cable is not required for synchronization; GoodLink provides full wireless synchronization.

GoodLink Applications Software CD. Desktop software you can use for setting up your handheld and installing new applications.

Easy Setup and Quick Start Cards. The Easy Setup card briefly describes how to prepare your handheld for use. (If your handheld is already set up, this card might not be included.) The Quick Start card contains a summary of important keyboard commands.

User's Guide. This guide provides complete instructions for using your handheld.

Installation Guide (softcopy only). The *GoodLink User's Installation Guide* provides complete instructions for setting up your handheld and installing GoodLink Applications software. This guide is provided in Adobe Acrobat format (*.pdf) and is located on the GoodLink Applications Software CD.

System Overview

Your handheld works in conjunction with your email server and GoodLink™ Server software on your corporate network.

Corporate Network

Wireless
Network

Handheld
Device

Microsoft
Exchange
Server   GoodLink
Server

Operations
Center
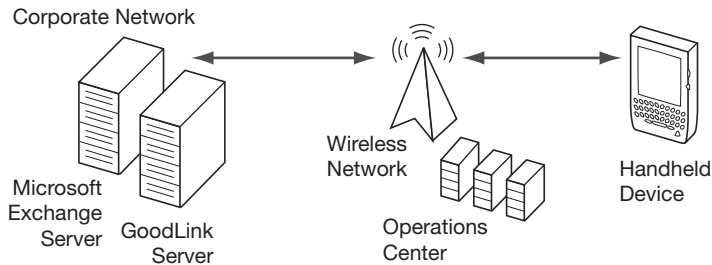
When you turn on the handheld, it connects wirelessly with your corporate network using GoodLink Service over a wireless network. GoodLink Service continuously synchronizes your handheld with your email, calendar, contacts, tasks, notes, and folders stored on your corporate email server, just as Outlook application synchronizes your desktop computer with your email server. In this way, your Outlook and handheld folders present the same information. (Personal folders stored on your PC hard disk are not synchronized.)

Microsoft Exchange Server®   GoodLink Server

Continuous
Synchronization

Outlook
Applications
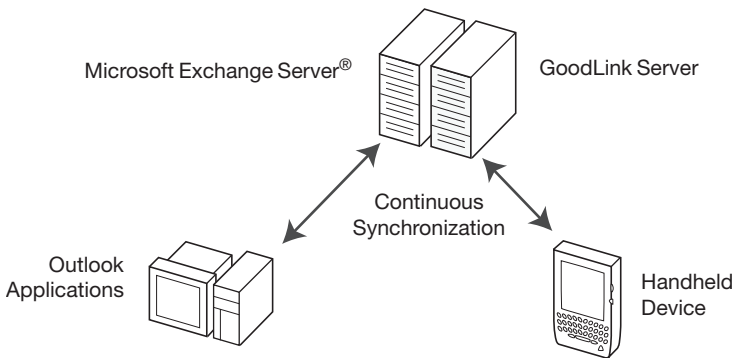
Handheld
Device

Handheld setup instructions in this manual assume your corporation has GoodLink Server software installed on your network and your handheld has been added to your GoodLink Server by your email administrator.

For Additional Information

For more information about GoodLink products, visit the Good Technology Web site at **http://www.good.com**.

2 Tutorial: Sending an Email Message

This chapter provides a brief tutorial on how to use your handheld to send an email message. It's a good way to try out the handheld and make sure it's working properly.

Note: The instructions in this chapter assume your handheld is already set up. If not, contact your email administrator or follow the instructions in the *GoodLink Installation Guide* located on the GoodLink Applications software CD.

If this message appears, your handheld is not set up.

If your handheld is set up, the home screen appears.

Keyboard and Controls

Notification LED

LED screen

Track wheel

Escape key

Command key

Backspace key

Enter key

Alt key Space key Cap key
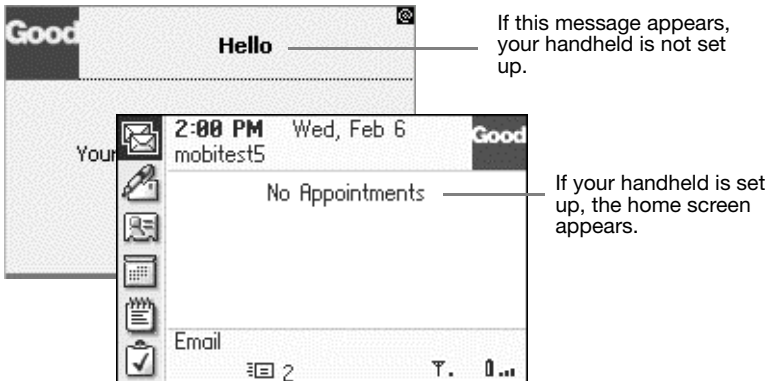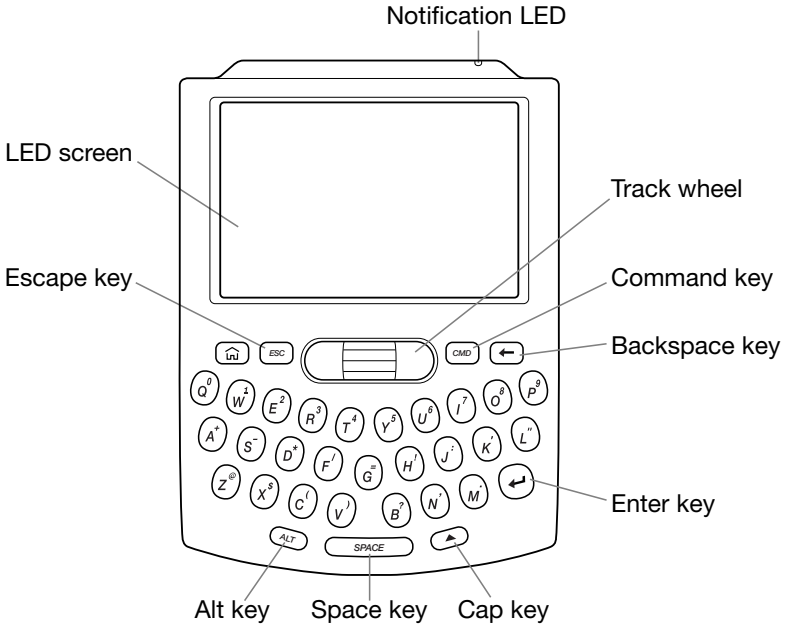
Composing a Message

1. If necessary, turn on your handheld. To do so, press the Home key 🏠.

2. Make sure the radio is on and the signal strength is high.
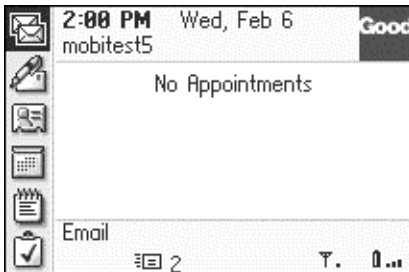
Multiple bars indicate the radio signal strength is high.

To turn the radio on, rotate the scroll wheel until the Quick Settings 📠 icon is selected. Click and from the menu that appears, select Turn Radio On.

3. On the home screen, rotate the scroll wheel until the Compose ✎ icon is highlighted. This is called scrolling.

4. Click (press and release) the scroll wheel. A dropdown menu appears with the choices Compose Message and View Drafts. Click on Compose Message.

Compose icon
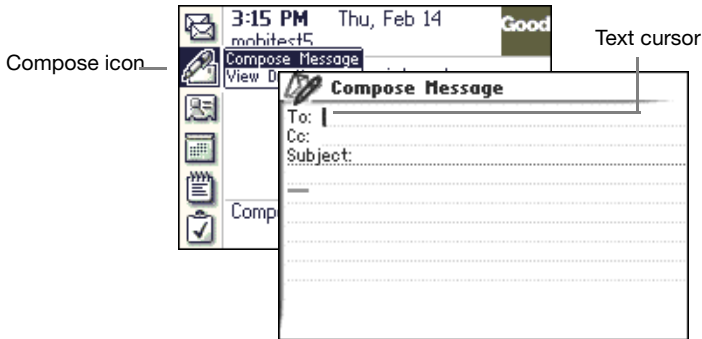
Text cursor

A new, blank email message appears with a text cursor in the address field. The text cursor marks the insertion point for text as you type.

5. Type an email address.

As you type, a list of your contacts appears that match the text you've typed. You can type an email address directly, or select a contact from the list.
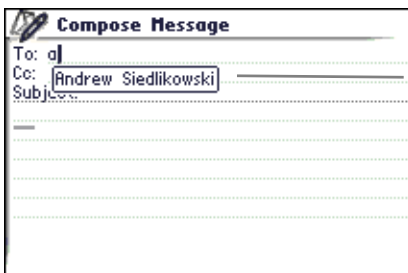
List of contacts whose first name, last name, or initials match the text you type

To select a contact, rotate the scroll wheel until the contact you want to use is highlighted. Then click the scroll wheel.

Note: If the contact has more than one email address, a message appears asking you to select the address you want to use.

If a contact has more than one email address, scroll to select the address you want to use. Then click.

In addition to selecting an address from the contacts list, you can use the following shortcuts to type an email address:

- To enter an @ symbol in an email address, press Space twice.

- Press Space again to enter a dot (.) in an email address. Press Space again to automatically enter a com suffix. You can continue to press Space to cycle through .com, .net, .gov, and .org suffixes.

6. When you finish entering the address, fill out the rest of the email message as desired.

    Rotate the scroll wheel to scroll between lines.

7. Type your own email address on the CC: line.
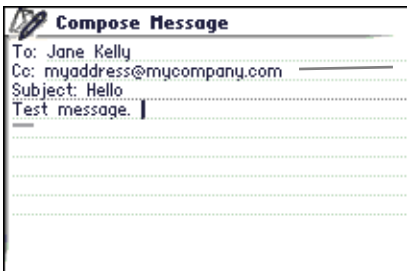
Include your own email address on the CC: line so you'll receive a copy of the message.

<<When you create the body of the message, experiment with the Cap and the Green (Alt) key to see how they work.>>

As you type, you might notice an Autotext feature. Autotext automatically types capital letters at the beginning of sentences, translates abbreviations into complete words, inserts apostrophes, and corrects common misspellings. For example, if you type **dont**, it changes to **don't**. If you type **ahve**, it changes to **have**.

8. When you've finished typing the message, click the scroll wheel. A menu appears.
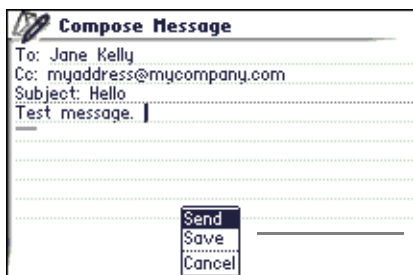
Click the Menu button to display a menu.

9. Choose Send.

The home screen reappears. While the message is being sent, you'll see a sending mail icon 🗐 at the bottom of your screen. Once the message is sent, the icon disappears.
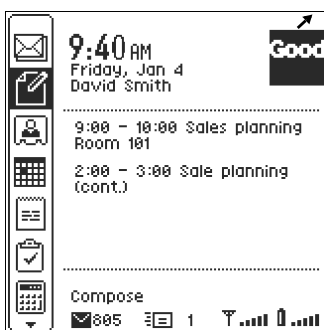
Arrow indicates the handheld is sending information.

Indicates 1 email message is being sent

Note: Messages you send are temporarily stored in the Outbox folder on your handheld. Once a message is sent, a copy is stored in the Sent Items folder.

Checking the Message

After a few moments, you should receive a notification indicating a new message has arrived.
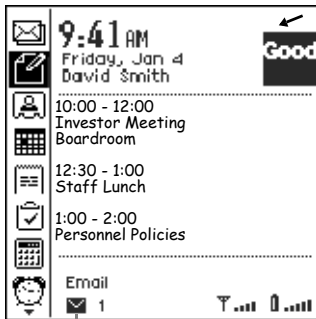
Arrow indicates the handheld is receiving information.

Indicates 1 new email message has arrived

1. Scroll up to the Inbox icon ⬛ and click it.

Your email Inbox appears. The email message you CC'd to yourself should be listed.

A copy of the message you sent

To open the message, click the message. Then choose Open from the menu.
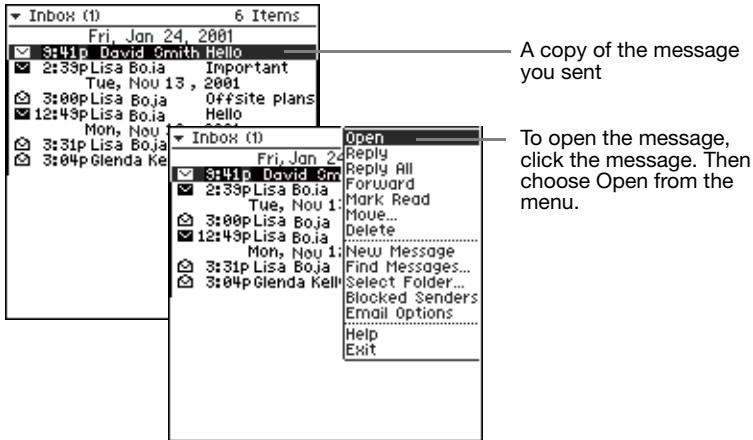
2. To open the message, scroll (if necessary) until the message header is high-lighted, and click. Then choose Open from the menu. This is like double-clicking a message in Microsoft Outlook to view it.

When you've finished viewing the message, press Escape to return to the Inbox.

3. Open the Inbox in Outlook on your computer. You should see the same email message as on your handheld.

4. Delete the message from Outlook.

After a few moments, information on your handheld is automatically synchronized with Outlook. This means the email message you deleted in Outlook will also be deleted from your handheld.

When information is syncing, you'll see the following communication arrows in the top right corner of your screen.

↗ — Indicates the handheld is sending information

↙ — Indicates the handheld is receiving information

5. Open your handheld Inbox and check to make sure the message is gone.

Congratulations! You've successfully sent and received your first email message. Now try composing and sending messages to additional users. To learn more about Email and other GoodLink Applications, see "Using GoodLink Applications – Basics and Email" on page 17.

Tutorial: Sending an Email Message

Alpha Draft - Company Confidential

3 Using GoodLink Applications – Basics and Email

This chapter gives a basic introduction to GoodLink Applications and provides details on how to use the Email application. It also includes information on using keyboard shortcuts for all GoodLink Applications.

GoodLink Applications on the G100

Email Inbox

Compose

Contacts

Calendar

Notes

Tasks

Calculator

Alarm Clock

10:33 AM
Wednesday, Oct 24
David Smith

Good

10:00 - 12:00 (8/21/01)
Investor Meeting
Boardroom

12:30 - 1:00 (8/21/01)
Staff Lunch
Cafeteria

12:53 - 2:00 (8/21/01)
Bankers Conference Call

Email
2

Rotate the scroll wheel to see more

Radio signal strength

Battery strength
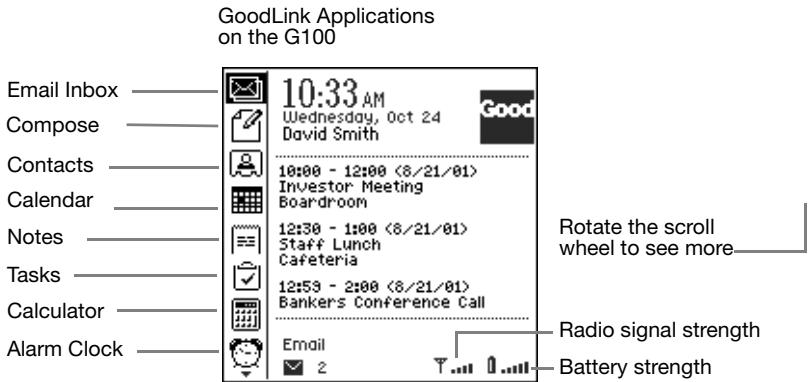
For details on using additional GoodLink Applications such as Contacts, Calendar, Notes, and Tasks, see "Additional Applications" on page 57.

About GoodLink Applications

GoodLink Applications are automatically synchronized with your email server account. Synchronization includes:

- Email messages and folders

  Both message status and folder contents are synchronized. For example:

  - Messages marked read on your handheld are marked read on the email server and in your Outlook application.

  - New messages sent to your email server Inbox are automatically sent to your handheld.

  - Messages you delete from the Inbox on your handheld are also deleted from the Inbox in Outlook.

  - Email folders you add, delete, or rearrange in Outlook also appear on your handheld.

  For more information, on email synchronization, see "Using Email Folders" on page 41.

- Contacts

  All personal contacts are synchronized. Personal contacts are those stored in the "Contacts" folder in your account (the ones that you see when you click the Contacts folder in Outlook).

- Calendar

  Both calendar appointments and meeting requests are synchronized. You can create, change, and delete meetings, and accept, or decline meeting requests from your handheld.

- Tasks

  Tasks are synchronized. Recurring events in Outlook appear as individual events on the handheld.

- Notes

  Notes are synchronized. Up to 4K of text per note is included.

You do not need a cradle or the desktop software installed on your computer to synchronize. Synchronization happens automatically

whenever the handheld radio is on and you are in coverage, as shown by the signal-strength indicator   on your handheld.

Basics

This section describes some basic procedures you can use to select items on the screen, type text, and navigate. Information includes:

- Opening an application
- Using menus
- Setting the text insertion point
- Using checkboxes
- Changing dates and times
- Returning to the home screen
- Getting help
- Turning the radio on and off
- Turning the handheld on and off
- Resetting the handheld

Opening an Application

Each application is represented by an icon on the home screen. To open an icon:

1. Rotate the scroll wheel until the icon is highlighted. This is called scrolling.
2. Click the scroll wheel to open the icon.

Scroll to highlight the ———
icon, then click.

Using Menus

Each application includes a set of menus you can use to select commands.

To choose a command from a menu:

1. Open an application and click the scroll wheel.

    A menu appears at the top right corner of the screen. Menu commands vary depending on the context of the task. For

example, if you click the scroll wheel when you are composing an email message, the following menu appears.

```
┌─────────────────────────┬──────┐
│To: David Jance          │Send  │──────── Menu
│Cc:                      │Save  │
│Subject: Offsite plans   ├──────┤
│Hi David,                │Cancel│
│                         └──────┘
│Here are the directions to the
│offsite.│
│
│
│
│
│
│
└─────────────────────────┘
```
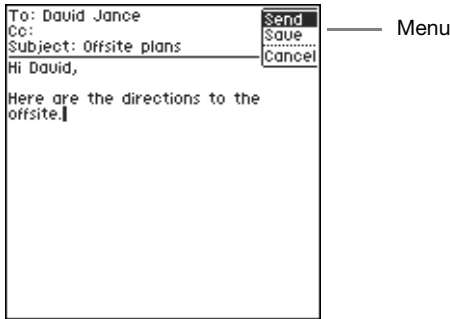
2. Rotate the scroll wheel until the command you want to choose is highlighted.
3. Click the scroll wheel again to select the command.

Setting the Text Insertion Point

In text documents such as email messages, notes, tasks, or options, a text cursor $|$ appears to mark the insertion point for text you type. You can scroll through a text document by rotating the scroll wheel. As you scroll, the text cursor moves to a new line.

```
┌─────────────────────────────┐
│New Task                     │
│Subject: │                   │──────── Text insertion point
│Priority:     ▼ Normal       │
│Status:       ▼ Not Started  │
│☑ Due date:   Fri,  Nov 16, 2001
│☑ Reminder:   Fri,  Nov 16, 2001
│              ▼   5:00 PM    │
│Notes:                       │
└─────────────────────────────┘
```
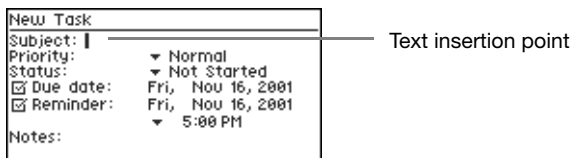
To scroll horizontally through lines of text, use the left and right buttons at the sides of the scroll wheel.

| To: Lori McMullen |
| Cc: |
| Subject: Market Forecast |
| Thanks for working on the market forecast! ⬛ease include the following information: |
| |
| 1. Number of units sold in Q2. |
| 2. Estimated number of units sold in Q3. |
| 3. Barriers to completion. |
| 4. Potential market changes. |
| 5. Outside factors. |

To scroll horizontally, use the left and right buttons to the sides of the scroll wheel.

Using Checkboxes

Handheld settings often include checkboxes you can use to turn settings on and off.

Setting is on. —— ☑ Alarm On

Setting is off. —— ☐ Alarm On

To turn a setting on or off:

1. Rotate the scroll wheel until the checkbox is highlighted.
2. Click the scroll wheel.
   A check mark appears in the box to indicate the item is selected.
3. To turn the setting off, click the scroll wheel again.
   The check mark disappears.

Changing Dates and Times

Dates, times, and other settings (such as Notification numbers) appear as fields you can edit.

To change a date:

1. Scroll to select the field you want to change and click the scroll wheel.

The selection changes to an editable field. Rotate the scroll wheel until the desired value appears.

```
Start Date:     Tue 8/21/ 01
Start Time:         ▼ 3:00 AM
End Date:       Tue 8/ 21/ 01
```

Select the field you want to change and click.

```
Start Date:     Thu :[23]' 01
Start Time:         ▼  9:00 AM
End Date:       Thu  8/23/ 01
```

Rotate the scroll wheel until the desired value appears.

2. Click to confirm the setting.

To change a time:

1. Scroll to select the time and click.

A menu of times appears.

2. Scroll to select the desired time and click.

```
New Meeting
Subject:
Location:
□ All day event
Start Date:     Tue 8/ 21/ 01
Start Time:        ▼ 9:00 AM
End Date:       Tue 8/ 21/ 01
End Time:          ▼10:00 AM
Reminder:              ▼None
Invite:
Notes:
```

Click to display a menu of times.

```
New Meeting               9:00 AM
Subject:                  9:30 AM
Location:                10:00 AM
□ All day event          10:30 AM
Start Date:     Tue     11:00 AM 1
Start Time:             11:30 AM 1
End Date:       Tue     12:00 PM 1
End Time:                12:30 PM 1
Reminder:                 1:00 PM 4
Invite:                   1:30 PM 2
Notes:                   [2:00 PM]
                          2:30 PM
                          3:00 PM
                          3:30 PM
                          4:00 PM
                          4:30 PM
                          5:00 PM
                          5:30 PM
                          6:00 PM
                          6:30 PM
```

Scroll to select a new time. Then click.

Note: You can also enter a time by typing. For example, type **524** for 5:24 or **2** for 2:00.

Returning to the Home Screen

To return to a previous screen or quit from a menu, press the Escape button.

To return to the home screen, press the Home button .

Getting Help

Your handheld includes context-sensitive Help you can use to learn about applications.

To get Help:

1. Open an application.
2. Click and choose Help from the menu.

Help command
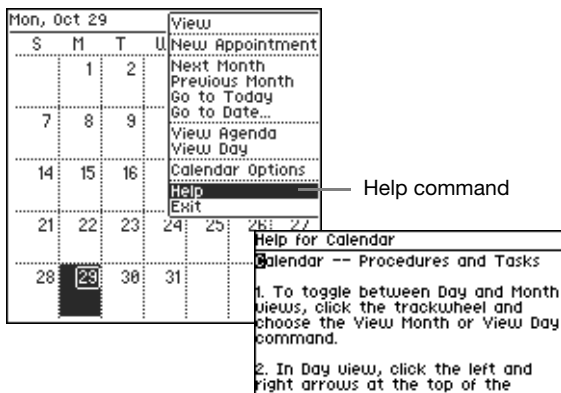
A Help screen appears with tips for using the application.

3. When you've finished reviewing Help, press Escape to return to the application screen.

Turning the Radio On and Off

The handheld radio connects you to the wireless network, enables you to send and receive email, and synchronizes your applications. You can use your handheld without the radio (for example, when you're on an airplane), but you must have the radio on to synchronize. (When you first set up your handheld, the radio is turned on automatically.)

If the radio is on, the following indicator appears on your screen. Make sure the signal strength indicator shows one or more bars. The bars indicate you are in range of the wireless network.

Indicates radio signal strength (one to four bars)

When the radio is off, a ⊤off icon appears on the screen.

To turn the radio on or off:

1. On the home screen, rotate the scroll wheel until the Quick Settings icon ⌘ is selected.

   You might have to scroll down to see the icon.

2. Click the scroll wheel.

   A Quick Settings menu appears. Use this menu to turn the radio on and off.
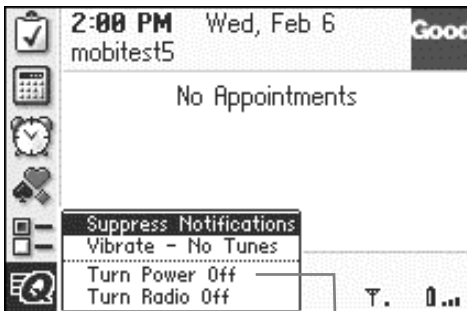
Click to turn the radio off.

Turning the Handheld Off and On

To turn your handheld off:

1. On the home screen, click the Quick Settings icon ▣Q.
The Quick Settings menu appears.
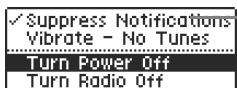
```
✓Suppress Notifications    Click to turn power off.
 Vibrate - No Tunes
 Turn Power Off
 Turn Radio Off
```

2. Choose Turn Power Off.
On the palm-size wireless handheld, you can also turn power off by holding down the silver key.

Important: Turning the handheld off **does not** turn the radio off. If the radio must be off (for example, on an airplane), make sure you use the Turn Radio Off command.

To turn your handheld back on:

• On the palm-size wireless handheld, press the silver button.
• On the pager-size wireless handheld, click the scroll wheel.

Resetting Your Handheld

Resetting your handheld is similar to restarting your PC. Occasionally a procedure requires that you reset the handheld. For example, if you are clearing email messages or calendar data to make room for more, you might need to reset for the new messages to begin arriving.

To reset the handheld, press Alt-Cap-Backspace. You can also press the Reset button on the back of the handheld.

Note: The reset button is recessed. Use a small, thin instrument (such as the end of a paper clip) to reach the button.

Composing Text

The handheld includes a fully-functional QWERTY keyboard you can use to compose text for email messages, notes, and so on.

Basic Keys

Key	Function
Space	Press the Space key to type a blank space.
	In email addresses, press Space **twice** to enter an @ symbol. Press Space again to enter a dot (.) in an email address. Press Space again to automatically enter a **com** suffix. You can continue to press Space to cycle though **.com**, **.net**, **.gov**, and **.org** suffixes.
Cap + letter	To type upper-case letters, hold down the Cap key then press one or more letter keys. Alternatively, you can briefly hold down a letter key to capitalize a letter. Or, press and release the Cap key then press a letter key.
	When the Cap key is active, an up arrow ⬆ appears in the top right corner of the screen.
	Note: On the palm-size wireless handheld, you can also press the Num key for capital letters.
Alt	Press the green-colored key (called the Alt key) to type the number or symbol printed in green at the top of a key.
	When the Alt key is active, an uppercase 🅰 appears in the top right corner of the screen.
	To scroll horizontally through text, use the left and right buttons to the sides of the scroll wheel.
Alt + Cap	To set the Cap lock, simultaneously press the Alt and Cap keys. Press Cap again to release the lock.
Alt + Num	To set the Num lock, simultaneously press the Alt and Num keys. Press Num again to return to release the lock.

Basic Keys

Key	Function
Enter	Press the Enter key to insert a carriage return.
	You can also press Enter (instead of clicking the scroll wheel) to select a highlighted icon or object on the screen (for example, opening the calendar).
Backspace	Press the Backspace key to delete a character to the left of the text cursor.
Del	Press the Delete key to delete a character to the right of the text cursor. (palm-size wireless handheld only)

In addition to the letters and symbols printed on the keyboard, press the Alt and Space keys simultaneously (Alt + Space) to display a set of symbols you can use in GoodLink Applications. (The palm-size wireless handheld and pager-size wireless handheld have slightly different symbols on this screen because their keyboards are not identical.)
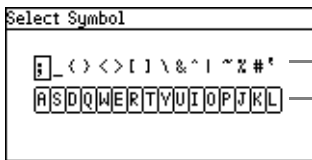
To enter a symbol, scroll to select the symbol. Then click the scroll wheel.

Or, press a corresponding letter on the keyboard. For example, press the A key to enter a semicolon (;).

Note: Additional keyboard commands are available. See "Keyboard Command Reference" on page 52.

Copying and Pasting Text

You can use the handheld clipboard to copy and paste text from one location to another within the same application (for example, from one email message to another) or between applications (for example, from a task to an email message).

To copy and paste text:

1. Open an application and select the text you want to copy.

- Scroll to set the insertion point at the beginning of the text you want to select.

  Note: You can press the Alt key and scroll one character at a time to set the insertion point in the middle of a line.

- Press a Shift key (Num or Cap).

- Scroll to select the text you want to copy. Hold down the Alt key to scroll one character at a time. (Holding down the Cap and Alt keys and scrolling won't work.)

```
View Note
Directions to the offsite:
1. Go north on 101.
2. Take St. Creek west, 2 miles.
3. Left on Marshall.
4. Right on Spruce.

Items to bring:
1. Cell phone
2. Parking voucher
```
Press a Shift key and scroll to select text.

```
Edit Note                        Save
Directions to the offsite:       Delete
1. Go north on 101.              ┈┈┈┈┈
2. Take St. Creek west, 2 mile   Cut
3. Left on Marshall.             Copy
4. Right on Spruce.              Cancel

Items to bring:
1. Cell phone
2. Parking voucher
```
Choose Copy.

2. Click the scroll wheel and choose Copy from the menu.

The text is copied to the clipboard.

3. Navigate to a new location within the application or open a new application.

4. Set the insertion point. Then click and choose Paste from the menu.

The text is pasted in the new location.

Set the insertion point. ⎯⎯

Then click and choose Paste.

The text ⎯⎯ appears at the new location.

```
To: mjkelly@data.com
Cc:
Subject: Directions
Here you go...
|
```
```
Send
Save
Paste
Cancel
```
```
To: mjkelly@data.com
Cc:
Subject: Directions
Here you go...

Directions to the offsite:
1. Go north on 101.
2. Take St. Creek West, 2 miles.
3. Left on Marshall.
4. Right on Spruce.|
```
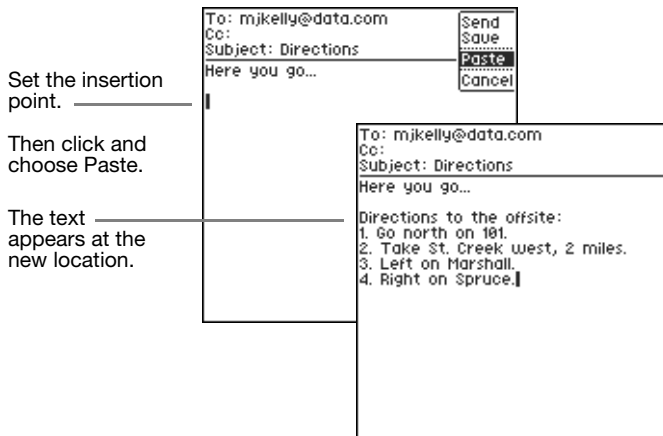
Email

Your handheld includes an Email application you can use to manage email messages. With this application, you can:

• Send and receive email messages

• File email messages in folders

• View email attachments

• Create an email signature and append it to messages

• Search email messages based on Address, Subject, or Body content

• Block message delivery to your handheld from specified sources

• Create and respond to meeting requests

After you set up your handheld, email messages sent to Outlook also appear in your handheld Inbox. You can use the Email application on your handheld to open, file, delete, and/or reply to these messages as desired.

With the exception of the Drafts and Sent Items folders, email messages on your handheld are synchronized with email messages in Outlook. For details, see "Using Email Folders" on page 41.

Note: If your email is set up to receive messages in a folder other than the Inbox, make sure that that folder is set for synchronization with your handheld. Otherwise, new email messages sent to that folder will not appear on your handheld. For more information, see "Syncing All Incoming Messages" on page 50.

Viewing Email Messages

To view messages in your Inbox:

1. On the home screen, click the Inbox icon 📭.

Your Inbox appears with a list of messages.

An exclamation point (!) indicates
a High priority message. ————

Unread message ————

```
▼Inbox <2>              5 Items
       Wed, Aug 15 , 2001
!✉ 2:33p Lisa Boja    Important
       Tue, Aug 14 , 2001
 ✉ 3:00p Lisa Boja    Offsite plans
 ✉ 12:43p Lisa Boja   Hello
       Mon, Aug 13 , 2001
 ✉ 3:31p Lisa Boja    Conference...
 ✉ 3:04p Glenda Kelly Test
```

The icon next to each message indicates its status.

✉	New, unread message	📭	Opened message
✉📎	New message with attachment	📭📎	Attachment in opened message
!	Important message		

2. Select the message you want to view and click.

A menu appears.

3. Choose Open from the menu.

Choose Open to view the message.

To see the complete heading, scroll up or type T to go all the way to the top.

4. When you've finished reviewing the message, press Escape to return to the Inbox.

Note: To save delivery time and battery life, email messages are delivered in 2K increments. For long messages, you may see a [More] indicator at the bottom of the screen. To view the next part of the message, scroll to highlight [More], then click the scroll wheel.

Tip: In addition to opening the message, you can use this menu to manage email messages in the Inbox (or other mail folders).

Click to reply to, reply to all, or forward the message.

Marks the message read/unread

Moves the message to a folder

Deletes the message

Creates a new message

Click to search email messages based on Author, Subject, or Body text.

Click to view messages in another folder.

Click to keep a sender's messages from being delivered to your handheld.
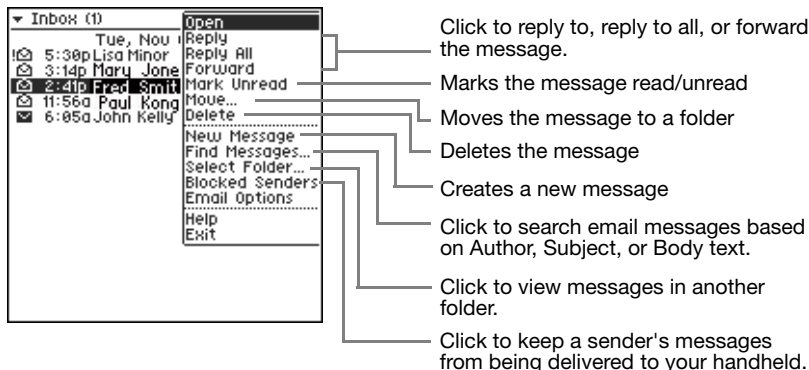
Responding to Email Messages

1. Open the message you want to respond to.
2. Click the scroll wheel and choose Reply or Reply All.

A response screen appears. The original email text is automatically included with the response.

Tip: When you reply to a message, you cannot delete or edit the original email text. However, you can copy the text to a new message then edit it as desired.

3. Type your response.

To: Lisa Smith
Cc:
Subject: Re: Market Forecast

No problem! It will be ready ————————————— Type your response.
Thursday.|

Thanks for working on the market
forecast! Ple[To: Lisa Smith   [Send]
following info[Cc: [Save] ————— Click to send the
              [Subject: Re: Market Forecast   [Cancel]   response.
1. Number of [No problem! It will be ready
2. Estimated [Thursday.|
Q3.
3. Barriers to[Thanks for working on the market
4. Potential m[forecast! Please include the
5. Outside fac[following information:
Sent from my[
              [1. Number of units sold in Q2.
              [2. Estimated number of units sold in
              [Q3.
              [3. Barriers to completion.
              [4. Potential market changes.
              [5. Outside factors.
              [Sent from my wireless handheld!

4. When you've finished your response, click the scroll wheel and
choose Send.

Messages you send are temporarily stored in the Outbox folder on
your handheld. Once a message is sent, a copy is stored in the Sent
Items folder.

Responding to a Meeting Request

You can use your handheld to respond to a meeting request.
Meetings you accept are automatically added to your calendar.

To respond to a meeting request:

1. Open the Inbox and select the meeting request.

2. Click the scroll wheel and choose Open from the menu.

Meeting request

Click to open the request.

A description of the meeting appears.

```
▼Inbox              Open
       Thu, Sep 2 Reply
  ✉ 6:08p Dan Malone Reply All
  ✉ 3:58p Ron Smith Forward
  ▦ 3:46p Emil Cole Mark Unread
  ✉ 3:13p Emil Cole Move...
  ✉ 1:13p Andre Jon Delete
       Wed, Sep 1 New Message
  ✉ 11:33a Joe Dostoe Find Messages...
  ✉ 10:22a Lisa Lee  Select Folder...
       Tue, Sep 1 Email Filters
  ✉ 5:42p HelpDesk
  ✉ 4:59p Chris Kelly Exit
```

```
Meeting Request
Subject: Sales Review
Location: Conference Room A
Date:                    Tue, 3/25/01
Start Time:                  4:00 PM
End Time:                    6:00 PM
Invited: Emily Lee
Invited: Chris Gurala
Invited: Andreas Bocanegra
Invited: Angel Reit
Invited: Brad Young
Invited: FuMing Wong
Invited: Joe Friend
Invited: John Soelber
Invited: John MacKenzie
Invited: Kevin Marker
Invited: Krista Kelly
Invited: Lisa Minor
```
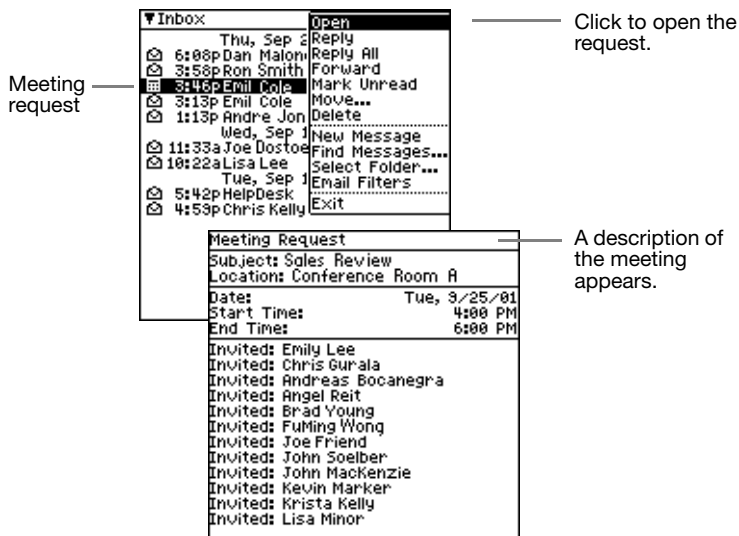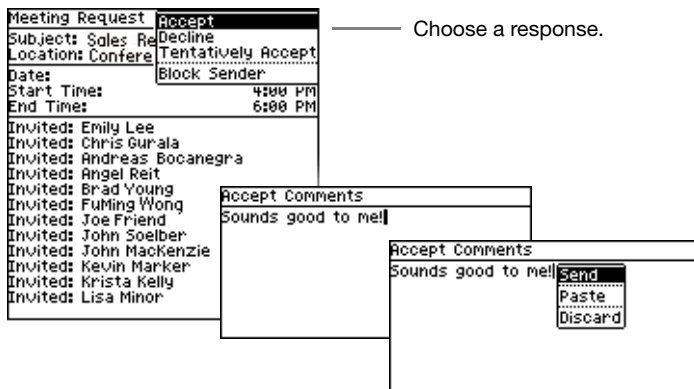
A description of the meeting appears.

3. Click the scroll wheel and choose a response from the menu.

Choose a response.

```
Meeting Request  Accept
Subject: Sales Re Decline
Location: Confere Tentatively Accept
Date:            Block Sender
Start Time:              4:00 PM
End Time:                6:00 PM
Invited: Emily Lee
Invited: Chris Gurala
Invited: Andreas Bocanegra
Invited: Angel Reit
Invited: Brad Young    Accept Comments
Invited: FuMing Wong   Sounds good to me!|
Invited: Joe Friend
Invited: John Soelber
Invited: John MacKenzie       Accept Comments
Invited: Kevin Marker         Sounds good to me! Send
Invited: Krista Kelly                          Paste
Invited: Lisa Minor                            Discard
```

You can accept, decline, or tentatively accept the request.
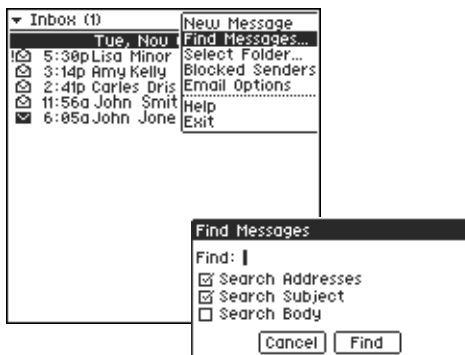
A comments screen appears.

4. Add comments if desired. Then click the scroll wheel and choose Send to send your response.

Meetings you accept are automatically added to your calendar.

Finding Messages

You can search for email messages based on Author, Subject, or Body text. To find messages:

1. Open the Inbox 📩.

2. With a day and date line selected, click the scroll wheel and choose Find Messages.

A Find screen appears.

```
▼ Inbox (1)              New Message
           Tue, Nou      Find Messages...
!☹ 5:30p Lisa Minor      Select Folder...
 ☺ 3:14p Amy Kelly       Blocked Senders
 ☺ 2:41p Carles Dris     Email Options
 ☺ 11:56a John Smit      Help
 ✉ 6:05a John Jone       Exit

                    Find Messages
                    Find: |
                    ☑ Search Addresses
                    ☑ Search Subject
                    ☐ Search Body
                       [Cancel] [ Find ]
```
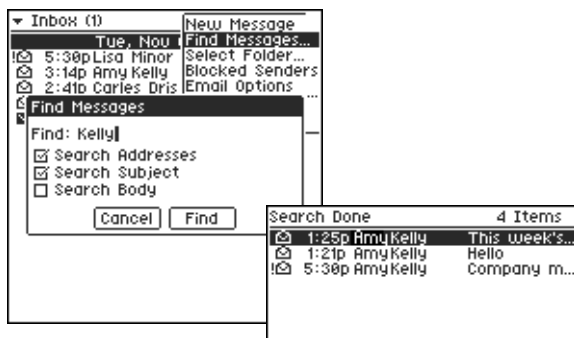
3. Type the text you want to find. Then select which parts of the message you want to search.

You can search for text in the Address, Subject, and/or Body of messages. All email folders on your handheld are searched.

Note: Searching for text in the body of a message takes a little longer than an Address or Subject search.

4. Click Find.

   A list of email messages appears that match search criteria you specified.

```
▼ Inbox (1)          New Message
           Tue, Nov  Find Messages...
!☒ 5:30p Lisa Minor  Select Folder...
 ☒ 3:14p Amy Kelly   Blocked Senders
 ☒ 2:41p Carles Dris Email Options
 ☒ Find Messages              ...
 
 Find: Kelly|
 ☑ Search Addresses
 ☑ Search Subject
 ☐ Search Body
    [Cancel]  [Find]   Search Done        4 Items
                      ☒ 1:25p AmyKelly   This week's...
                      ☒ 1:21p AmyKelly   Hello
                     !☒ 5:30p AmyKelly   Company m...
```

5. Click on a message to open the menu that allows you to read, delete, or otherwise handle it.

   Click on the Escape key to return to the complete, unfiltered list of messages.

Viewing Email Attachments

You can view the following types of email attachments on your handheld: Microsoft Word (*.doc), Adobe Acrobat (*.pdf), Power Point (*.pps), Excel (*.xls), WordPerfect (*.wpd), HTML (*.htm and *.html), Rich Text (*.rtf), and plain text (*.txt) documents.
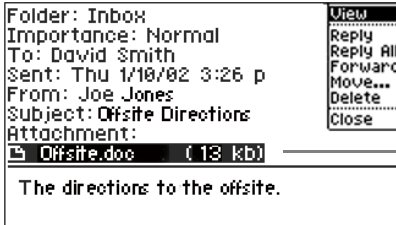
An icon like 📧 indicates an attachment in an unread email. An icon like 📧 indicates an attachment in an email that has been read.
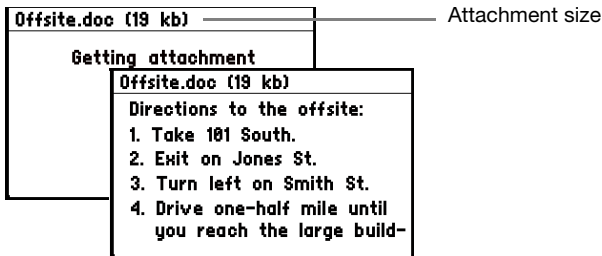
To view an attachment:

1. Open the message.

2. The attachment is selected when you open the message. Click and choose View from the menu.

```
Folder: Inbox          View
Importance: Normal     Reply
To: David Smith        Reply All
Sent: Thu 1/10/02 3:26 p   Forward
From: Joe Jones        Move...
Subject: Offsite Directions   Delete
Attachment:            Close
▣ Offsite.doc    (13 kb)

 The directions to the offsite.
```

Email attachments are listed at the top of the message. Click to display the menu and select View. For unsupported attachments, the menu will contain items only for the message as a whole.

After a few moments, the attachment appears.

```
Offsite.doc (19 kb) ─────────────        Attachment size
      Getting attachment
      Offsite.doc (19 kb)
      Directions to the offsite:
      1. Take 101 South.
      2. Exit on Jones St.
      3. Turn left on Smith St.
      4. Drive one-half mile until
          you reach the large build-
```

To save delivery time, attachments are transferred to your handheld in separate, 2K increments. If desired, you can do other work on your handheld while the attachment is being delivered.

If you forward a message, the attachment is included automatically.
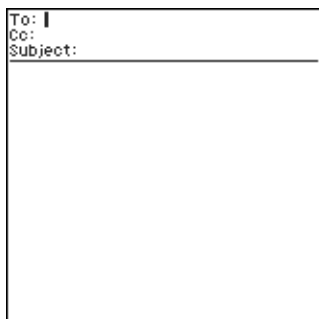
Creating Email Messages

To create an email message:

1. On the home screen, click Compose ✎.

From the menu choose Compose Message to begin a new message or choose View Drafts to display the contents of your handheld Drafts folder.

In the Drafts folder you can click on a message you have saved to open it for further work or to otherwise handle it.
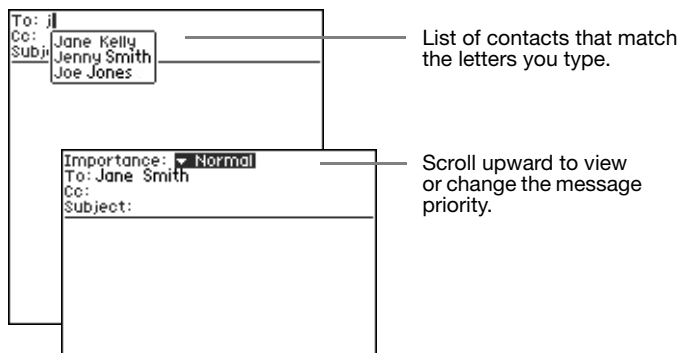
If you choose Compose Message, a blank message appears.

```
To: |
Cc:
Subject:
```

2. In the To field, begin typing an email address.

As you type, a list of your contacts appears that match the text you've entered.

You can type an email address directly, or select a contact from the list.

```
To: j|
Cc: |Jane Kelly
Subj|Jenny Smith
     |Joe Jones
```
List of contacts that match the letters you type.

```
Importance: ▼ Normal
To: Jane Smith
Cc:
Subject:
```
Scroll upward to view or change the message priority.

The To: field is limited to 32 recipients.

3. Fill out the email message as desired. Use the scroll wheel to scroll between fields.

   By default, email headings include To, CC, and Subject fields. To add additional fields:

   - In the heading area, click the scroll wheel to display a menu.

   - Click the field you want to add.
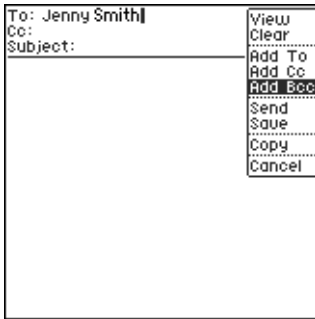
```
To: Jenny Smith|          View
Cc:                       Clear
Subject:                  .........
                          Add To
                          Add Cc
                          Add Bcc ───── Address fields you can
                          Send          add to an email heading
                          Save
                          .........
                          Copy
                          .........
                          Cancel
```

Tip: To delete a name from a To, CC, or BCC field, select the field and choose Clear from the menu. (Clear deletes the name, but not the field.)

4. When you've finished composing the email message, choose Send from the menu.

```
To: Jenny Smith          Send
Cc: Mary Johnson         Save
Bcc: Paul Panta          .........
Subject: Travel Plans    Cancel

Hello Jenny,

Here's my agenda:

Mon 11/30 Austin
Tues 12/1 Omaha|
```

If you haven't finished the message and want to continue with it later, choose Save from the menu. The message is saved to the Drafts folder on the handheld. To return to the message later, click on the Compose icon in the main menu and select View Drafts. The contents of your Drafts folder are listed. Click on a message to reopen it for work.

Using Email Folders

Your handheld comes with a set of folders you can use for managing email messages. Folders include:

GoodLink Email Folders

📁 Inbox ———— Contains new messages

📁 Outbox ———— Contains messages to be sent from the handheld. Does not contain messages to be sent from Outlook.

📁 Sent Items ———— Contains a copy of messages sent from the handheld. Does not contain messages sent from Outlook.

📁 Drafts ———— Contains unfinished messages you have saved on the handheld. Does not contain drafts saved from Outlook.

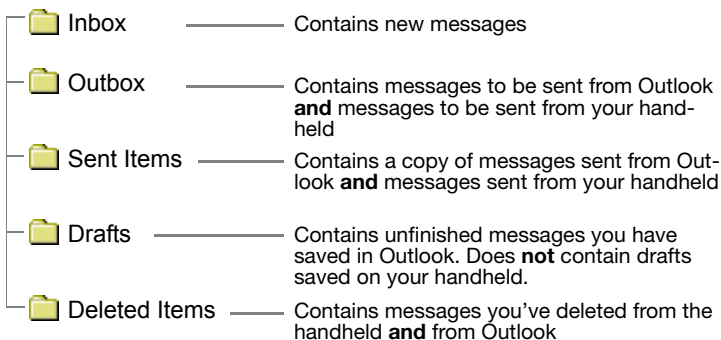📁 Deleted Items ———— Contains messages you've deleted from the handheld **and** from Outlook

In addition to the folders listed above, your handheld contains email folders you've added to your email server account.

Once your handheld is set up, adding, deleting, or rearranging email folders in your email server account or on your handheld produces the same results on the other via wireless synchronization. (You can create and rearrange folders using Outlook but not your handheld.)

In Outlook, folder contents include:

Outlook Email Folders

📁 Inbox ——————— Contains new messages

📁 Outbox ——————— Contains messages to be sent from Outlook **and** messages to be sent from your hand-held

📁 Sent Items ——————— Contains a copy of messages sent from Out-look **and** messages sent from your handheld

📁 Drafts ——————— Contains unfinished messages you have saved in Outlook. Does **not** contain drafts saved on your handheld.

📁 Deleted Items ——————— Contains messages you've deleted from the handheld **and** from Outlook

Some things to remember about email folders include:

• Only email folders stored in Outlook on the email server are included on your handheld. Personal email folders (*.pst) stored on your computer's hard disk are not included.

Information in Outlook is synchro-nized. Information in personal folders is not.
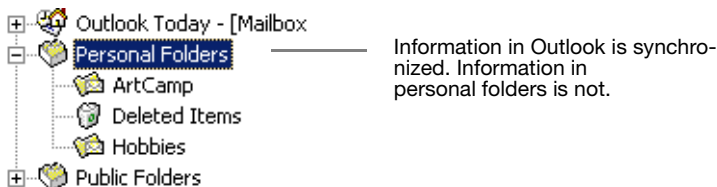
• If you create sub-folders under Sent Items, Drafts, Contacts, or Outbox in Outlook, these folders will not appear on your handheld. Other folders and subfolders do appear on your handheld.
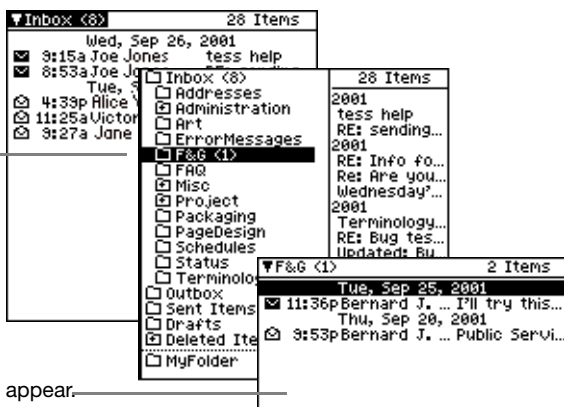
Viewing Email Folders

To view email folders:

1. On the home screen, click the Inbox icon 📧.

The Inbox appears.

2. Scroll all the way to the top of the screen, until the Inbox folder selector icon in the upper-left corner is highlighted. Click Inbox to display a list of folders.

Click to display a list of folders.
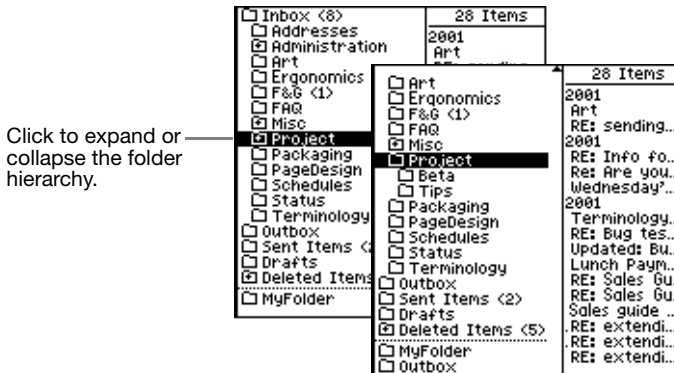
Select a folder and click.

The folder's contents appear.

```
▼Inbox <8>            28 Items
        Wed, Sep 26, 2001
✉ 9:15a Joe Jones    tess help
✉ 8:53a Joe J┌─────────────────┐
        Tue, 3│☐ Inbox <8>      │      28 Items
✉ 4:39p Alice │☐ Addresses      │ 2001
✉ 11:25a Victor│☑ Administration │ tess help
✉ 3:27a Jane  │☐ Art            │ RE: sending...
              │☐ ErrorMessages  │ 2001
              │▐ F&G <1>        │ RE: Info fo...
              │☐ FAQ            │ Re: Are you...
              │☑ Misc           │ Wednesday'...
              │☑ Project        │ 2001
              │☐ Packaging      │ Terminology...
              │☐ PageDesign     │ RE: Bug tes...
              │☐ Schedules      │ Updated: Bu
              │☐ Status         ▼F&G <1>           2 Items
              │☐ Terminolo      Tue, Sep 25, 2001
              │☐ Outbox      ✉ 11:36p Bernard J. ... I'll try this...
              │☐ Sent Items     Thu, Sep 20, 2001
              │☐ Drafts      ✉ 3:53p Bernard J. ... Public Servi...
              │☑ Deleted Ite
              │☐ MyFolder   │
              └─────────────┘
```

3. Scroll to select the folder you want to view. Then click.

The name of the folder selector icon in the upper-left corner changes to the name of the folder you have clicked. The contents of the folder appear in the header list.

Note: Only messages sent or received **after** you set up your handheld appear in the folders.
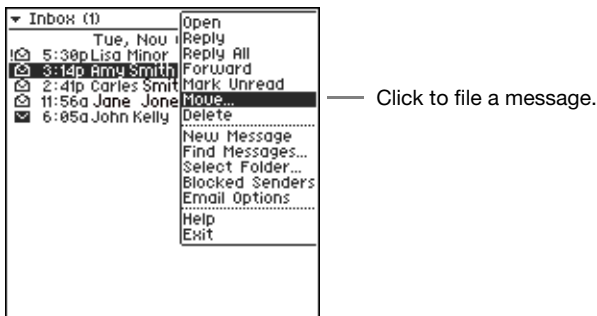
A small plus (+) symbol on a folder indicates the folder contains
sub-folders. Click to display the sub-folders.
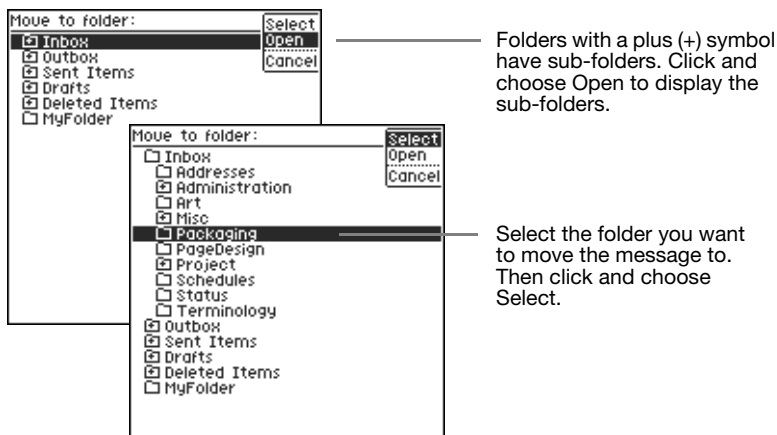
Click to expand or
collapse the folder
hierarchy.

Filing Email Messages

To file a message:

1. Select the message you want to file.
2. Click the scroll wheel and choose Move.

Click to file a message.

A list of folders appears.

Folders with a plus (+) symbol have sub-folders. Click and choose Open to display the sub-folders.

Select the folder you want to move the message to. Then click and choose Select.

3. Navigate to display the folder you want to move the message to. Then, click the folder and choose Select.

The message appears in the folder you selected.

Deleting Email Messages

To delete an email message:

1. Select the message you want to delete.

2. Click the scroll wheel and choose Delete.

Click to delete a message.
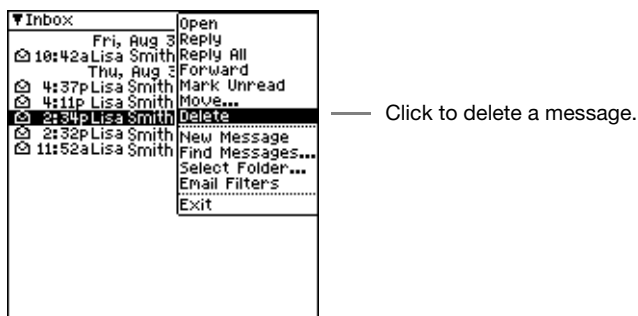
The email message moves to the Deleted Items folder.

You can also open the message and delete it by choosing Delete from the menu.

Notes:

- You cannot delete items in the Deleted Items folder on your handheld. To permanently remove email messages from your handheld, delete them from the Deleted Items folder in Outlook.

- To make room on your handheld, older email messages may be removed from the handheld automatically. Don't worry—they're still on the server and shown by Outlook. For more information, see "Data Storage and Aging" on page 104.

Tips:

- To delete more than one message, hold down a Shift key (Cap or Num) and scroll to select multiple messages. Then click and choose Delete All.

- On the palm-size wireless handheld, you can select one or more messages, then press the Del key to delete them.

- You can retrieve messages deleted on your handheld by opening the Deleted Items folder and moving messages back to the inbox or other folders.

Filtering Messages

You can filter email messages by blocking messages from a specified source or by setting a special notification tune for an email contact.

To block delivery to the handheld:

1. Open a message from the source.

2. Click and choose Block Sender from the menu.
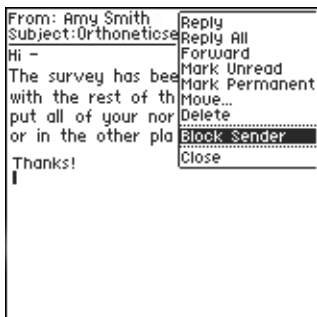
Email messages from that source are no longer sent to your handheld. However, they will appear in Outlook.

Note: To display a list of email sources that are blocked, choose Blocked Senders from the Inbox menu.
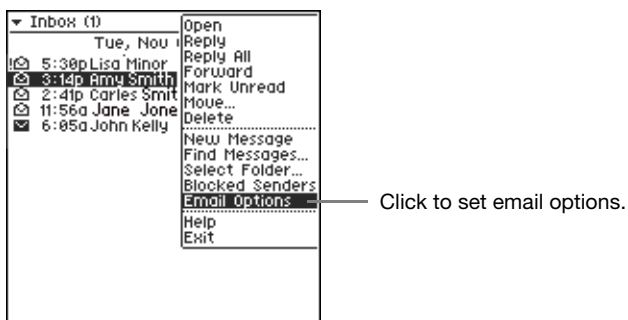

Click to view a list of senders whose messages are blocked.

To unblock a sender, click the sender and choose Delete from the menu.
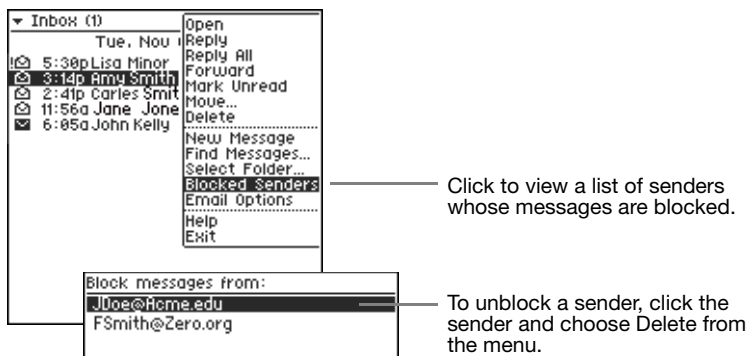
To allow delivery but cause a special notification tune to play when email arrives from a specified contact, see "Adding Contacts" on page 61.

Setting Email Options

Email options enable you to specify how to display email messages in the email list and add an email signature.

To set email options:

1. Open the Inbox ⌕.
2. Click and choose Email Options from the menu.

```
┌─ Inbox (1)        ┌──────────────┐
│         Tue, Nou  │Open          │
│!⌂ 5:30p Lisa Minor│Reply         │
│⌂ 3:14p Amy Smith  │Reply All     │
│⌂ 2:41p Carles Smit│Forward       │
│⌂ 11:56a Jane Jone │Mark Unread   │
│⌂ 6:05a John Kelly │Move...       │
│                   │Delete        │
│                   ├──────────────┤
│                   │New Message   │
│                   │Find Messages...│
│                   │Select Folder...│
│                   │Blocked Senders│
│                   │Email Options ─│──── Click to set email options.
│                   ├──────────────┤
│                   │Help          │
│                   │Exit          │
└───────────────────┴──────────────┘
```

A set of options appears.

```
┌──────────────────────────┐
│Email Options             │        Displays the time received and
│☑ Display Time ───────────│──────── sender name in email lists
│☑ Display Name ─┐         │
│☑ Append Signature to Emails ──────── Appends a signature to
│Signature:                │        email messages you send
│▏                         │        from the handheld
│                          │
│                          │
│                          │
│                          │
│                          │
│                          │
│                          │
│                          │
└──────────────────────────┘
```

Options include:

Display Time. Click this option to display the time a message is received in email lists.

Display Name. Click this option to include the sender's name in email lists.

Signature. Automatically appends signature text to new messages that you send from the handheld. (The signature does not affect messages you send from your PC.) For example, an email signature might be:

```
Mark J. Gee
Manager, Technical Operations
Data Systems, Inc.
(510) 555-1212 x56
```

To add an email signature:

- Select Append Signature to Emails.

- In the Signature field, type the signature you want to add.

```
Email Options
☑ Display Time
☑ Display Name
☑ Append Signature to Emails
Signature:
|
```

Select this option to append a signature to email messages.

Type your signature here.

Tip: If you'd like to distinguish between email messages sent from your handheld and email messages sent from Outlook, you can include this information as part of your signature. For example:

```
Mark J. Gee
Manager, Technical Operations
Data Systems, Inc.
(510) 555-1212 x56
Secure, wireless message sent via GoodLink.
```

Syncing All Incoming Messages

By default, all new email messages delivered to the Inbox in Outlook will appear on your handheld. However, if Outlook is set up to move incoming messages to a folder other than the Inbox, you can elect to have new messages in that folder sent to your handheld. Otherwise, new email messages sent to that folder will not appear on the handheld—even if you manually move them to or file them in another folder.

To synchronize messages moved to folders:

1. On the home screen, click Preferences ▣.

   A list of preferences appears.
2. Scroll to select the Email Delivery option and click the scroll wheel.

   A list of folders appears.

Click to add a folder to the list.

Incoming messages in these folders will appear on your handheld.
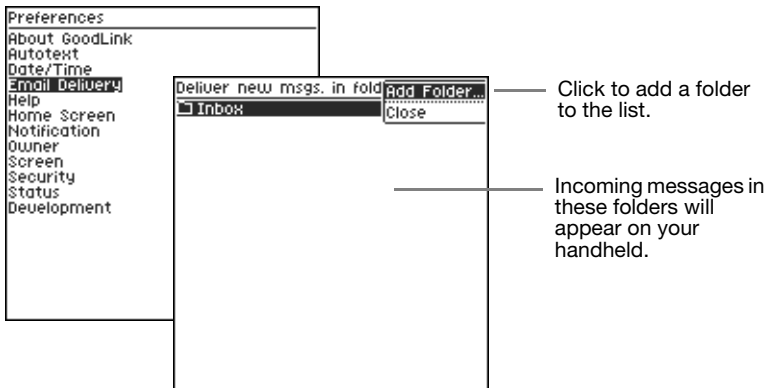
3. To add a folder to the list, click the scroll wheel and choose Add Folder from the menu.

   A list of your email folders appears.
4. Navigate to select the folder you wish to add. Then click and choose Select from the menu.

Incoming messages moved to this folder will now appear on your handheld.

5. When you've finished adding folders, press Backspace (or Escape).

Note: You cannot add the Sent Items, Deleted Items, Outbox, or Drafts folders to this list. These folders have pre-defined synchronization behavior. For more information, see "Using Email Folders" on page 41.

Notes on Synchronization

The following are exceptions to synchronization between Outlook and handheld:

- Items removed from the handheld via aging to free up space ("Data Storage and Aging" on page 104) are not deleted from Outlook.

- Items in the Outlook Sent folder are not sent to the handheld.

- Items sent to the Drafts folder are not sent from Outlook to handheld and vice versa.

- Items originally filtered into an unsynchronized Exchange server folder are synchronized if moved or copied to a synchronized folder, subject to the rules in the following item.

- For email messages older than three days that have built up while your handheld was turned off (when you were on vacation and out of coverage, for example), only headers are sent to the

handheld. Click "More" to synchronize and display the complete message. Email messages older than a month are not synchronized; neither message nor header is sent.

- Email recipients in the To: field are limited to 32.

Viewing Digitally-Signed or Encrypted Messages

Email messages that are digitally signed and encrypted (with a personal certificate) are not sent to your handheld. Instead, a message appears on your handheld indicating you have received this type of message. You can use the Outlook application on your computer to view the message.

Email messages that are digitally signed, but not encrypted (with a personal certificate), can be viewed on your handheld. Make sure the sender selects the following Message Options > Security Properties in Outlook:

- Add digital signature to this message
- Send this message as clear text signed

Make sure the following option is **not** selected:

- Encrypt message contents and attachments

Keyboard Command Reference

The following tables include a list of keyboard shortcuts you can use with GoodLink Applications.

Home Screen Shortcuts

Key	Description
E	Opens the Email application
C	Opens the Calendar application
O	Opens the Contacts application

Home Screen Shortcuts (Continued)

Key	Description
N	Opens a new email message (Compose icon)
P	Opens preferences (Preferences icon)
Q	Opens the Quick Settings menu
T	Selects the top (first) application icon
B	Selects the bottom (last) application icon
Space	Selects the next application icon
Enter	Opens the selected application

General Shortcut Rules

Key	Description
Enter	Opens a selected item
Del	Deletes a selected item (palm-size wireless handheld only)
T	Moves to the top of a screen. Does not apply to edit screens (for example, editing an email message).
B	Moves to the bottom of a screen. Does not apply to edit screens (for example, editing an email message).

Email Shortcuts

Location	Key	Description
Email List	T	Moves to the top of the email list
	B	Moves to the bottom of the email list
	N	Moves to the next day's messages (down the list)
	P	Moves to the previous day's messages (up the list)
	Del	Deletes the selected message (palm-size wireless handheld only)
	Enter	Opens the selected message
	M	Moves selected message to a folder
	Space	Pages down one screen
	R	Reply to sender
Reading a	T	Moves to the top of the email list

Email Shortcuts (Continued)

Location	Key	Description
Message	B	Moves to the bottom of the email list
	N	Moves to the next day's messages (down the list)
	P	Moves to the previous day's messages (up the list)
	M	Moves selected message to a folder
	Space	Pages down one screen
	R	Reply to sender
	A	Reply to all
	F	Forward message

Note: No shortcuts available for the Email Edit, Reply, and Forward screens

Calendar Shortcuts

Key	Description
A	Displays the Agenda view
D	Displays the Day view
M	Displays the Month view
N	Displays the next month or day
P	Displays the previous month or day
J	Starts the Jump to Date command
G	Goes to today (current date)
T	Moves to the top of the Day or Agenda view
B	Jumps to the bottom of the Day or Agenda view
Enter	Opens the current selection. If nothing is selected, a new appointment is created.
Space	Pages down in the Day or Agenda view

Note: No shortcuts available for the Appointment Viewing and Editing screens

Task List Shortcuts

Key	Description
T	Moves to the top of the task list
B	Moves to the bottom of the task list
Space	Pages down in the task list

Task List Shortcuts

Key	Description
Del	Deletes the selected task (palm-size wireless handheld only)
Enter	Opens the selected task

Task Item Shortcuts

Key	Description
T	Moves to the top of the task
B	Moves to the bottom of the task
Del	Deletes the selected task (palm-size wireless handheld only)

Contacts Shortcuts

Key	Description
Enter	Opens the selected contact from the list
Del	(Palm-size wireless handheld only) Deletes the selected contact from the list or while the contact is being viewed
T	Moves to the top of the contact item
B	Moves to the bottom of the contact item
Space	Pages down in the contact item

Note: You can also use the Find field to locate a contact.

Calculator Shortcuts

Key	Description
D	Add
F	Subtract
A	Multiply
S	Divide
Enter	View results
Backspace or Del	Delete

4 Additional Applications

This chapter describes how to use the following GoodLink Applications:

- Contacts
- Calendar
- Tasks
- Notes
- Calculator
- Alarm Clock
- Solitaire

Note: The descriptions in this chapter assume you are familiar with the information described in "Using GoodLink Applications – Basics and Email" on page 15.

Contacts

Your handheld includes an address book you can use to manage contacts. Contacts in your address book are automatically synchronized with the address book in Outlook, providing you with the latest, most accurate contact information. For example, if you change a contact address in Outlook, your handheld contact is updated also. The same if true if you add (or delete) a contact.

Information in this section includes:

- Viewing contacts
- Finding contacts
- Editing contacts
- Adding contacts
- Setting contact options
- Using contacts in other applications

Viewing Contacts

To view contacts:

1. On the home screen, click Contacts 🖼 .

A list of contacts appears.

List of contacts in your address book

2. To view detailed information about a contact, click the contact and choose View from the menu.

Detailed information about a contact
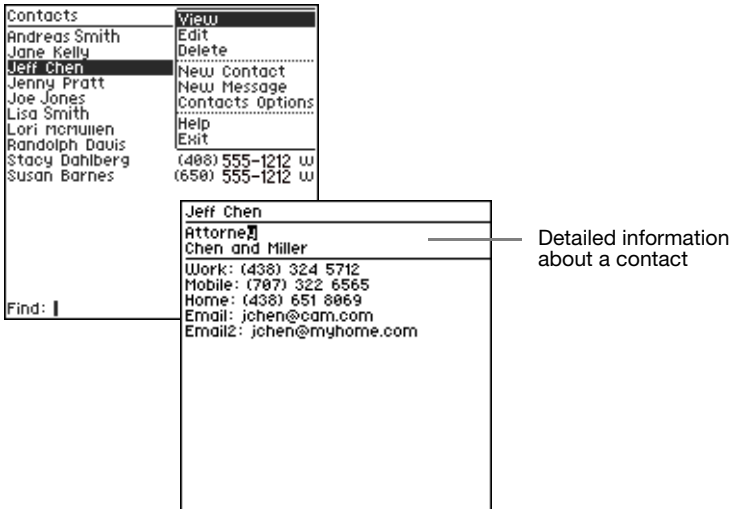
Finding Contacts

You can find contacts based on the first few characters of a first name or last name. This feature is useful for working with long lists of contacts.

1. To find a contact, start typing in the Find field at the bottom of the screen.

Complete list of contacts

Contacts that match the characters you typed in the Find field

Find field

Only contacts that match the characters you type appear in the list. For example, if you type **ma** in the Find field, only contacts whose first or last names start with **ma** appear.

2. Continue to type until you find the appropriate contact.

Important: If the characters you type do not match any contacts, a [No Contacts] message appears. To redisplay contacts, press Backspace to remove characters from the Find field.

Editing Contacts

To edit a contact:

1. On the home screen, click Contacts 💈.

A list of contacts appears.

2. Click a contact and choose Edit from the menu.

Click to edit the contact.
Click to delete the contact.
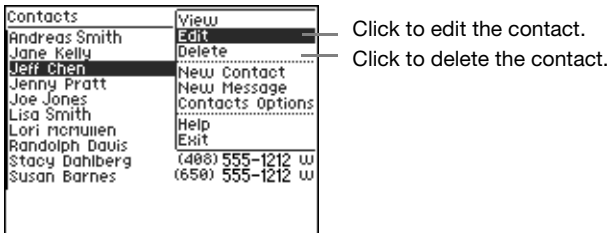
3. Choose Edit.

A list of fields appears. Type or change information in the fields as desired. Press Enter to move the insertion point from field to field, or scroll with the scroll wheel.

4. When you've finished making changes, click to display a menu.

5. Choose Save.

Shortcut: On the palm-size wireless handheld, if you press Escape after editing a contact, a prompt appears asking if you want to save your changes.

Adding Contacts

To add a new contact to the address book:

1. On the home screen, Contacts 💈.

A list of contacts appears.

2. Click and choose New Contact from the menu.

A blank form appears.

You must enter a first or last name for the contact.

Click to set a special notification tune when you receive email from this contact.

Scroll to view additional fields.

3. Enter contact information as desired.

You must have a first or last name for the contact. The remaining fields are optional. You can enter up to three email addresses for a contact. You can also include notes about the contact.

The handheld will accept contact phone numbers for the following categories: Business, Home, Business Fax, Mobile, and Pager. The other Outlook categories are not synchronized with the handheld.

To move the insertion point to the next field, press Enter or use the scroll wheel to scroll.

To set a special notification tune for the contact, use the Special Notification menu. There are six tunes to choose from. When you receive email from this contact, the tune will play.

4. When you have finished entering contact information, click the scroll wheel and choose Save from the menu.

The new contact you added appears in the list of contacts and will be synchronized with contacts in Outlook.

Click to save the contact.

The contact you added appears in this list.
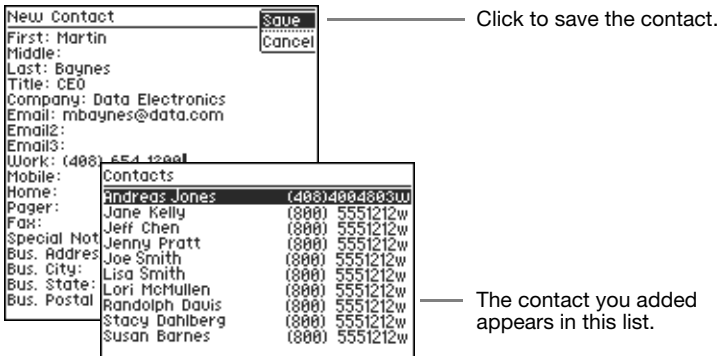
Setting Contact Options

You can use contact options to change how contacts are sorted and whether to display the contact's phone number or company name in the list of contacts.

To set contact options:

1. On the home screen, click Contacts 👤 .

A list of contacts appears.

2. Click and choose Contacts Options from the menu.
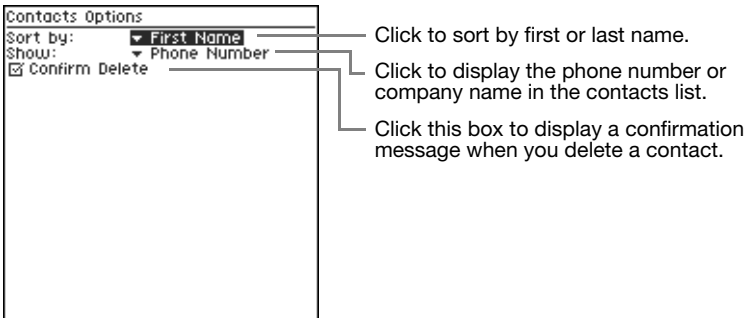
A list of options appears.

Click to sort by first or last name.

Click to display the phone number or company name in the contacts list.

Click this box to display a confirmation message when you delete a contact.

3. Select the options you want to set.

4. When you've finished setting options, press Escape to return to the contacts list.

Using Contacts with Other Applications

You can send email directly from the Contacts application.

1. On the home screen, click Contacts 👤.

2. Select a contact and click. Choose Compose from the menu.

A new email message appears with the name of the contact filled in.
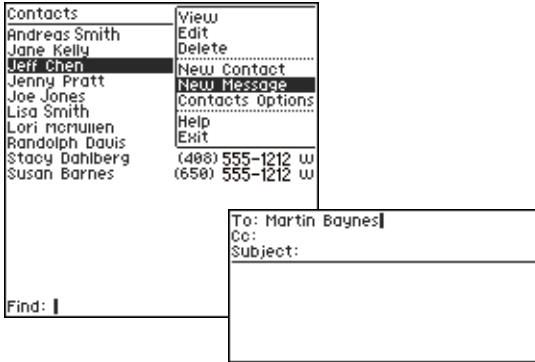
Calendar

Your handheld includes a Calendar application you can use to manage your appointments and meetings. With this application you can:

- View existing appointments
- Add new appointments or edit existing appointments
- View appointments by day, month, or agenda
- Invite attendees to a meeting
- Set appointment reminders
- Create and respond to meeting requests
- Set calendar options

Note: Meeting invitations, acceptances, refusals, and tentative acceptances are stored in the Sent Items folder of Outlook but not in the Sent Items folder on the handheld.

When you set up your handheld, all your calendar appointments from the past week and all future appointments are added to your handheld.

Upcoming appointments appear on the home screen.

Viewing Appointments

To view your appointments:

1. On the home screen, click the Calendar icon ▦ .

The calendar appears with the Day view showing and the current day selected.

A list of appointments for the day appears.
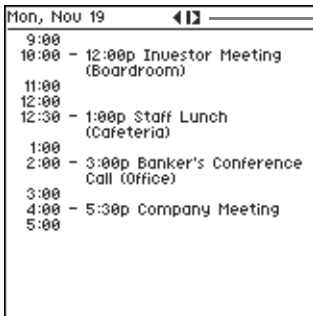
Click to view the next day.

2. To view details about an appointment, select the appointment and click. Then choose View from the menu.

```
Mon, Nov 19       │View         ─│
  9:00            │Edit          │
 10:00 ─ 12:00p In│Delete        │
        (Boardroo│New Appointment│
 11:00            │Next Day      │
 12:00            │Previous Day  │
 12:30 ─  1:00p Sta│Go to Today  │
        (Cafeteria│Go to Date…   │
  1:00 ─  2:00p Per│──────────────│
        (Human R│View Month      │
  2:00 ─  3:00p Bar│View Agenda  │
        Call (Offic│Calendar Optio│
  3:00 ─  4:00p Sal│──────────────│
        (Richmon│Help           │
  4:00 ─  5:30p Cor│Exit         │
  5:00
```

```
Sales Training
Location: Richmond Campus
Date:              Mon, 11/19/01
Start Time:             3:00 PM
End Time:               4:00 PM
Reminder:                  None
Accepted: Lisa Smith
Notes: Meeting to plan the upcoming
sales seminar.
```

To view appointment details, click an appointment and choose View.

```
Mon, Feb 11, 2002 │View Occurrence ─│
  9:00            │View Series      │
  9:30 ─ 10:00a Up│New Appointment  │
        Customer  │Next Day         │
 10:00            │Previous Day     │
 11:00 ─ 12:00p Sa│Go to Today      │
        (Conferen│Go to Date…       │
 12:00            │──────────────────│
  1:00            │View Month        │
  2:00            │View Agenda      │
  2:30 ─  4:00p Upd│Calendar Opt    │
        Staff Wee│──────────────────│
  4:00            │Help             │
  5:00            │Exit             │
```

```
Updated:Customer Update
Location:                    E15
Date:              Wed, 1/23/02
Start Time:             9:30 AM
End Time:              10:00 AM
Reminder:              15 Min.
Recurrence:                day
Organizer: Van Finley
Required: Andrea Horn
Required: Dennis Gurala
Required: Jill Norley
```

For recurring appointments, you can view the details of a specific occurence or the rules for the series of meetings.

You can view calendar appointments by Day, Month, or Agenda.
Use the Calendar menu to change views.

Click to view by month
or agenda.

Click to view the next
month.

Click to view appoint-
ments for the day.

Agenda view displays all
appointments for the
day in chronological
order.

A "Free" or "Tentative" setting for an appointment is indicated by (f)
or (t) respectively, following the appointment listing in the Home,
Day, and Agenda screens.

Adding New Appointments

To add a new appointment:

1. On the home screen, click Calendar ▦.

2. Display the Day, Month, or Agenda view. Then click and choose New Appointment from the menu.

A new appointment screen appears.

```
Mon, Nov 19    View
  9:00         Edit
 10:00 - 12:00p In Delete
        (Boardroo New Appointment ──── Click to add a new
 11:00         Next Day              appointment or meeting.
 12:00         Previous Day
 12:30 - 1:00p Sta Go to Today
        (Cafeteri Go to Date...
  1:00 - 2:00p Per View Month
        (Human R  View Day
  2:00 - 3:00p Bar View Agenda
        Call (Offic Calendar Options
  3:00 - 4:00p Sal Help
        (Richmon  Exit
  4:00 - 5:30p Cor
  5:00
```

3. Enter appointment information as desired.

```
New Appointment
Subject: |
Location:
☐ All day event
Start Date:   Mon  11/ 19/ 01
Start Time:   ▼   1:00 PM
End Date:     Mon  11/ 19/ 01
End Time:     ▼   2:00 PM
Reminder:     ▼ None
Invite:
Notes:
```
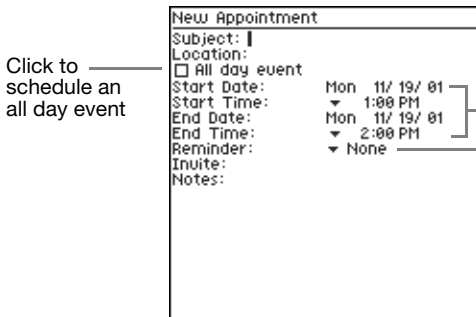
Click to schedule an all day event

Choose a start and end date/time for the appointment. You can type in the time.

Click to set an appointment reminder.

4. To invite attendees, scroll to the Invite field and start typing. As you type, a list of contacts appears that match the letters you've typed.

5. Select a contact from the list.

```
New Appointment
Subject: Quarterly Review
Location: Lobby Conf Room
☐ All day event
Start Date:      Mon  11/ 19/ 01
Start Time:       ▾  1:00 PM
End Date:        Mon  11/ 19/ 01
End Time:         ▾  5:00 PM
Reminder:         ▾ 15 Min.
Invite: j|
Note┌──────────┐
    │Jane Kelly │
    │Jeff Chen  │
    │Jenny Smith│
    │Joe Jones  │
    └──────────┘
```

List of contacts to invite
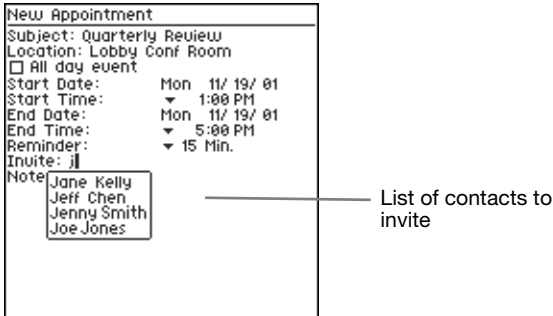
You can also type in the email address of an attendee who is not in your contacts list.

6. To invite additional people, scroll to the Invite field. Then, click and choose Add Invite from the menu.

```
New Appointment      View
Subject: Quarterly Review Clear
Location: Lobby Conf Room┄┄┄┄┄┄
☐ All day event      Add Invite
Start Date:      Mon  11/ Save
Start Time:       ▾  1:0 Copy
End Date:        Mon  11/ ┄┄┄┄
End Time:         ▾  5:0 Cancel
Reminder:         ▾ 15 Min.
Invite: Jeff Chen|
Notes:
```

Click to invite additional people.
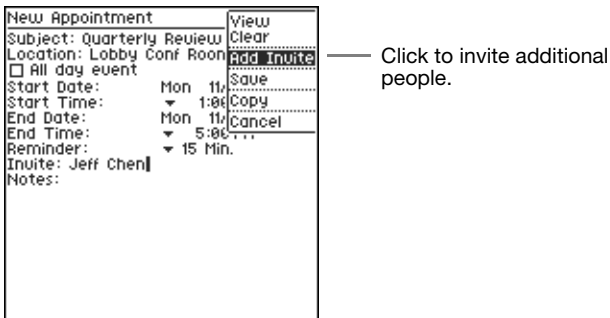
An additional Invite field appears. The GoodLink Service will automatically send email requests to all attendees on the list.

Note: To remove a name from the invitation list, select the name and choose Clear from the menu. (Clear deletes the name, but not the field.)

7. When you've finished entering your appointment, click the scroll wheel and choose Save from the menu.

```
New Appointment      View
Subject: Quarterly Re[Clear
Location: Lobby Conf I Add Invite
□ All day event      Remove Invite
Start Date:      Mon Save         ——— Click to save the appointment.
Start Time:      ▼
End Date:        Mon Copy
End Time:        ▼
Reminder:        ▼ 1 Cancel
Invite: Jeff Chen
Invite: Joe Jones
Invite: Nancy Smith
Invite:             ▌
Notes:
```

The appointment is added to your calendar and invitations are sent.

```
Mon, Nov 19      ◀ ▯▯
  9:00
 10:00 − 12:00p Investor Meeting
          (Boardroom)
 11:00
 12:00
  1:00 − 5:00p Quarterly Review   ——— New appointment
          (Lobby Conf Room)
```

Changing Appointments

To change an appointment:

1. Open the Calendar 🏢.

2. Select the appointment you want to change and click. Then choose Edit from the menu.

Click to edit an appointment.
Click to delete an appointment or cancel a meeting.

You can edit only appointments that you created. For recurring appointments that you have created, you can edit a specific occurence or the rules for the series of meetings.

When you're done, Save makes your changes and sends updates to the invitees.

Setting Calendar Options

To set calendar options:

1. Open the Calendar ▦ .

2. Click and choose Calendar Options from the menu.

Sets the start and end times that appear on the calendar.

Sets a default time for reminders

Click to get a confirmation message before deleting appointments.

3. When you've finished setting calendar options, press Escape to return to the calendar.

Tasks

A task is a personal or work-related errand you want to track through completion. The Task application enables you to:

• View or edit existing tasks

• Create new tasks

• Specify task priority

• Set task reminders

Tasks are tracked on your calendar just like any other appointment or meeting. Tasks created on your handheld are automatically synchronized with tasks in Outlook. For example:

- If you add (or delete) a task in Outlook, the task is automatically added (or deleted) on your handheld and vice versa.
- Marking a task complete on your handheld automatically marks the task complete in the email server and vice versa.

When your handheld first synchronizes tasks with Outlook , only yet-to-be-completed tasks are loaded on the handheld.

If the Tasks application on your handheld requires more memory later, completed tasks older than one week will be removed from the handheld. They are left in place in your Outlook account.

Viewing Tasks

To view existing tasks:

1. On the home screen, click Tasks ☑️.

A list of tasks appears. *Note:* If you don't have any tasks defined, a [No Tasks] message appears.

An exclamation point (!) indicates a High priority. ———

A down arrow indi- ———
cates a Low priority

A check mark indicates———
a completed task

```
Tasks
! ☐ Market Forecast Report
  ☐ Office Layout Plan
↓ ☐ Whitman Proposal
  ☑ Monthly Status
```
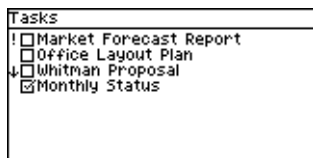
Tasks in the task list are sorted in the following way:

- Primary sort is Uncompleted/Completed, with Uncompleted at the top of the list.
- Secondary sort is your selection: Due Date or Priority.

    If Due Date is selected, the tasks with no dates are placed at the top of the list. the rest of the tasks are ordered from later date to earlier date.

    If Priority is selected, High Priority tasks are placed on top, then Normal, then Low.

- Tertiary sort is alphabetically by Subject.

Configure secondary sorts as desired using Task Options in the Tasks menu.

2. Select a task and click. Then choose View from the menu.

A detailed description of the task appears. Press the spacebar to page down.

```
Monthly Status
Priority: Normal
Status: Complete
Due date:        Mon, Dec 3, 2001
Reminder Date:   Sun, Dec 2, 2001
                 5:00
Don't forget to include the top five
priorities for Q4.
```

3. When you've finished reviewing the description, press Escape to return to the task list.

If desired, configure Outlook so that your tasks appear on your PC in the same order as on the handheld. In Outlook:

- Sort items by Complete and Ascending
- Then by Due Date and Descending or by Priority and Descending

Adding New Tasks

To add a new Task:

1. On the home screen, click Tasks ☑ .

A list of tasks appears.

2. Click the scroll wheel and choose New Task from the menu.

```
Tasks                View
!☐Market Forecast Re Edit
 ☐Office Layout Plan Delete
 ☐Whitman Proposal   In Progress
 ☑Monthly Status     High
                     Normal
                     Low
                     New Task        ———— Click to create a new task.
                     Tasks Options
                     Help
                     Exit
```

A task form appears.

```
New Task
Subject: |
Priority:        ▾ Normal
Status:          ▾ Not Started
☑ Due date:      Mon, Nov 19, 2001
☑ Reminder:      Mon, Nov 19, 2001
                 ▾  5:00 PM
Notes:
```

3. Enter a task Subject.

Subject is a short name or description of the task. This description appears in the task list.

4. Enter a task priority and status.

Tasks can have a High, Normal, or Low priority.

Task status can be Not Started, In Progress, Completed, Waiting on Someone Else, or Deferred.

5. If desired, set a due date and/or reminder for the task.

Make sure Due Date is selected. ——

—— Use these settings to specify a due date for the task.
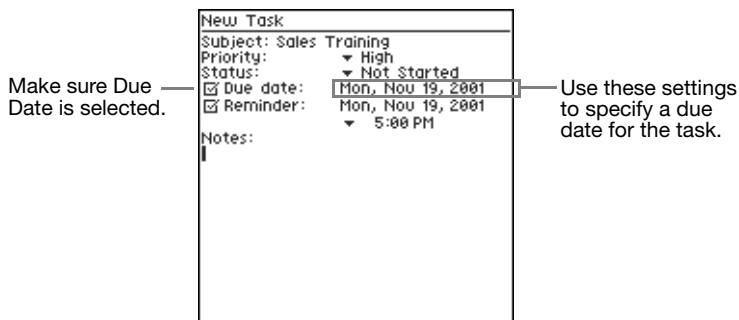
- To set a due date, select the Date field. Then enter a due date for the task.

- To set a reminder, select the Reminder field. Then enter a reminder date and time.

When you set a task reminder, a notification appears at the time you specify.

6. When you've finished defining the task, click to display a menu.
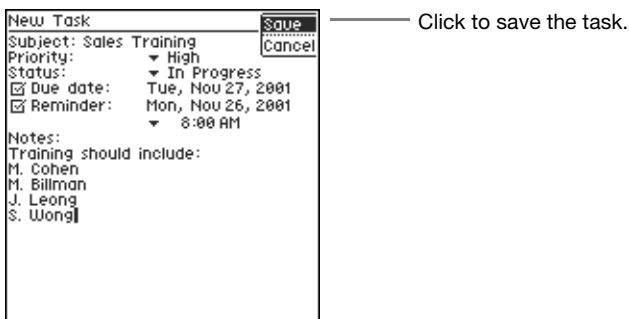
—— Click to save the task.

7. Choose Save.

The Task list reappears. The new task you created is included in this list.

The task you created appears in this list.

Editing Tasks

To edit a task:

1. In the task list, click the task you want to edit. Then choose Edit from the menu.
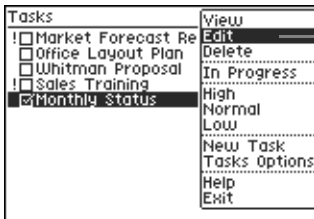
Click to edit the task.

A task description appears.
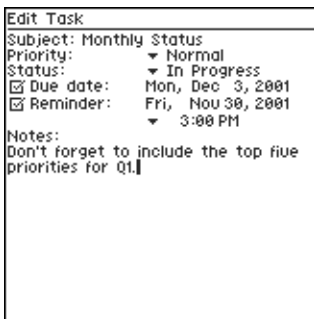
2. Change task information as desired.

3. When you've finished making changes, click and choose Save from the menu.

Shortcut: In addition to editing a task, you can use the task menu to quickly change a task priority or mark a task complete.

Click to change task status.

Click to change a task priority.
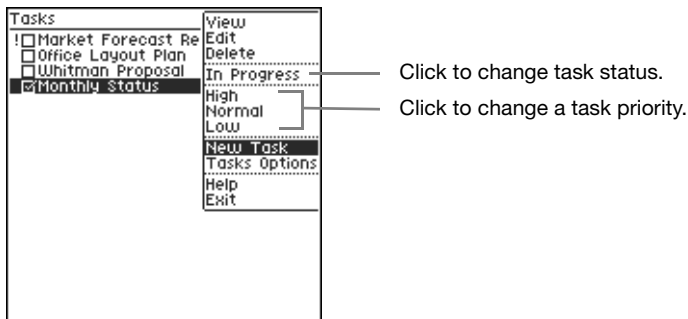
Setting Task Options

You can use Task options to sort tasks by due date or priority. To set Task options:

1. Click Tasks ☑.

2. Click and choose Task Options from the menu.

A list of options appears.

Click to set task options.

Click to sort tasks by due date or priority.

Select this option to display task reminders.

Select this option to display a confirmation message when you delete a task.
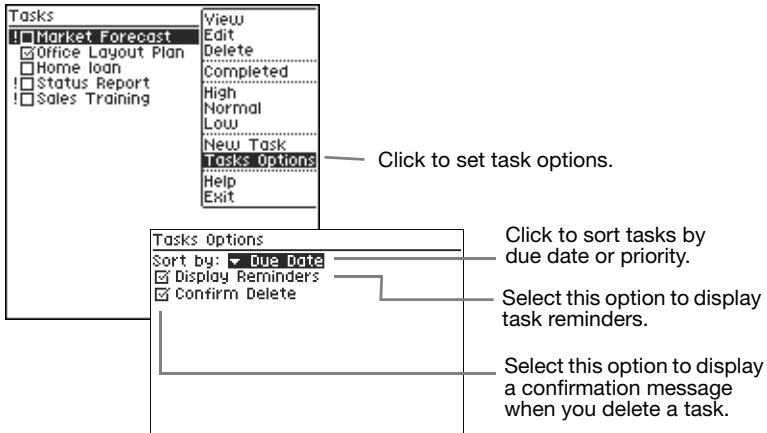
3. Select the options you want to set.

4. When you've finished setting options, press Escape.

Notes

Your handheld includes a Notes application you can use to jot down questions, ideas, directions, checklists, or any other bits of information you want to store on your handheld. Notes on your handheld are automatically synchronized with notes in Outlook.

The Notes application enables you to:

- View or edit existing notes
- Create new notes
- Copy note text to other applications

Viewing and Editing Notes

To view notes:

1. On the home screen, click Notes ▦.
A list of notes appears.

```
Notes
directions
This is a test note.
top issues
travel plans
```
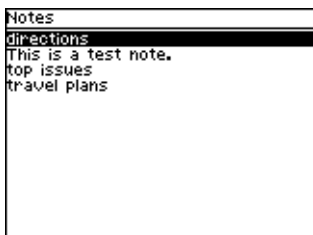
If you don't have any notes defined, a [No Notes] message
appears.

2. Scroll to select a note and click. Then choose View from the menu.
The text of the note appears. Press the spacebar to page down.

```
Notes              View
Directions to the Offsite  Edit
H2 Sales Forecast  Delete
Key Goals for Q1:  ┄┄┄┄┄
Office Layout      New Note
                   Notes Options
                   ┄┄┄┄┄
                   Help
                   Exit
```
——— Click to view the note.

```
View Note
Key goals for Q1:

1. Complete Alpha Forecast
2. Write Business Plan for D12
project.
3. Finish Staff Reviews.
4. Plan Q2 Offsite
```
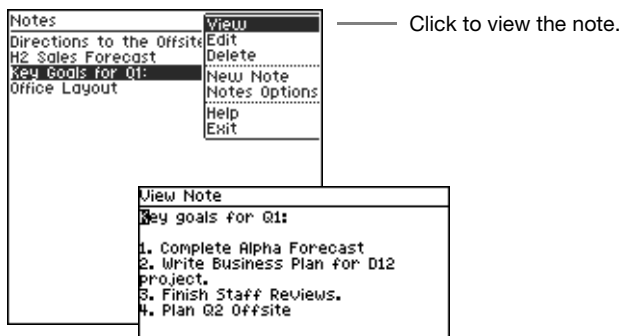
3. To edit the note, click and choose Edit from the menu.

When you've finished making changes, click and choose Save
from the menu.
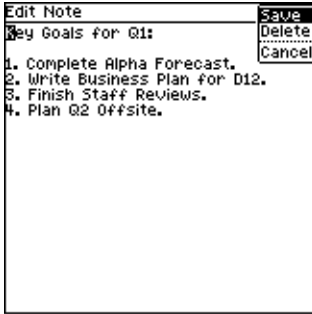
Adding Notes

To create a new note:

1. On the home screen, click Notes 🗒.

2. Click in the note list and choose New Note from the menu.

Click to add a new note.
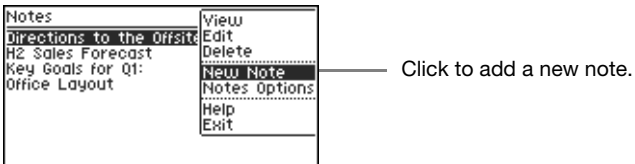
A new, blank note appears with an insertion point ❙ at the
beginning of the note.

3. Type some text in the note. Just as in Outlook, the first line is used as the title of the note.

```
New Note
▌                                        ─────────── Insertion point



            New Note
            Goals for Q1 should be:

            1. Measurable
            2. Realistic, but Ambitious
            3. ▌
```
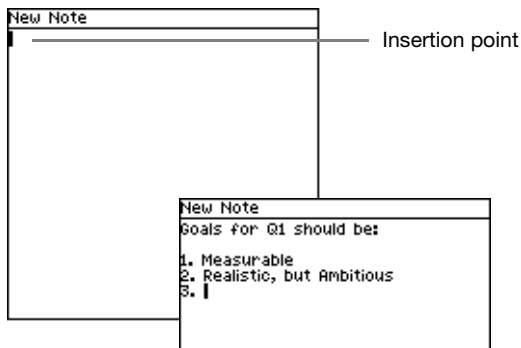
4. When you've finished typing, click the scroll wheel.
A menu appears.

```
New Note                 Save    ─────── Click to save the note.
Goals for Q1 should be:  Cancel

1. Measurable
2. Realistic, but Ambitious
3. Company wide
4. Profit sensitive▌
```
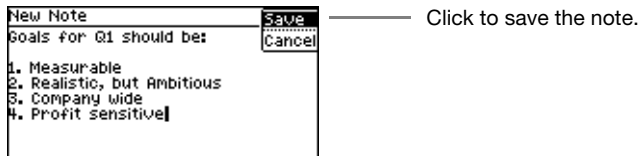
5. Choose Save.
The list of notes reappears.
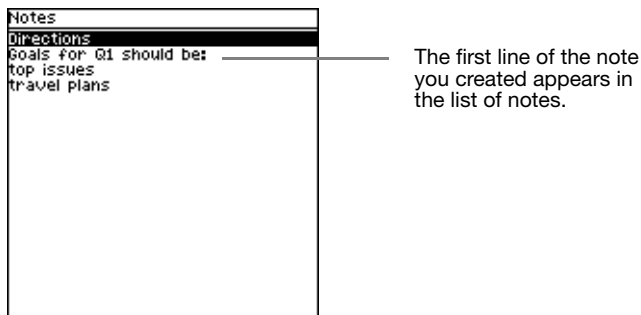
```
Notes
Directions
Goals for Q1 should be:  ───────  The first line of the note
top issues                       you created appears in
travel plans                     the list of notes.
```

Deleting Notes

To delete a note, click the note and choose Delete from the menu.

```
Notes              │View
Directions to the offsite│Edit
H2 Sales Forecast  │Delete          ───── Click to delete the note.
Key Goals for Q1   │New Note
Office Layout      │Notes Options
                   │Help
                   │Exit
```
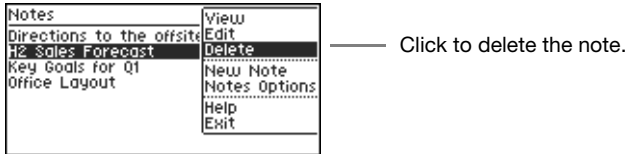
Alarm Clock

To set the alarm:

1. On the home screen, click the Alarm Clock icon ⏰.

The alarm screen appears.

Click to activate ─────
the alarm.

```
Alarm Clock
☐ Alarm On
Time:              ▮:00 AM
Tune:              ▾ 1
Snooze Duration:   ▾ 5 min.
```

2. To activate the alarm, make sure Alarm On is selected.

3. Set an alarm time.

To set an alarm time, click the Hour field and rotate the scroll wheel until the desired hour appears. Then click the scroll wheel again to set the hour.

Repeat this procedure for the Minute and AM/PM fields.

4. To choose a tune for the alarm, click the tune number.

There are six tunes to choose from.

Note: The Alarm volume is set in Preferences. For more information, see "Setting Handheld Preferences" on page 89.

5. Choose a snooze duration.

You can set the Snooze Duration to 5, 10, 15, 30 minutes or 1 hour.

6. When you've finished setting the alarm, press Escape to return to the home screen.

When the alarm goes off, the selected tune plays and a Snooze message appears.

```
Wake up!!
        Snooze - 5 min.
            Dismiss
```
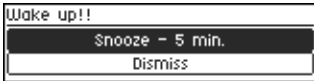
Click Snooze to activate the Snooze setting or Dismiss to turn off the alarm.

When you click Dismiss, the alarm remains activated and will go off again in 24 hours. To permanently turn off the alarm, uncheck the Alarm On setting.

Note: You can use Notifications preferences to set the alarm volume. The alarm will always be audible, even if the Notification Quick Setting are set to Off and Silent. For more information, see "Setting Handheld Preferences" on page 89.

Calculator

Your handheld includes a four-function calculator.

To use the calculator:

1. On the home screen, click the Calculator icon ▦.

The calculator screen appears with a zero (0) in the entry area at the bottom of the screen.

In the calculator screen, you don't have to press the Alt key to type numbers and other mathematical symbols.

2. Type the expression you want to compute. For example, to add the numbers 5 and 1, type 5, then the plus sign, then 1.

3. Press Enter (or an equal = symbol).

The expression is evaluated and the answer appears on the screen.

Entry area. Numbers you type appear here.

The calculator keeps a running total of the numbers you compute.
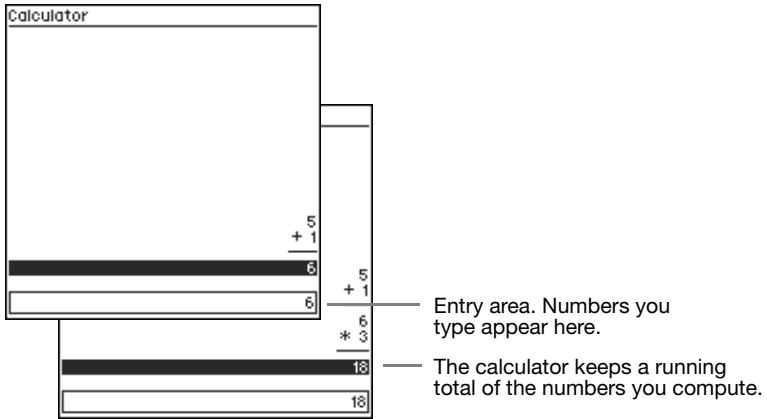
The following table lists the keys you can use to perform math functions on the calculator.

Symbols for Math Functions

Symbol	Function	Example
+	Addition	3+5
-	Subtraction	2-1.0
*	Multiplication	5*33
/	Division	56/8

Working with a Series of Numbers

You can maintain a running total by continuing to add expressions to the last line evaluated. For example:

```
Calculator


                    50
                  + 12

                    62
                  - 22

                    40
                  +  3

                    43
                  *  8

                   344

                   344
```
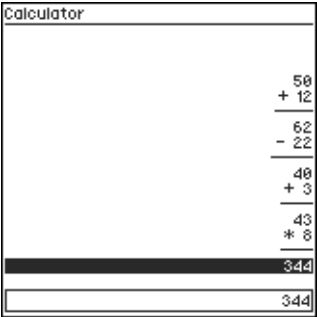
To create separate calculations, click the scroll wheel and choose Clear to start a new expression.

For example:

Choose Clear to clear the entry area and start a new expression.
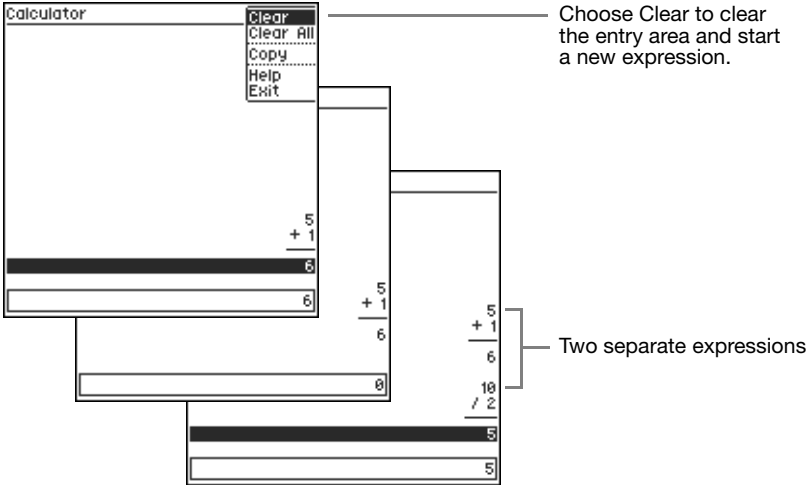
Two separate expressions

You can also copy results and paste them into other applications (for example, an email message).

- To clear the entire calculator screen, click and choose Clear All from the menu.
- To exit the calculator, click and choose Exit from the menu.

Solitaire

You can optionally install solitaire on your handheld.

To start a solitaire game:

1. Click the Solitaire icon ♣ on the home screen.
A solitaire screen appears.
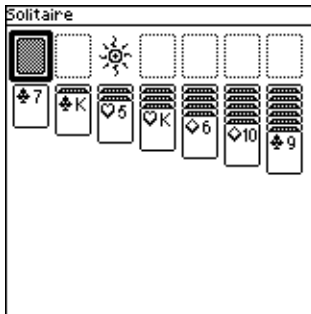
A rectangular cursor with heavy borders marks your position.

- To move the cursor horizontally, use the left and right buttons to the sides of the scroll wheel.
- To move the cursor vertically, use the scroll wheel.

2. If you are returning to a game in progress and want to start a new game, move the cursor to the ☀ symbol and click. From the options menu that appears, select New Game.
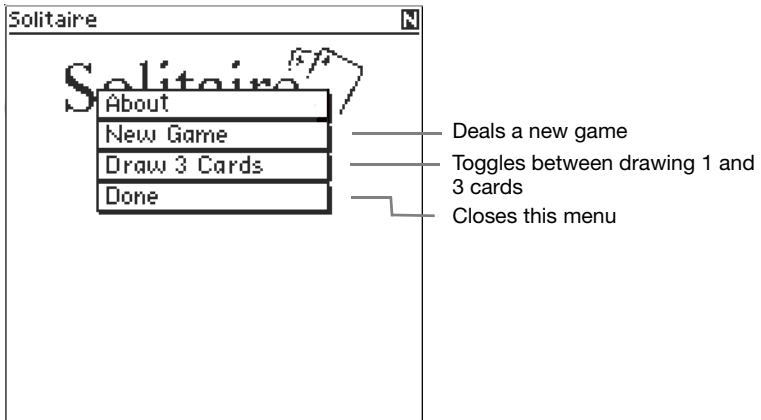
3. To move a card, position the cursor over it and click. Move the card in the same way that you move the cursor. To drop the card, click the scroll wheel. Any cards on top of the card you select move with it.

To move the top card in a column when building on the aces, move to the column and hold down the Alt key while turning the scroll wheel, to scroll to the card. Click the card and you can move it by itself.

4. Move aces to the top row as you encounter them and then build on them when possible. Move kings to vacancies in the bottom row when they occur.

5. To deal, click on the deck. You can deal three cards or one card at a time. The Draw option toggles between the two choices.

6. When you've finished playing the game, or to leave and come back later to the game in progress, press Backspace (Escape) to exit.

Additional Applications

5 Preferences and Maintenance

This chapter describes how to maintain your handheld. Tasks described in this chapter include:

- Setting handheld preferences
- Using Autotext
- Using passwords
- Charging or replacing batteries
- Understanding data storage and aging
- Changing email address or moving to a different GoodLink Server

Setting Handheld Preferences

Your handheld includes a set of preferences you can customize for your individual use.

To view or change preferences:

- On the home screen, click Preferences .

A list of preferences appears.

```
Preferences
About GoodLink
Autotext
Date/Time
Email Delivery
Help
Home Screen
Notification
Owner
Screen
```

Preferences you can set include:

Option	Description
About GoodLink	Contains Good Technology copyright information.
Autotext	Changes Autotext settings. Autotext includes shortcuts you can use for typing text.
Date/Time	Sets the date, time, and time zone for the handheld.
Email Delivery	Specifies which email messages sent to folders in Outlook will be synchronized with your handheld.
Home Screen	Sets whether calendar appointments are shown on the home screen. Also sets the Display name (or other information) that appears on the home screen.
Notification	Sets the volume level and ring type for email and alarm notification.
	Note: You can use the Quick Settings menu to turn notifications on/off or make them silent. Vibrate - No Tunes makes your tune notifications vibrate instead. Suppress Notifications shuts down all notifications (tune and vibrate).
Owner	Enables you to enter an owner name and other information (for example, your address and phone number). This information appears on the password protection screen when your handheld is locked.
Screen	Sets the contrast between screen background and text. Also, sets the font size for onscreen text.

Option	Description
Security	Enables and disables the handheld password. Also sets the time interval for a security lockout.
Status	A detailed description of handheld status, such as Free Memory and handheld Serial Number.

Using Autotext

Your handheld includes an Autotext feature to help you compose text. For example, as you type, Autotext automatically types capital letters at the beginning of sentences and translates abbreviations into complete words.

Autotext Features

Item	Description
Capitalization	Words following periods (.) and a space are automatically capitalized.
Punctuation	Pressing Space twice inserts a period (.) automatically at the end of a word or sentence. The next word is capitalized automatically.
Spelling	Commonly misspelled words are corrected. For example, **thier** is replaced with **their**.
Abbreviations	Abbreviations and acronyms are replaced with complete words. For example, **mo** is replaced by **month**.
Variables	Typing **ct** (for current time) automatically inserts the time. Typing **td** (for today's date) automatically inserts the current date.
Special Symbols	In email address fields, pressing Space **twice** automatically inserts an @ symbol. Press Space again to enter a dot (.) symbol. Press Space again to automatically enter a **com** suffix. Continue to press Space to cycle between **.com**, **.net**, **.gov**, and **.org** suffixes.
Numbers	In fields where numbers are expected, you can type numbers without using the Alt key (for example, when you enter a Contact's phone number or use the Calculator).

To view Autotext settings:

1. On the home screen, click Preferences 🔧.
2. Scroll to Autotext and click.

   A list of Autotext settings appears. These settings show the substitutions Autotext makes as you type.

```
Autotext
acn (can)
adn (and)
ahd (had)
ahppen (happen)
ahue (have)
alot (a lot)
amde (made)
amke (make)
arent (aren't)
bc (because)
beleif (belief)
cant (can't)
certian (certain)
chief (chief)
couldnt (couldn't)
ct (<TIME>)
didnt (didn't)
doesnt (doesn't)
```
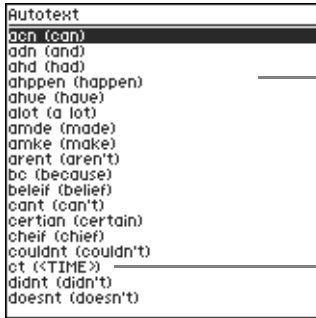
— List of Autotext substitutions

<TIME> substitutes the current time for "ct". <DATE> substitutes the current date for "td".

To change an Autotext setting:

1. Scroll to select the setting you want to change. Click and choose Edit from the menu.

```
Autotext                Edit
cheif (chief)           Delete
couldnt (couldn't)      New
ct (<TIME>)             Close
didnt (didn't)
doesnt (doesn't)
dont (don't)
ehr (her)
emial (email)
esle (else)
eyt (yet)
feild (field)
hadnt (hadn't)
hasnt (hasn't)
havent (haven't)
hel (he'll)
heres (here's)
hes (he's)
hows (how's)
```

— Click to edit the setting.
— Click to delete the setting.

An edit screen appears.

2. Type new replacement text as desired.

```
Edit Autotext
When I type: doesnt
Replace it with: doesn't|
                    Edit Autotext
                    When I type: doesnt
                    Replace it with: does not|
```
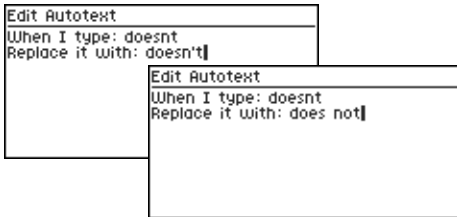
3. When you've finished making the change, click the scroll wheel.
    Then choose Save from the menu.

```
Edit Autotext              Save
When I type: doesnt        Cancel
Replace it with: does not|

                    Autotext
                    cheif (chief)
                    couldnt (couldn't)
                    ct (<TIME>)
                    didnt (didn't)
                    doesnt (does not)
                    dont (don't)
                    ehr (her)
                    emial (email)
```
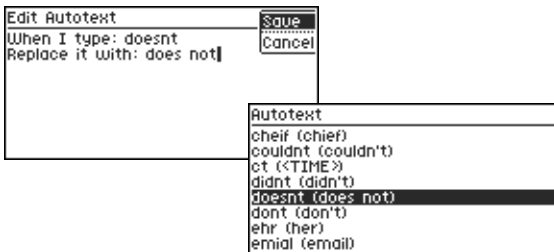
The Autotext settings are updated to show your change.

To add a new Autotext setting:

1. In the Autotext screen, click and choose New from the menu.
    An edit screen appears.

2. Define a new setting. Be sure to include both the original and
    replacement text.

3. Click the scroll wheel, then choose Save from the menu.
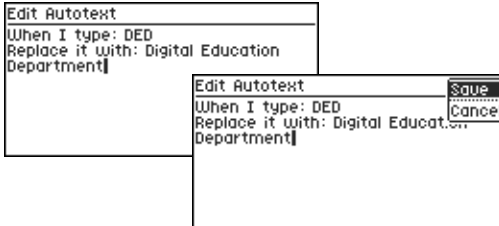
The Autotext screen reappears with the new setting you added.

Setting you added

Passwords

You can add a password to your handheld to prevent unauthorized use. Passwords are case sensitive and can include letters, numbers, and symbols.

This section includes information on:

- Adding a password
- Locking and unlocking your handheld
- Disabling a password
- Changing a password

Adding a Password

To add a password:

1. Open Preferences and click Security.

```
Preferences
About GoodLink
Autotext
Date/Time
Email Delivery
Help
Home Screen
Notification
Owner          Security
Screen         Password:          ▼ Disable
Security       Security Timeout:   ▼ 1 hour
Status
Development
```
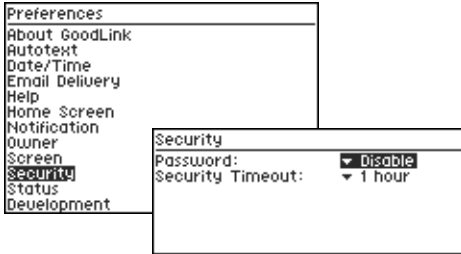
2. Choose Enable from the Password menu.
3. Type a password (at least four characters) for your handheld. The password is case-sensitive. You can use any characters that you can type on the keyboard. Then press Enter.

```
Security
Password:          Enable  e
Security Timeout:  Disable r
           Security
           Password:          ▼ Enable
           Security Timeout:   ▼ 1 hour

                   Security
                   New password:
                   ****
```
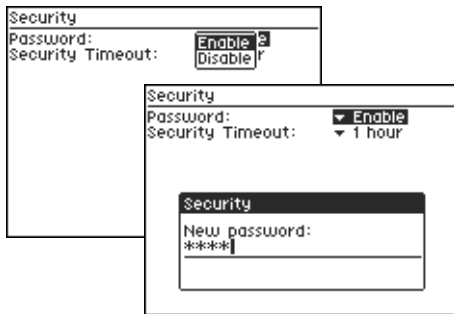
A confirmation screen appears asking you to enter the password again.

4. Retype your password. Then press Enter.

5. Choose a Security Timeout for the handheld.
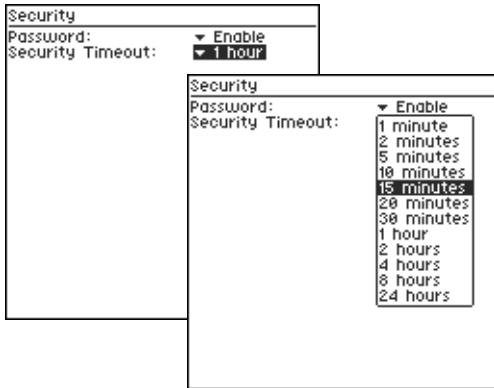
Time intervals range from 1 minute to 24 hours. Once a timeout is set, your handheld is locked automatically if it's inactive for the time specified.

6. When you finish setting the password and timeout, press Escape.

The preferences list reappears.

Once you enable the password, you must enter it whenever:

• You turn on or reset your handheld.

• The security timeout is activated.

• You lock your handheld (by choosing the Lock command on the Quick Settings menu).

Locking and Unlocking Your Handheld

To lock your handheld, click Quick Settings ▓. Then choose Lock.
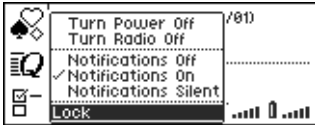
When your handheld is locked, you must enter your password to unlock it.

To unlock the handheld, type your password and press Enter.

Important: If your handheld is locked, you have up to ten consecutive tries to enter the correct password. As a security measure, after ten unsuccessful tries, your user data is automatically removed from the handheld. You'll receive a warning message before this happens. If user data is removed, you'll need to set up your handheld again to use it.

Tip: Use the Preferences > Owner setting to enter information that appears on the screen when your handheld is locked. This can include your full name, address, and contact information.
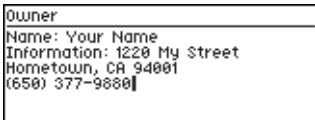
Disabling a Password

To disable the password:

1. Open Preferences and click Security.
2. To access the security settings, enter your password and click Ok.
3. Choose Disable from the password menu.

Changing a Password

To change the password:

1. Open Preferences and click Security.
2. To access security settings, type your current password and press Enter.
3. Choose Enable from the password menu.

```
Security
Password:          Enable a
Security Timeout:  Disable r

    Security
    Password:          ▼ Enable
    Security Timeout:  ▼ 1 hour

        Security
        New password:
        ****|
```
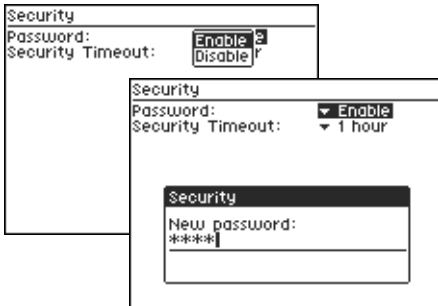
4. Type a new password (at least four characters) and press Enter. Enter the password again to confirm the change.

Changing the Time Zone

The time and date on your handheld is set automatically from Outlook. However, when you're traveling, you may wish to change the time zone on your handheld to reflect local time.

To change the time zone:

1. Open Preferences and click Date/Time.
2. Select the time zone and click.

```
Preferences
About GoodLink
Autotext
Date/Time
Email Delivery
Help
Home Screen
Notification
Owner
Screen
Security
Status
Development
```
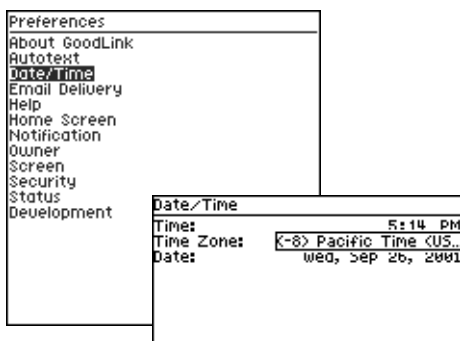
```
Date/Time
Time:                    5:14 PM
Time Zone:  (-8) Pacific Time (US...
Date:         Wed, Sep 26, 2001
```
Time zones are defined relative to Greenwich Mean Time (GMT).

Rotate the scroll wheel to scroll through a list of time zones.
3. When the correct time zone appears, click the scroll wheel.

Battery Maintenance

The battery indicator on the home screen shows battery strength for your handheld.

▯ ▪▪▪▪ —— Battery strength is high.

▯ ▪ —— Battery strength is low.

Tip: Some things you can do to maximize battery life include:

• Use email filters to block messages from non-critical sources.

• Change notifications to tone rather than vibrate. It requires less power.

• Turn off the handheld radio when traveling on airplanes or other out-of-range situations.

• Where possible, use multiple recipients for email messages rather then sending the message more than once.

Recharging the G100 Battery

The G100 contains a rechargeable battery. When the battery indicator is low, you'll need to recharge the battery. Use the charging cable to do so.

To recharge the battery:

1. Make sure one end of the power cord is attached to the handheld.

2. Make sure the other end of the power cord is plugged into a power outlet.

A charging symbol appears on the home screen when the handheld is charging.

⚡.ııı ——— Battery is charging.

◻.ııı ——— Battery is fully charged.
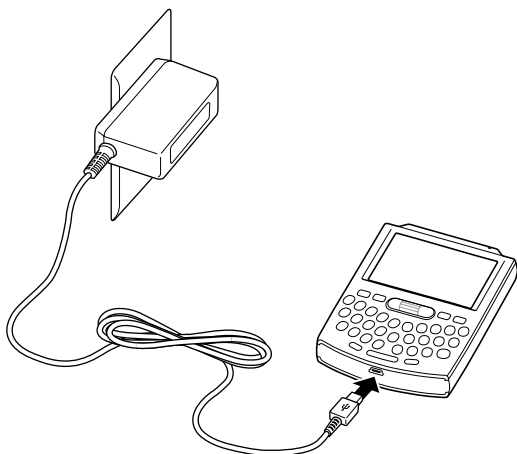
Data Storage and Aging

Personal information and email on your handheld is stored indefinitely, with the following exceptions:

- Each of the onboard applications is guaranteed a certain amount of memory for data storage. The rest (2.2MB) is available for extra data storage by any of the applications.

- If storage space becomes an issue, calendar appointments and meetings older than two months are removed from the handheld, but are not deleted from the user's Exchange server account. If more space is required, calendar data older than three days is removed.

- Email can contain a maximum of 5000 messages. At minimum, the Email application stores at least 250 messages (the approximate number of messages that can fit in the Email guaranteed space).

- When email must be removed, messages older than two weeks in the Deleted Items folder are removed first. Then, messages older than two months in any folder are removed. Then, messages older than two weeks. Then, messages older than two days. Messages are removed one day at a time until enough space has been freed. The messages aren't deleted in Outlook.

- You can mark critical email messages so that they are not removed. To mark the message, choose "Mark Permanent" from the context menu.

```
From: David Smith    | Reply
Subject: Who uses t   | Reply All
Now is the time to    | Forward
add it all up and t   | Mark Unread
probably be in gre    | Mark Permanent
than the most avi     | Move...
or not.               | Delete
                      | Block Sender
Thanks to Dave for    | Close
this. More detail is available at:
```
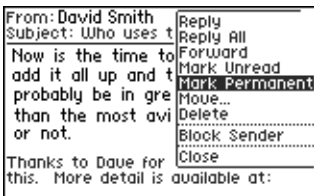
- If space is needed, completed tasks older than one week are deleted.

- If space becomes an issue, incoming data for the application will be stopped (refused). If you delete data on the handheld to free up space, and then reset the handheld (Alt-Cap-Backspace), the stopped data will begin flowing again. No new incoming data is lost. It is held by the GoodLink Server and then sent when space becomes available.

If your handheld runs out of space for new contacts, notes, or tasks, and data aging cannot solve the problem, you must delete existing contacts, notes, or tasks to make room for the new ones. Do this from the handheld, not from Outlook. To preserve contacts, notes, or tasks before deleting them from the handheld, use the Outlook Export

feature on your PC. Note that you export the data from Outlook and your PC and then delete it from the handheld.

Moving Servers or Changing Email Addresses

If your email administrator moves your account from one GoodLink Server to another or changes your email address, you'll need to set up your handheld again. Otherwise, your applications will not be synchronized. For more information, see the *GoodLink Installation Guide.*

Important: When you set up your handheld again, email messages are removed from your handheld, but remain in Outlook. Only new messages sent or received after you complete the setup will appear on the handheld.

A   Appendix

This chapter contains information on the following:

- Safety and regulatory information
- FCC statements
- Handheld specifications
- Warranty and license agreements

Be Good. Be Safe.

Please do not use while driving or engaged in any other activity that requires your full attention.

Safety and Regulatory Information

This product was tested for conformance to various national and international regulations and standards. The scope of this regulatory testing includes electrical and mechanical safety, electromagnetic emissions, immunity, acoustics and hazardous materials. When required, approvals are obtained from third party test agencies. Approval marks appear on the product label. In addition, various regulatory bodies require some information under the headings noted below.

FCC Statement (USA only)

This equipment has been tested and found to comply with the limits of a Class B digital device pursuant to part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Any changes or modifications not expressly approved by Good Technology could void the user's authority to operate this equipment. Use of a shielded interface cable is required to comply within the Class B limits in part 15 of the FCC rules.

Exposure To Radio Frequency Energy (SAR)

In order to comply with FCC RF exposure safety guidelines users MUST use a Good Technology brand body-worn accessory during body-worn operation. Use of accessories not provided by Good Technology or that have not been tested for RF exposure compliance with this product may not comply with the FCC RF exposure safety guidelines and should not be used.

See http://www.fcc.gov/oet/rfsafety/ for more information on RF exposure safety.

Specifications

Physical Specifications

Item	Description
Weight	5.0 oz. (141.8 g) including rechargeable battery
Size	4.6 inches long x 3.1 inches wide x 0.70 inches high
Memory	5MB Flash memory, 0.5 MB SRAM

Display and Controls

Item	Description
Display	Full graphic LCD and backlighting
	160 x 160 pixel viewing area
Controls	Scroll wheel for scrolling and selecting
	33-key QWERTY-style keyboard Additional Escape key and Power-On key
Message Notification	Audible beeper; mechanical vibrator; user-configurable alert options.
Ports	RS-232-compatible serial port at operating speeds up to 115 200 baud

Power Specifications

Item	Description
Battery	Internal Lithium cell

Environment Specifications

Item	Description
Operating Temperature	-10º C to +60º C
Storage Temperature	10º C to +30º C
	Keep the handheld under these conditions. Storage in high temperatures can damage the internal lithium cell.
Relative Humidity	5-95%, non-condensing

Radio Specifications

Item	Description
Network Support	900 MHz Mobitex networks
Interface Protocols	MASC (Mobitex Asynchronous Communications) Protocol

Radio Specifications

Item	Description
Transmitting Frequency	896 to 902 MHz, 12.5 kHz channels
Receiving Frequency	935 to 941 MHz, 12.5 kHz channels

Regulatory Compliance

Item	Description
Handheld Compliance	FCC Part 15 Class B, Part 24, and Part 90 Industry Canada RSS 119 and RSS-134
Charging Cable	FCC Part 15 Class B Declaration of Conformity (DoC)

Statement of Limited Warranty

The warranty provided by Good Technology, Inc. ("Good") in this Statement of Limited Warranty applies only to handheld devices (excluding any alkaline batteries included with the devices), device holsters, and cradles you originally purchase for your use, and not for resale, from Good or a Good authorized distributor ("Hardware").

Good warrants that for a period of one (1) year from the date of shipment from Good that the Hardware will be free from defects in material and workmanship under normal use. This limited warranty extends only to you as original purchaser. Your sole and exclusive remedy and the entire liability of Good and its suppliers under this limited warranty will be, at Good's option, shipment of a replacement unit, or a refund of the purchase price if the Hardware is returned to Good, or its designee. At Good's option, replacement Hardware and parts may be new, repaired to equivalent to new, or refurbished. Replacement units assume the remaining warranty of the Hardware they replace. All articles must be returned in accordance with Good's then-current Return Material Authorization (RMA) procedure.

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Appendix

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