

# GoodLink™

Wireless Corporate Messaging System  
For Good™ G100

## User's Guide

Version 1.5

*Beta 3*

**User's Guide**

**Proprietary and Confidential – Beta 3**

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User's Guide for Good G100

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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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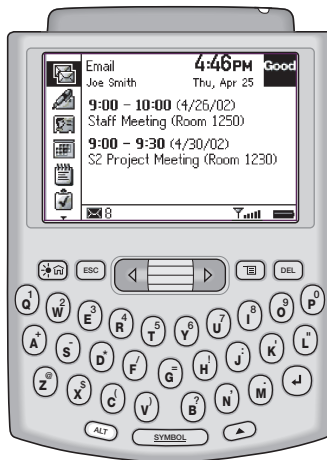
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# 1 Overview

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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 Good G100 wireless handheld

## Overview

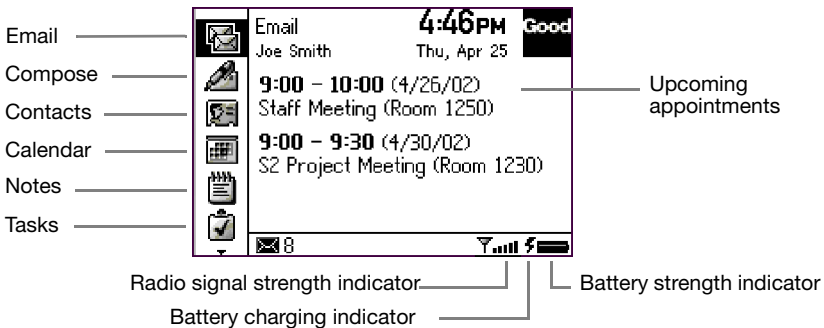
GoodLink provides mobile users with a continuously synchronized wireless connection to their company servers, so they can instantly access up-to-date corporate email, secure attachments, contacts, calendar, notes, and tasks when traveling.

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

GoodLink application software, which runs on the Good G100 wireless handheld, is fully compatible with your Microsoft® Outlook® environment.





## **GoodLink Features and Benefits**

- GoodLink gives you complete, remote control of your email account.

This includes sending and receiving email messages as well as deleting and filing messages. New email messages are automatically sent to your handheld. GoodLink also includes customizable alarms, notifications, email signatures, and the capability to block messages from particular senders.

- 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<sup>®</sup> (\*.doc), Adobe Acrobat<sup>®</sup> (\*.pdf), Power Point<sup>®</sup> (\*.ppt), Excel<sup>®</sup> (\*.xls), WordPerfect<sup>®</sup> (\*.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.

### Good G100 Features and Benefits

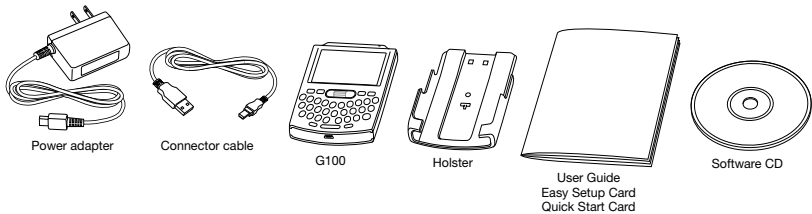
- Clear, crisp gray-scale display screen—G100 maximizes viewable data on a small, high-resolution, 212 x 138 pixel screen that can display up to 12 lines of text. A 16-level gray-scale display delivers the richness of color in a low-power alternative.
- Quick-type thumb-board—An ergonomically designed QWERTY thumb keyboard provides a superior typing experience on a small handheld. The V-shaped layout and contoured key shape on G100 work together to create an intuitive keyboard with positive tactile feedback for fast, efficient typing on the go.
- Ambidextrous navigation bar—Unique and easy-to-find navigation controls provide quick, intuitive, and easy one-handed navigation of G100. A center-mounted scroll wheel provides one handed navigation with either the right or left hand. Integrated Left and Right keys make navigating calendar entries and editing text intuitive and fast. The Home, Escape and Menu keys also provide navigation speed.
- True connect antenna—G100's unique antenna and wireless radio design provide excellent nationwide wireless reception on a 900MHz Mobitex network. The design is optimized to access wireless coverage inside buildings and in remote areas.
- Backlit screen and keyboard—For best performance in low-light environments, G100 includes a backlight feature that can illuminate both the display and the keypad so users can keep reading and typing.
- GoodLink wireless corporate messaging software —G100 is powered by GoodLink Applications software and GoodLink Service to provide a complete package for continuously synchronized wireless corporate messaging. GoodLink provides wireless synchronization between G100 and your existing Microsoft® Outlook® account with no cradle required.
- GoodInfo wireless information system software—G100 also supports optional GoodInfo Applications software that lets you wirelessly access Web-based applications and information from

your handheld. GoodInfo makes it easy to request information via simple queries and receive responses via GoodLink— from corporate applications and popular Web sites.

- Battery-saving features— G100 includes power management features to extend battery life. Sensors turn off the screen when the handheld is stored in the holster. Screen preferences for displaying a static Power Saver screen or turning off the screen completely during periods of inactivity let you further reduce power consumption and extend battery life.

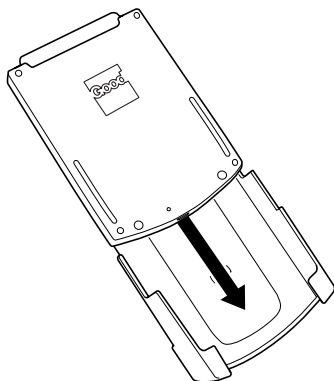
## Package Contents

Your package includes the following items:



## Overview

**Handheld and Holster.** G100 comes with a holster that includes a belt clip. When the handheld is in the holster, the screen automatically turns off to reduce power consumption. To extend battery life, store the handheld in the holster when you're not using it. (For other ways to extend battery life, see "Extending Battery Life" on page 25.)



Storing G100 handheld in the holster

**AC Power adapter and charging cable.** Hardware for recharging your handheld's internal battery. (An optional adapter for charging the handheld in an automobile is also available.)

**USB Connector Cable.** The USB connector cable can be used to set up your handheld if your email administrator does not perform this task for you. A USB cable is not required for synchronization; GoodLink provides full wireless synchronization.

**GoodLink Desktop Software Installation CD.** The CD includes software 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

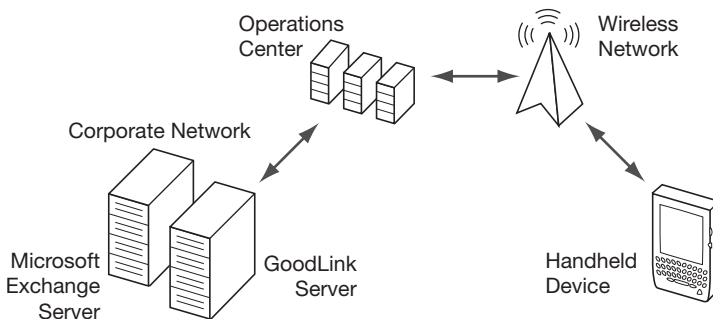
already set up, this card might not be included.) The Quick Start card contains a summary of important keyboard commands.

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

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

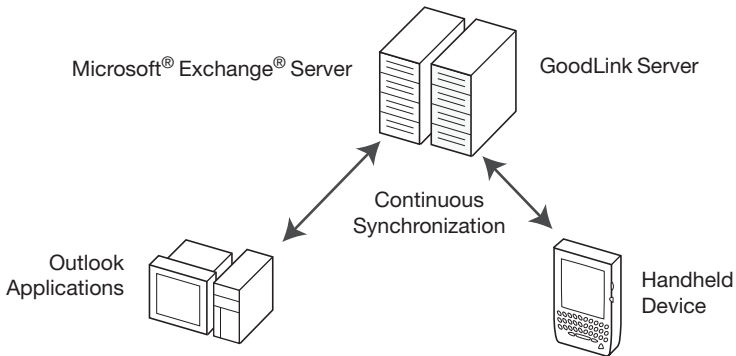
## System Overview

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



## Overview

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.)



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.

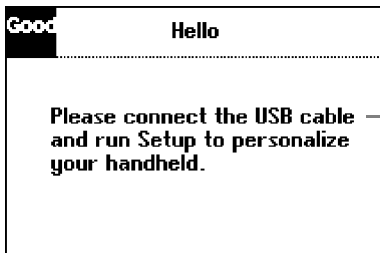
## For Additional Information

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

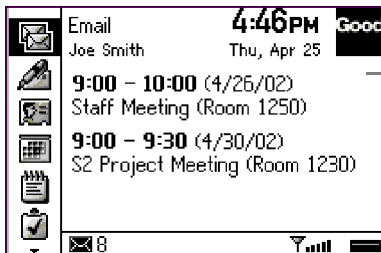
# 2 Tutorial: Sending an Email Message

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 *Installation Guide* located on the GoodLink Applications software CD.

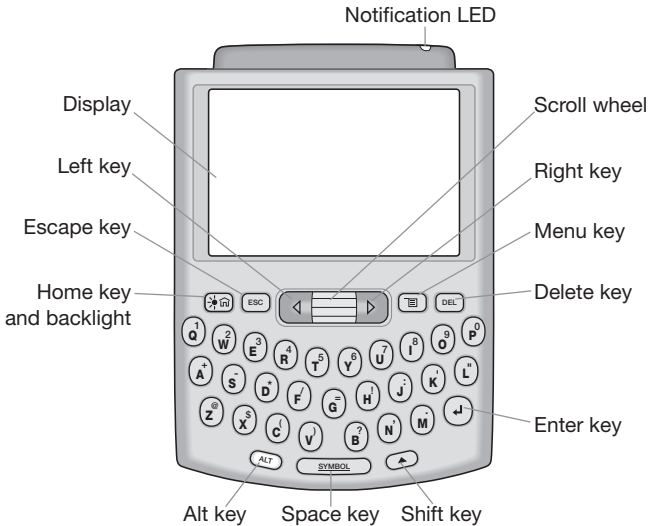


If this message appears, your handheld is not set up.




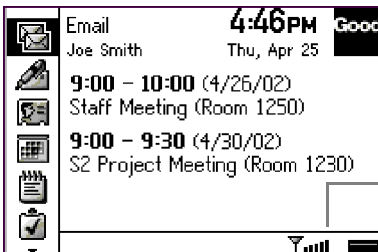
If your handheld is set up, the home screen appears.


## Keyboard and Controls




## Composing a Message

1. If necessary, turn on your handheld by pressing the Home key .
2. Make sure the radio is turned on and the signal strength is high.



*Note:* If the radio is turned off, turn it on by rotating the scroll wheel until the Quick Settings icon  is selected. Click (press and

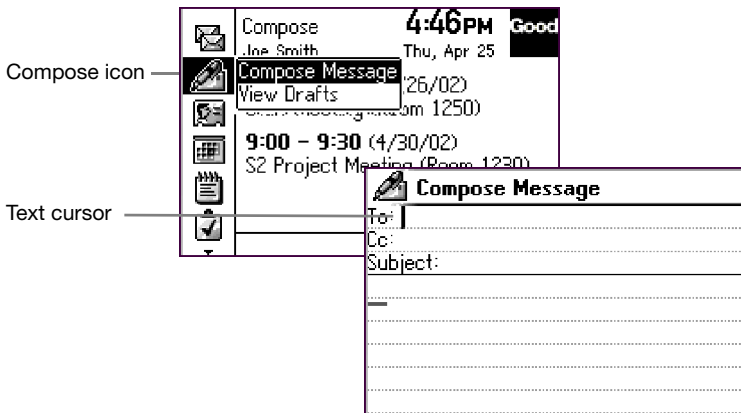


- release) the scroll wheel, rotate the scroll wheel until Turn Radio On is selected on the menu, and then click the scroll wheel again.
3. On the home screen, rotate the scroll wheel until the Compose icon  is selected. In this guide, this action is called *scrolling*.
  4. Click (press and release) the scroll wheel. In this guide, this action is called *clicking the scroll wheel*, or *click* for short.

A menu appears with the Compose Message and View Drafts commands.

5. With Compose Message selected, click the scroll wheel.

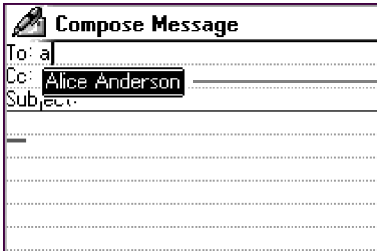
A new, blank email message appears with a text cursor in the address field. The text cursor marks the insertion point for text as you type.



## Tutorial: Sending an Email Message

### 6. Type an email address.

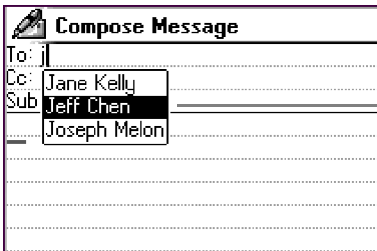
As you type, a list of your contacts appears that match the text you have typed. You can type a full email address that isn't in your Contacts list on your handheld (such as *tom\_cho@company.com*), or you can choose a contact from the list.



List of contacts whose first name, last name, or initials match the text you type

To choose a contact, rotate the scroll wheel until the contact you want to use is selected. 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.

- When you have finished entering the address, fill out the rest of the email message.

Rotate the scroll wheel to scroll between lines. Press the Right and Left keys to move the text cursor on a line.

- 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 this test message.

As you type, you might notice the 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*.

- When you have finished typing the message, press the Menu key (⌘) to display a menu.



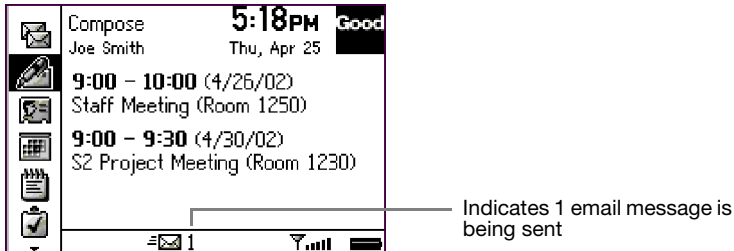
Press the Menu key to display a menu.

- Choose Send by clicking the scroll wheel.

The home screen reappears. While the message is being sent, you'll see a Sending Mail icon (✉) at the bottom of your screen.

## Tutorial: Sending an Email Message

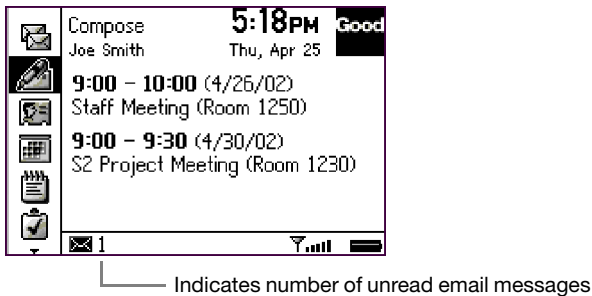
After the message is sent, the icon disappears.




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

## Checking the Message

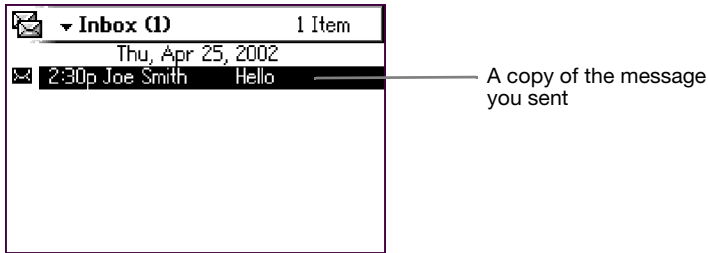
After a few moments, you should receive a notification indicating a new message has arrived.



To check the message:

1. Scroll up to the Email icon  and click.

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



2. To open the message, scroll (if necessary) until the message header is selected and then click. This is like double-clicking a message in Microsoft Outlook to view it. You can also press the Menu key and then choose Open from the menu.

When you have finished viewing the message, press the Escape key to return to the Inbox. You can also press the Menu key and then choose Close from the menu.

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.

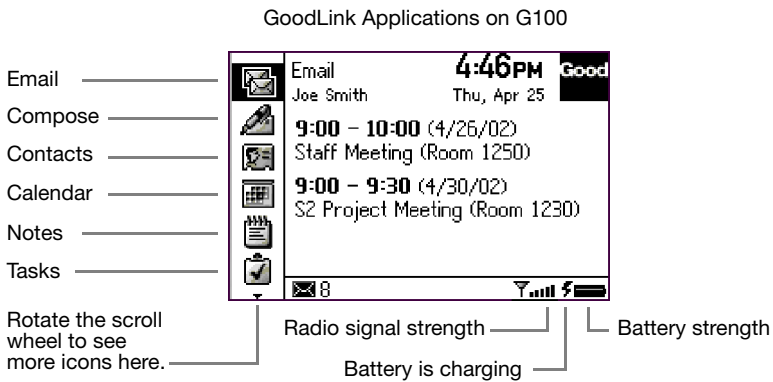
5. Open your handheld Inbox and check to make sure the message is gone.

Congratulations! You 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.



# 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.



For details on using additional GoodLink Applications such as Contacts, Calendar, Notes, and Tasks, see “Additional Applications” on page 65.

## 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 49.

- 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.


- Notes

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

- Tasks

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



You don't need a USB cable 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 radio 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 within applications
- 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.

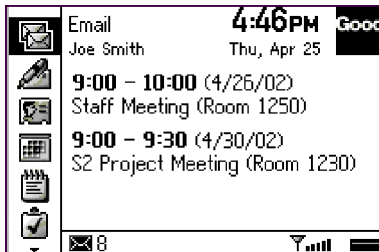
To open an application:

1. With the home screen displayed, rotate the scroll wheel until the application icon is selected.

## Using GoodLink Applications – Basics and Email

- Click (press and release) the scroll wheel to open the application. If a menu appears after you click the scroll wheel, scroll to choose a menu command and then click the scroll wheel again.

Scroll to select the icon, then click.



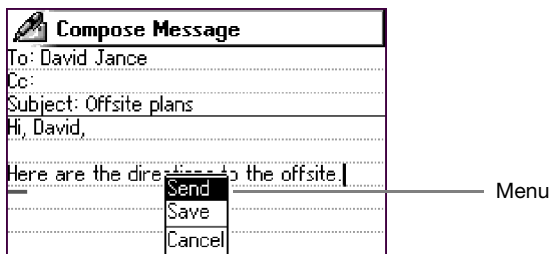
## Using Menus Within Applications

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

To choose a command from a menu within an application:

- With an application open, press the Menu key.

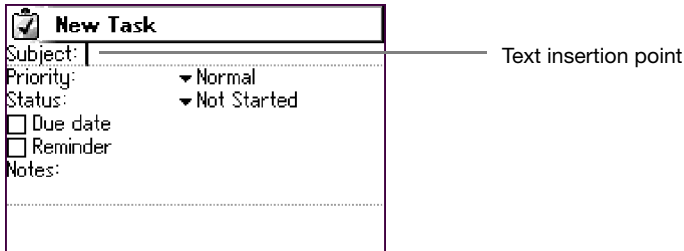
A menu appears on the screen. Menu commands vary depending on the context of the task. For example, if you press the Menu key when you are composing a message, the following menu appears.



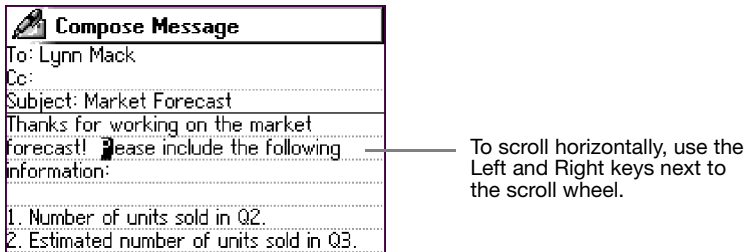
- Rotate the scroll wheel until the command you want to choose is selected.
- Click the scroll wheel to choose the command.

## Setting the Text Insertion Point

In text documents such as email messages, notes, tasks, or options, a text cursor (I) marks 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.



To scroll horizontally through lines of text, use the Left and Right keys on each side 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

## Using GoodLink Applications – Basics and Email

To turn a setting on or off:

1. Rotate the scroll wheel until the checkbox is selected.
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.

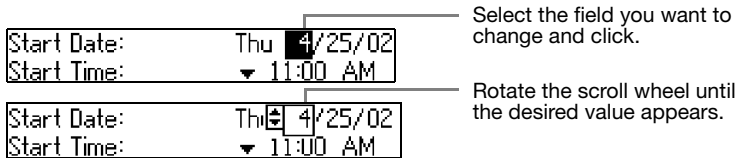
## Changing Dates and Times

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.



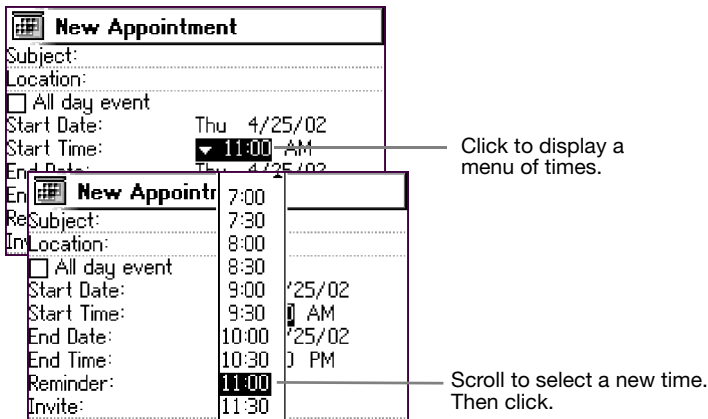
2. Click to choose the setting.

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.



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

## Using the Home Key

The Home key has three functions:

- If the handheld is turned on and you are using an application, press the Home key (⌘) to return to the home screen.
- If the handheld is turned on and you are in a dark environment, press and hold the Home key for one second to turn on the backlight. Alternatively, you can press Alt-Home. For more information, see “Turning On the Backlight” on page 24.
- If the handheld is turned off, press the Home key to turn the power on. For more information, see “Turning the Handheld On and Off” on page 30.

## Using the Escape Key

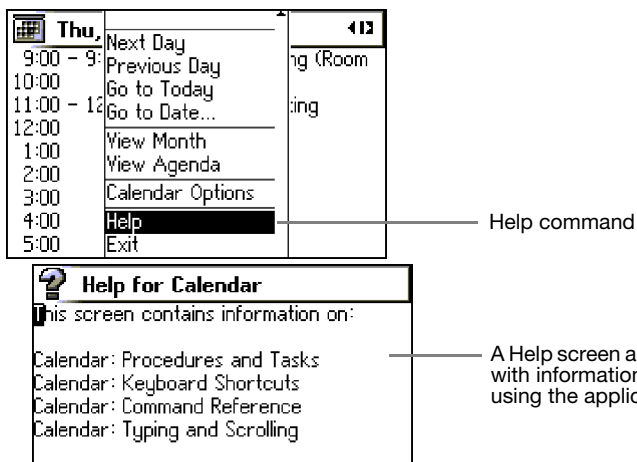
To return to a previous screen or quit from a menu, press the Escape key.

## Getting Help

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

To get Help:


1. With an application open, press the Menu key.
2. Choose Help from the menu.



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







## Turning On the Backlight

When using your handheld in low-light situations, such as in a dark room or at night, you can turn on a backlight to help you see the handheld's display.

To turn on the backlight, hold down the Home key  for one second. Alternatively, you can press Alt-Home. The backlight will remain on until the handheld is inactive for a period of 15 seconds.

## Extending Battery Life

The battery indicator on the home screen shows the strength of your handheld's battery.

-  — Battery strength is high.
-  — Battery strength is medium high.
-  — Battery strength is medium.
-  — Battery strength is medium low.
-  — Battery strength is low.
-  — Battery is at minimum charge.

To extend battery life, you can:

- Store the handheld in the holster when you're not using it. When the handheld is in the holster, the screen automatically turns off to reduce power consumption.
- Reduce power consumption during periods of inactivity by using the Power Saver and Turn Off Screen preferences. (See "Using Screen Preferences to Reduce Power Consumption" on page 27.)
- Recharge the handheld's battery at night or whenever you aren't using the handheld.
- Use the Block Sender feature to block messages from non-critical senders. (See "Blocking Messages from a Sender" on page 53.)
- Change notifications to tone rather than vibrate. A tone 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 than sending the message more than once.

## Recharging the G100's Battery

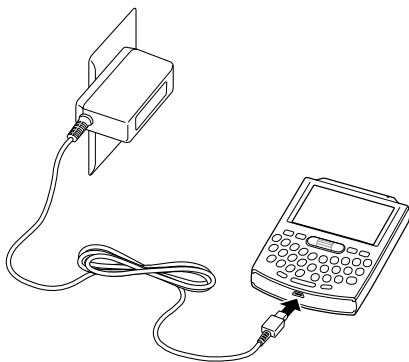
G100 contains an internal, rechargeable battery that you recharge with the power adapter and charging cable.

If the battery is completely drained, the handheld will not operate. You must recharge the battery for at least 20 to 30 minutes. When the handheld is connected to the power adapter and the battery is completely drained, the LED on the top of the handheld turns red.



When the LED turns off but the battery strength indicator is low, you can use the handheld while the battery is charging. You should continue charging the battery until it is fully charged.

To recharge the battery:

1. Connect one end of the charging cable to the handheld.
2. Plug the power adapter into a AC power outlet.



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


-  Battery is charging.
-  Battery is fully charged.



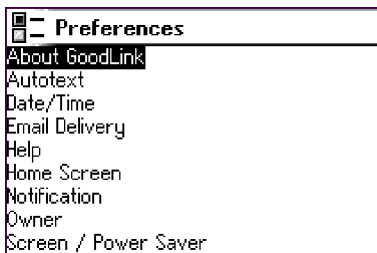
## Using Screen Preferences to Reduce Power Consumption

You can extend battery life by using two screen preferences to reduce power consumption during periods of inactivity. The Power Saver preference displays a static Power Saver screen that shows some of your meetings after a specified period of inactivity. The Turn Off Screen preference turns the screen off completely after a specified period of inactivity. You can use either or both screen preferences.

To set screen preferences:

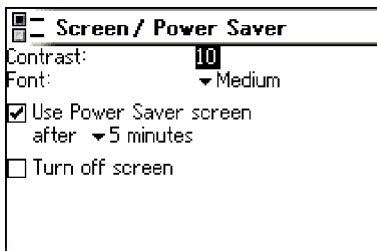
1. On the home screen, scroll to the Preferences icon  and then click.

A list of preferences appears.



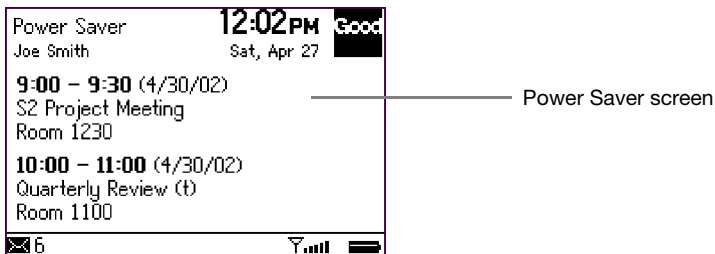
2. Scroll to Screen/Power Saver and click.

The Screen/Power Saver preferences appear.



3. Do either or both of the following:
  - To display a static Power Saver screen that shows some of your meetings after a specified period of inactivity, click Use Power Saver Screen. Then choose a time period of inactivity from the Power Saver menu.
  - To turn the screen off completely after a specified period of inactivity, click Turn Off Screen. Then choose a time period of inactivity from the Turn Off Screen menu.
4. Click Escape to return to the list of Preferences.

To turn the screen on after either screen preference has taken effect, rotate the scroll wheel or press any key.








The screen also turns on when you connect the handheld to an AC power source with the charging cable, or when you connect the handheld to a powered-up computer with the USB cable.


## Turning the Radio On and Off

The handheld's 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.)

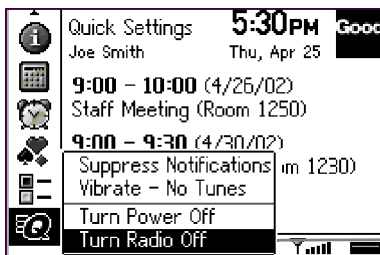
The following indicators appear at the bottom of your screen to indicate the radio signal strength and when the radio is off. Make sure the signal strength indicator shows one or more bars. The bars indicate you are in range of the wireless network.

-  — Radio signal strength is high.
-  — Radio signal strength is medium.
-  — Radio signal strength is low.
-  — Radio coverage is currently unavailable.
-  — Radio is turned off.

To turn the radio on or off:

1. On the home screen, scroll to the Quick Settings icon  and then click.


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




Click to turn the radio off.

*Note:* If you use the Quick Settings menu to manually turn the radio off, the radio remains turned off after you turn the handheld power off and on again. If you want the radio turned on again, use the Quick Settings menu to turn it on manually.

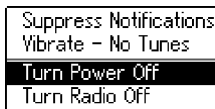
## Turning the Handheld On and Off

To turn your handheld on, press the Home key .

To turn your handheld off:

1. On the home screen, click the Quick Settings icon .

The Quick Settings menu appears.




Click to turn power off.

2. Choose Turn Power Off.

*Note:* If the radio is turned on (in the Quick Settings menu) when you turn the power off, the radio is also turned off automatically. In this case, when you turn the power on, the radio will also be turned on automatically. However, if you use the Quick Settings menu to manually turn the radio off before turning the power off, the radio remains off when you turn the power back on. You must manually turn the radio back on by using the Quick Settings menu.

## Resetting Your Handheld

Resetting your handheld is similar to restarting your PC. Occasionally a procedure requires that you reset the handheld.






To reset the handheld, press Alt-Shift-Del. This method of resetting the handheld preserves the handheld's currently assigned date and time. You can also insert a small, thin instrument (such as the end of a paper clip) in the Reset pinhole on the back of the handheld. This method of resetting the handheld also resets the handheld's currently assigned date and time. To reassign the current date and time, click the Preferences icon  on the home screen and set the Date/Time preference.

## 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*

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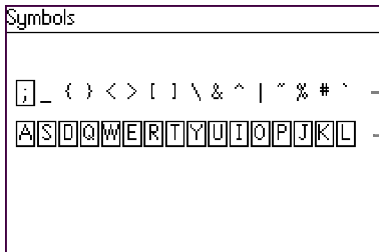
Key	Function
Space	<p>Press the Space key to type a blank space.</p> <p>In email addresses, press Space twice to enter an @ symbol. Press Space again to enter a dot (.) in an email address. Press Space again to automatically enter a <b>com</b> suffix. You can continue to press Space to cycle through <b>.com</b>, <b>.net</b>, <b>.gov</b>, and <b>.org</b> suffixes.</p> <p>When typing text in a message body, note, or task, you can press Space twice to enter a period.</p>
Shift + letter	<p>To type upper-case letters, hold down the Shift key  and 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 Shift key and then press a letter key.</p> <p>When the Shift key is active, an up arrow  appears in the top right corner of all screens except the home and handheld lock screens, where it's in the lower right corner.</p>
Shift Lock	<p>To set the Shift lock, press the Shift key twice. Press Shift again to release the lock.</p> <p>When the Shift lock is active, the Shift Lock indicator  appears in the top right corner of all screens except the home and handheld lock screens, where it's in the lower right corner.</p>
Alt + letter	<p>To type the number or symbol printed in green at the top of a key, hold down the green-colored Alt key  and then press one or more letter keys. Or, press and release the Alt key and then press a letter key.</p> <p>When the Alt key is active, the Alt key indicator  appears in the top right corner of all screens except the home and handheld lock screens, where it's in the lower right corner.</p>

### Basic Keys

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Key	Function
Alt Lock	To set the Alt lock, press the Alt key twice. Press Alt again to release the lock.  When the Alt lock is active, the Alt Lock indicator <b>ALT</b> appears in the top right corner of all screens except the home and handheld lock screens, where it's in the lower right corner.
Enter	Press the Enter key to insert a carriage return.  You can also press Enter (instead of clicking the scroll wheel) to open a selected application or object on the screen (for example, opening the calendar).
Del	Press the Delete key to delete a character to the left of the text cursor.
Alt + Del	Press the Alt and Delete keys to delete a character to the right of the text cursor.

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.



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 59.

## Cutting, Copying, and Pasting Text

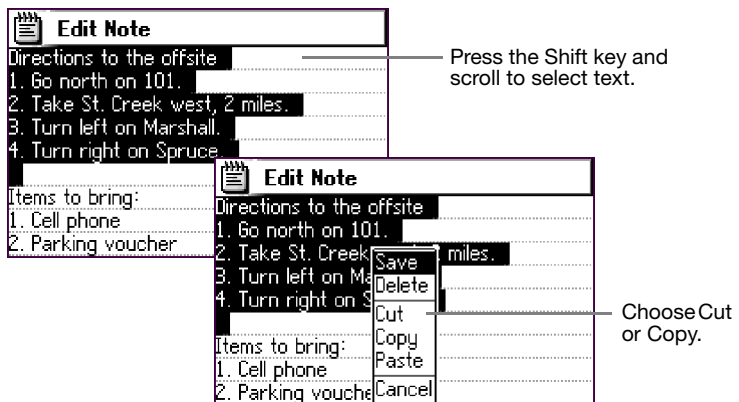
You can cut or copy text within an application to the handheld clipboard. You can then paste the text to another location within the same application (for example, from one email message to another) or between applications (for example, from a task to a message).

To cut or copy text to the clipboard:

1. Open an application and select the text you want to cut or copy.
  - Rotate the scroll wheel and press the Left or Right keys to set the insertion point at the beginning of the text you want to select.

*Note:* You can press the Alt key and rotate the scroll wheel to move the insertion point horizontally one character at a time on a line.

- Press the Shift key.
- Scroll to select the text you want to cut or copy. Hold down the Alt key to scroll one character at a time.



2. Press the Menu key and then choose Cut or Copy from the menu.

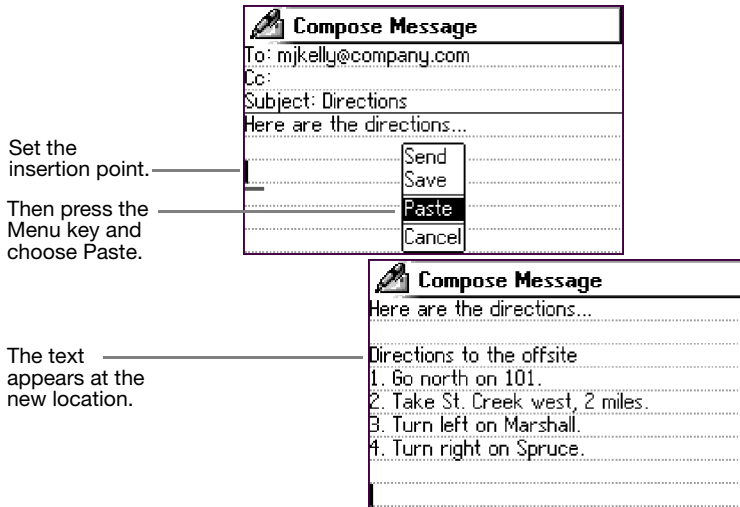
The text is copied to the clipboard, and deleted from the application if you chose Cut.

## Using GoodLink Applications – Basics and Email

To paste text from the clipboard:

1. Navigate to a new location within the application or open a new application.
2. Set the insertion point. Then press the Menu key and choose Paste from the menu.

The text is pasted in the new location.





## 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 senders
- 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.

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 49.

*Note:* If your email is set up to receive messages in a folder other than the Inbox, make sure that the 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 “Synchronizing All Incoming Messages” on page 57.

## Viewing Email Messages










To view email messages in your Inbox:

1. On the home screen, click the Email icon .







Your Inbox appears with a list of messages.

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

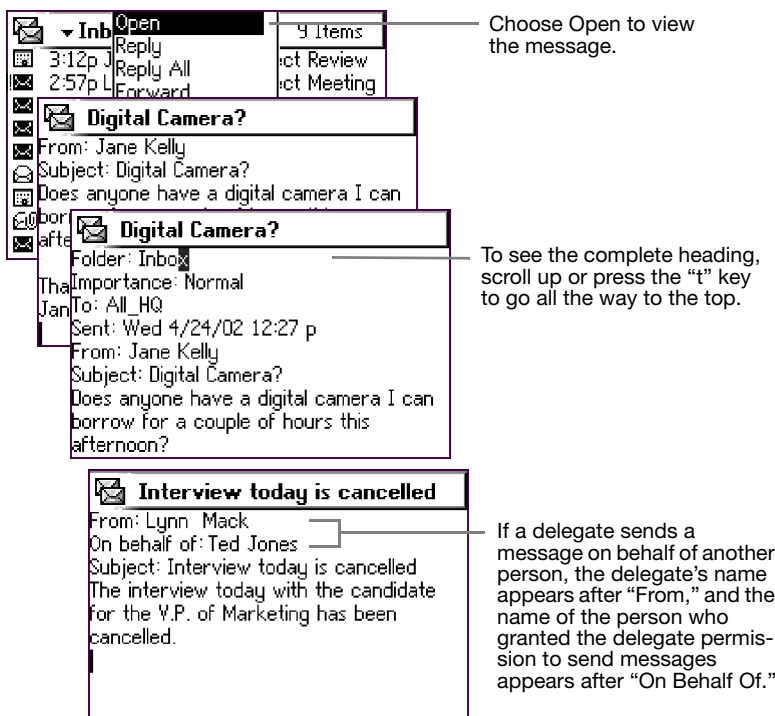
Unread message

	<b>▼ Inbox (6)</b>	9 Items
Wed, Apr 24, 2002		
	3:12p Jane Kelly	Project Review
	2:57p Lynn Mack	Project Meeting
	2:54p Ted Jones	Conference
	2:53p Lisa Boja	New Team
	2:30p Joe Smith	Hello
	2:10p Lynn Mack	Directions to th...
	12:43p Ted Jones	Quarterly Revie...
	12:32p Lynn Mack	Updated Phone...

The icon next to each message indicates its status.

	New, unread message		Opened message
	New, unread message with attachment		Opened message with attachment
	Meeting request		Opened message has loaded additional data
!	Important message		


2. Select the message you want to view and click to open and view the message. Alternatively, you can press the Menu key and then choose Open from the menu.



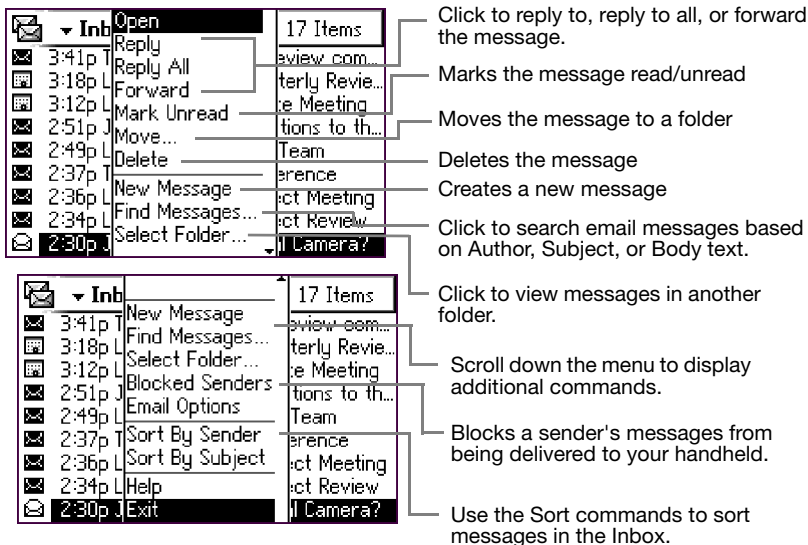
3. When you have finished reviewing the message, do either of the following to close the message and return to the Inbox:
  - Press Escape.
  - Press the Menu key and then choose Close from the menu.

*Note:* To save delivery time and extend battery life, email messages are delivered in sections. For long messages, you may see a [More] indicator at the bottom of the screen. To view the next section of the message, scroll to select [More], then click the scroll wheel. You can

## Using GoodLink Applications – Basics and Email

then either wait for the additional data to download, or you can press Escape to return to the Inbox or home screen and have the data load while you are doing other tasks. After the additional data has been delivered, the  icon appears next to the opened message.

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



The image shows two screenshots of an email application's context menu. The top screenshot shows the menu with the 'Open' option selected, and the bottom screenshot shows the menu with 'Sort By Sender' selected. Callouts with lines pointing to specific menu items provide instructions for each action.

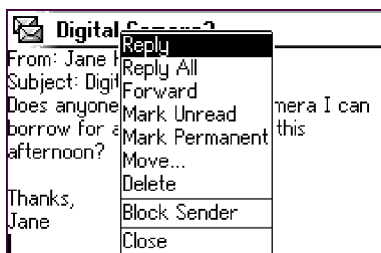
Menu Item	Description
Open	Click to reply to, reply to all, or forward the message.
Reply	
Reply All	
Forward	
Mark Unread	Marks the message read/unread
Move...	Moves the message to a folder
Delete	Deletes the message
New Message	Creates a new message
Find Messages...	Click to search email messages based on Author, Subject, or Body text.
Select Folder...	Click to view messages in another folder.
New Message	
Find Messages...	
Select Folder...	Scroll down the menu to display additional commands.
Blocked Senders	Blocks a sender's messages from being delivered to your handheld.
Email Options	
Sort By Sender	
Sort By Subject	Use the Sort commands to sort messages in the Inbox.
Help	
Exit	

## Responding to Email Messages

To respond to email messages:

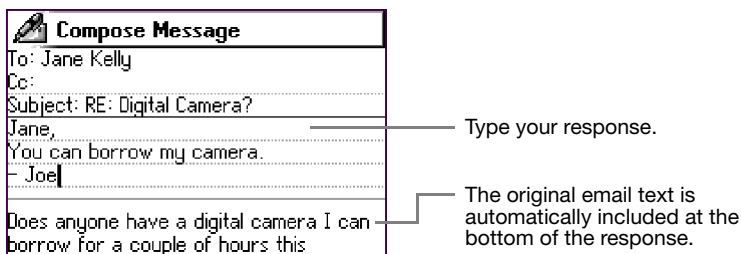
1. Open the message you want to respond to.

2. Press the Menu key and choose Reply or Reply All.



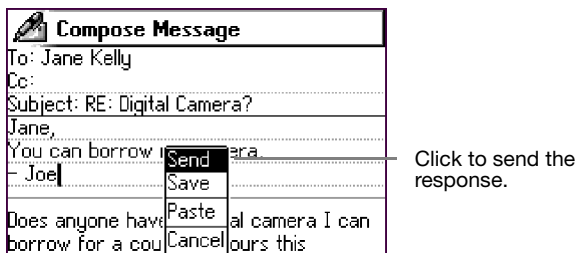
A response screen appears.

3. Type your response.



*Note:* 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.

4. When you have finished your response, press the Menu key and choose Send.



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

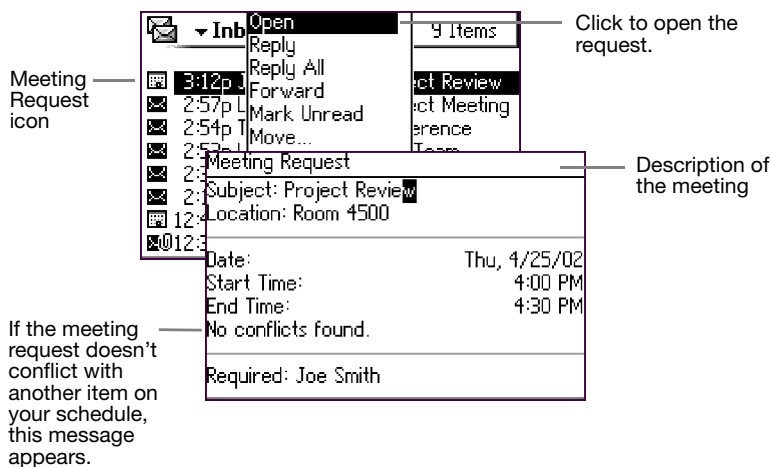
### Responding to a Meeting Request

You can use your handheld to respond to a meeting request. Meeting requests are sent to you when another user invites you to a meeting by creating a new appointment in their calendar. (See “Adding New Appointments or Meetings” on page 75.) Meeting requests that you accept are automatically added to your calendar.

To respond to a meeting request:

1. In the Inbox, select the meeting request and do either of the following:
  - Click to open and view the meeting request.
  - Press the Menu key and then choose Open from the menu.

A description of the meeting appears.



If a meeting request conflicts with another item on your schedule, a message appears. To display the schedule conflict(s), click Show.

If a meeting request conflicts with another item on your schedule, this message appears.

Meeting Request	
Subject: Quarterly Review	
Location: Room 1100	
Date:	Tue, 4/30/02
Start Time:	9:00 AM
End Time:	9:30 AM
1 conflict found! <input checked="" type="checkbox"/> Show	
Required: Lisa Boja	

Click Show to display the schedule conflict(s).

Meeting Request	
9:00 AM - 9:30 AM (4/30/02)	
S2 Project Meeting (Room 1230)	
Required: Lisa Boja	
Required: Lynn Mack	
Required: Joe Smith	
Organizer: Ted Jones	
Notes: When: Tuesday, April 30, 2002	

Schedule conflict description

- Accept, decline, or tentatively accept the request by pressing the Menu key and choosing a response from the menu.

After you choose a response, a comments screen appears.

Meeting Request	
Subject: Project	Accept
Location: Room	Decline
Date:	Tentative
Start Time:	Reply
End Time:	Thu, 4/25/02
No conflict!	<input checked="" type="checkbox"/> <b>Accept Comments</b>
Required:	I'm looking forward to this review meeting!

Choose a response.

Accept Comments	
I'm looking forward to this review meeting!	
<input type="button" value="Send"/> <input type="button" value="Paste"/> <input type="button" value="Discard"/>	

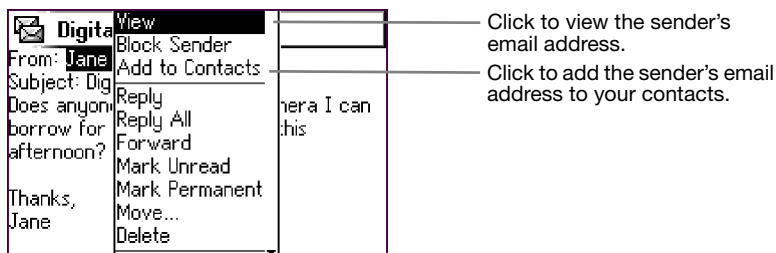
3. Add comments if desired. Then press the Menu key and choose Send to send your response.

After you send your response, the meeting request is automatically deleted from your Inbox and moved to the Deleted Items folder.

### Viewing a Sender's Email Address and Adding it to Your Contacts

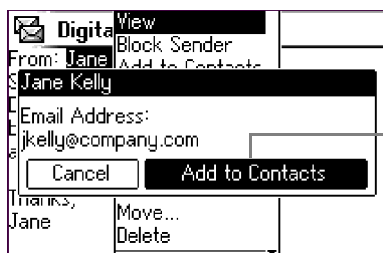
You can view a sender's email address and add it to the address book for your contacts:

1. Open the sender's message.
2. Scroll up and select the sender's name in the From field at the top of the message.
3. Do one of the following:
  - To view sender's email address, press the Menu key and choose View.
  - To add the sender's email address to your address book, press the Menu key and choose Add to Contacts. The sender's name and email address are added as a contact. To add more information about the sender, such as company name and telephone numbers, edit the contact. (See "Editing Contacts" on page 68.)





If you chose View from the menu, the sender's email address is displayed.




Click to add the sender's email address to your contacts.

- To add the sender's address to your to your address book, click Add to Contacts. Otherwise, click Cancel.

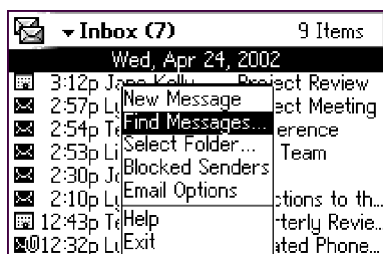
## Finding Messages

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

To find messages:

- Open the Inbox by clicking the Email icon .
- With a day and date line selected, press the Menu key and choose Find Messages.

A Find screen appears.



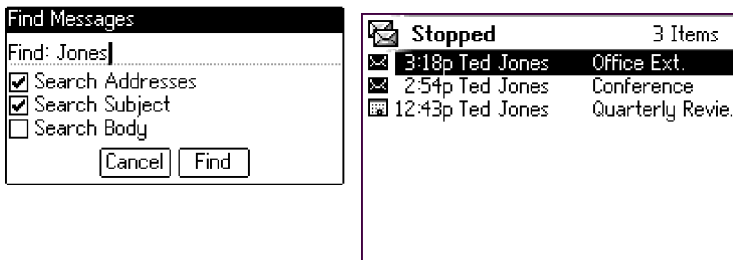
3. Type the text you want to find. Then select which parts of the message you want to search.

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 the search criteria you specified.




5. Select a message and press the Menu key to open the menu that allows you to read, delete, or otherwise handle it.
6. Press the Escape key to return to the complete, unfiltered list of messages.

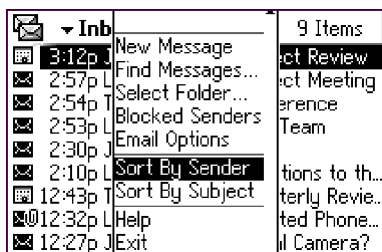
## Sorting Messages

You can sort the list of email messages based on any of the following—when the messages are received, the sender, or the subject. By default, messages are sorted by when they are received, and the most recent message is placed at the top of the list. When you sort messages by subject, prefixes such as "RE:," "FW:," and "UPDATED," (and the trailing colons) are ignored.

To sort messages:

1. Open the Inbox by clicking the Email icon .



2. Select any message, press the Menu key, and then choose one of the following from the menu (only the two alternate choices are shown at any one time):
  - Sort By Sender
  - Sort By Subject
  - Sort by Date



## 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.

*Note:* Images within attachments (such as an image in an Acrobat or Word file) can't be displayed on your handheld. Use your computer to view images within attachments.

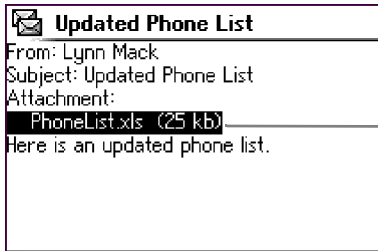
This icon  indicates an attachment in an unread email. This icon  indicates an attachment in an email that has been read.

To view an attachment:

1. Open the message.

## Using GoodLink Applications – Basics and Email

The attachment is selected when you open the message.



Email attachments are listed at the top of the message. If there are more than 8 attachments, only the first 8 are listed.

2. Click to open the attachment.

After a few moments, the attachment appears.

The screenshot shows an Excel spreadsheet titled "PhoneList.xls (25 kb)". The spreadsheet has a header row with columns labeled "A", "B", and "C". The data rows are as follows:

	A	B	C
1	LAST	FIRST	EXT
2	Anderson	Al	5123
3	Bailey	Jim	5324
4	Best	Paul	5532
5	Clark	Lynn	5976
6	Curtner	Bob	5129

At the bottom of the spreadsheet, there is a button labeled "More (9.5 kb)". A line from the text to the right points to the top of the spreadsheet.

Attachment size

If the attachment is an Excel file, the data is displayed in a spreadsheet format.

*Note:* For a list of shortcuts you can use when viewing Excel file attachments, see "Excel Attachment Shortcuts" on page 62.


To save delivery time, attachments are transferred to your handheld in separate sections. You can do other work on your handheld while the attachment is being delivered.

3. If necessary, click More to download more of the attachment.

*Note:* If you forward a message, the attachment is also included.

## Creating Email Messages

To create an email message:

1. On the home screen, click the Compose icon .

2. From the menu that appears, choose one of the following:
  - Choose Compose Message to begin a new message.
  - Choose View Drafts to display the contents of your handheld Drafts folder. In the Drafts folder you can click 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.

The screenshot shows a window titled "Compose Message" with a pencil icon. It contains three labeled text input fields: "To:", "Cc:", and "Subject:". Below these fields is a large, empty text area for the message body.

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

As you type, a list of your contacts appears that match the text you have entered. You can type an email address directly, or select a contact from the list.

The top screenshot shows the "Compose Message" window with "To:" containing the letter "j". A dropdown list of contacts is visible, including "Jane Kelly", "Jeff Chen", and "Joseph Melon". A line points to this list with the text: "List of contacts that match the letters you type."

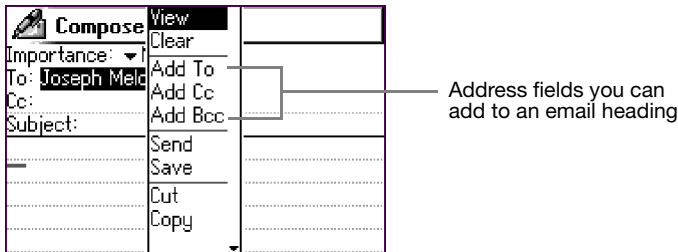
The bottom screenshot shows the "Compose Message" window with "To:" containing "Joseph Melon". The "Importance:" dropdown menu is open, showing "Normal" selected. A line points to this menu with the text: "Scroll upward to view or change the message priority."

*Note:* The To: field is limited to 32 recipients.

## Using GoodLink Applications – Basics and Email

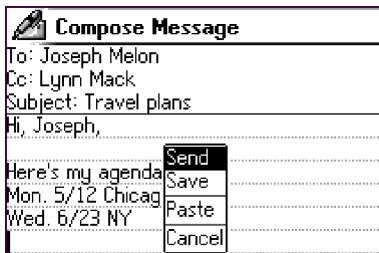
4. Fill out the email message. Rotate the scroll wheel to scroll between fields, and use the Right and Left keys to scroll horizontally on a line.


By default, email headings include To, CC, and Subject fields. To add additional fields, scroll to any address field in the heading area, press the Menu key, and choose the type of field you want to add.



*Tip:* To delete a name from a To, CC, or BCC field, select the field, press the Menu key, and choose Clear from the menu. Clear deletes the name, but not the field.

5. When you have finished composing the email message, press the Menu key and choose Send from the menu.








*Note:* If you haven't finished the message and you want to continue with it later, choose Save from the menu. The message is saved in the Drafts folder on the handheld. To return to the message later, click the Compose icon  on the home screen and

choose View Drafts. Click the message in your Drafts folder to open it and continue writing it.

## 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** ——— 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** ——— Contains messages you have deleted from the handheld *and* from Outlook

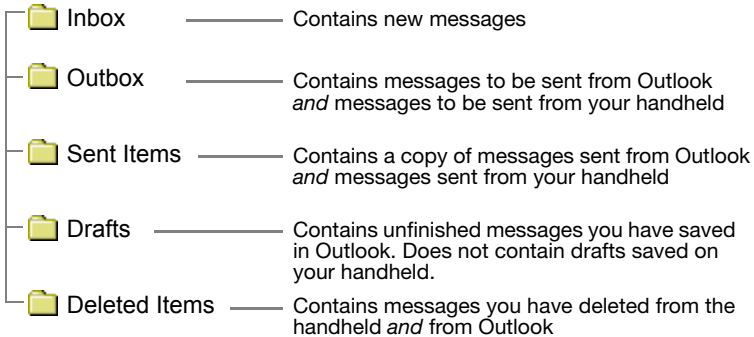
In addition to the folders listed above, your handheld contains email folders you have added to your email server account.

After 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.)

## Using GoodLink Applications – Basics and Email

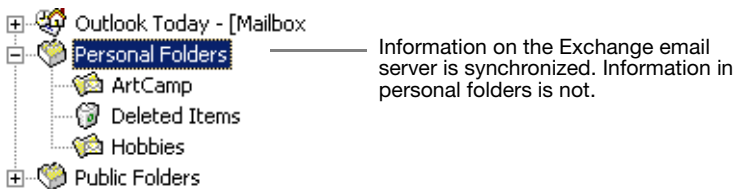
In Outlook, folder contents include:

### Outlook Email Folders



Some things to remember about email folders include:

- Only email folders that are stored on the Exchange email server are included on your handheld. Personal email folders (\*.pst) stored on your computer's hard disk are not included. (You can access both types of folders with Outlook.)




- 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:

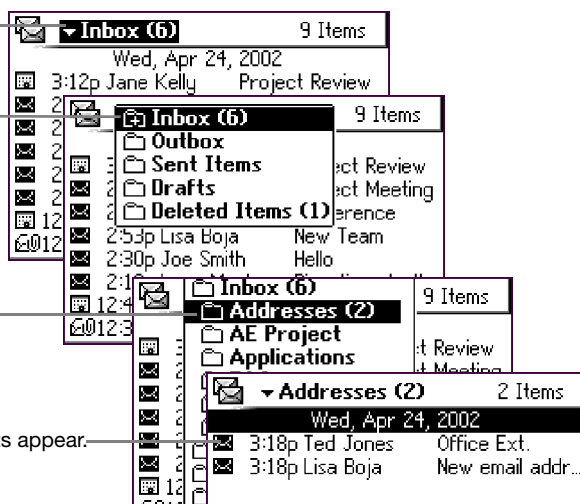
1. On the home screen, click the Email icon .  
The Inbox appears.
2. Scroll to the top of the screen until the Inbox folder selector icon in the upper-left corner is selected. Click Inbox to display a list of folders.

Click to display a list of folders.

A plus (+) symbol on a folder indicates the folder contains sub-folders. Click to expand the folder hierarchy.

Select a folder and click.

The folder's contents appear.



3. Scroll to select the folder you want to view, and then click.

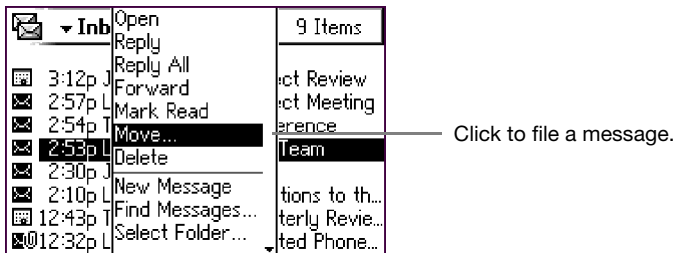
The name of the folder selector icon at the top of the screen changes to the name of the folder you clicked. The contents of the folder appear in the header list.

*Note:* Only messages sent or received after you set up your handheld appear in the folders.

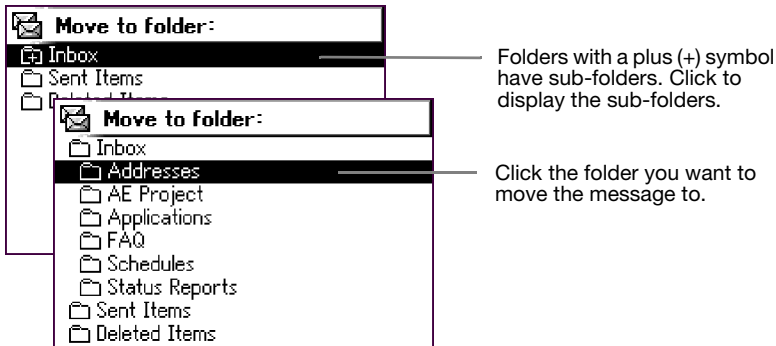
## Filing Email Messages

To file a message:

1. Select the message you want to file.
2. Press the Menu key and choose Move.



A list of folders appears.



3. Select the folder you want to move the message to. Then, click or else press the Menu key and choose Move.

The message moves to the folder you selected.

*Note:* To move more than one message, hold down the Shift key and scroll to select multiple messages. Then press the Menu key and choose Move All from the menu.

## Deleting Email Messages

To delete an email message:

1. Select the message you want to delete.
2. Press the Delete key. Alternatively, you can press the Menu key and then choose Delete.

The email message moves to the Deleted Items folder.

### Notes:

- You can also delete a message when it is open by pressing the Delete key, or by pressing the Menu key and choosing Delete from the menu.
- 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 might be removed from the handheld automatically. Don't worry—they're still on the Exchange email server and shown by Outlook. For more information, see "Data Storage and Aging" on page 113.

### Tips:

- To delete more than one message, hold down the Shift key and scroll to select multiple messages. Then press the Menu key and choose Delete All from the menu, or press the Delete key.
- You can retrieve messages deleted on your handheld by opening the Deleted Items folder and moving messages back to the Inbox or other folders.

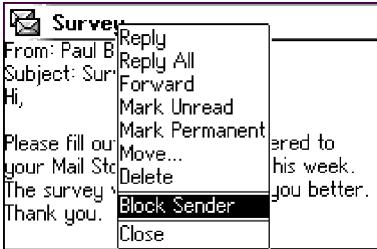
## Blocking Messages from a Sender

You can block delivery of messages to the handheld from a particular sender.

## Using GoodLink Applications – Basics and Email

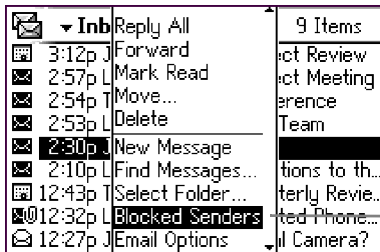
To block delivery to the handheld from a sender:

1. Open a message from the sender you want to block.
2. Press the Menu key and choose Block Sender from the menu.

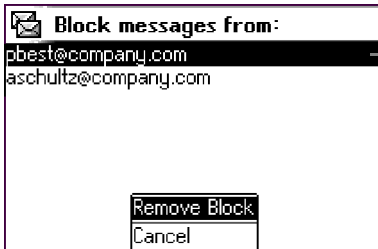


Email messages from that sender are no longer sent to your handheld. However, they will appear in Outlook.

*Note:* To display a list of senders that are blocked, open the Inbox, press the Menu key, and then choose Blocked Senders from the menu.



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




To unblock a sender, click the sender and then choose Remove Block from the menu.

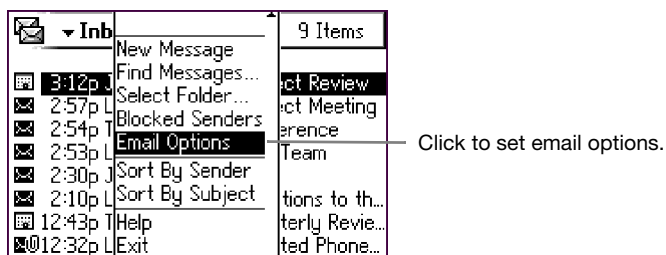
## Setting Email Options

You can set email options that let you:

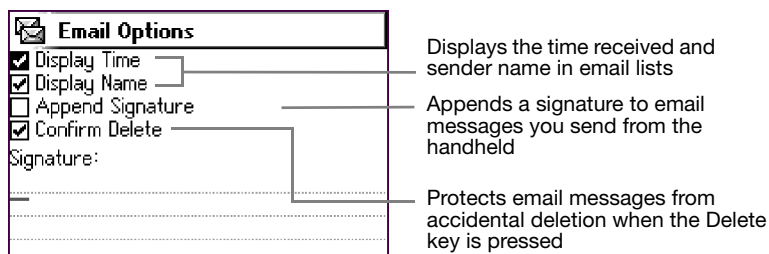
- Display and hide the time received or sender's name for email messages
- Add an email signature to messages
- Confirm the deletion of messages when you press the Delete key

To set email options:

1. Open the Inbox by clicking the Email icon .
2. Press the Menu key and choose Email Options from the menu.



A set of options appears.



Options include:

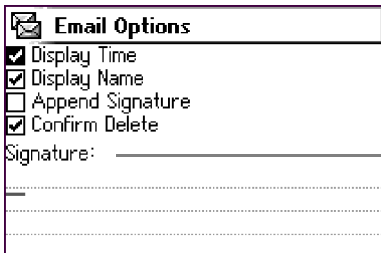
**Display Time.** Click this option to display the time a message is received in email lists.

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

**Append Signature.** Click this option to automatically append signature text to new email 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

After selecting the Append Signature option, type your signature in the Signature field.



The image shows a screenshot of a mobile application's 'Email Options' menu. The menu is titled 'Email Options' and contains four checkboxes: 'Display Time' (checked), 'Display Name' (checked), 'Append Signature' (unchecked), and 'Confirm Delete' (checked). Below the checkboxes is a 'Signature:' label followed by a text input field. A line points from the text 'Type your signature here.' to the input field.

Type your signature here.

*Tip:* If you want to distinguish between email messages sent from your handheld and email messages sent from Outlook, you can include additional 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.

**Confirm Delete.** Select this option to protect your email messages from accidental deletion. When this option is enabled, a confirmation message appears when you press the Delete key to delete messages.

## Synchronizing 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 choose 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 another folder.

To synchronize messages moved to folders:

1. On the home screen, click the Preferences icon .
 

A list of preferences appears.
2. Select Email Delivery and click.
 

A list of folders appears.



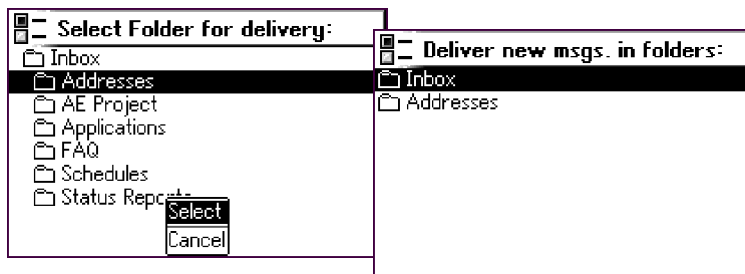
3. To add a folder to the list, press the Menu key and choose Add Folder from the menu.
 

A list of your email folders appears.
4. Navigate to and click the folder you want to add, or press the Menu key and choose Select from the menu.

*Note:* You can't add the Sent Items, Deleted Items, Outbox, or Drafts folders to the list. These folders have pre-defined synchronization behavior. For more information, see "Using Email Folders" on page 49.

## Using GoodLink Applications – Basics and Email

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



5. When you have finished adding folders, press Escape or the Home key.

### Notes on Synchronization

The following are exceptions to synchronization between Outlook and handheld:

- Items removed from the handheld via aging to free up space (See "Data Storage and Aging" on page 113) 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 accumulated 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

The encrypted portion of an email message that is digitally signed and encrypted (with a personal certificate) is not sent to your handheld. The other parts of the message (date, subject, sender) do appear on your handheld, along with a sentence in the message body which states that you have received this type of message. Use the Outlook application on your computer to view the encrypted portion of the message.

Email messages that are digitally signed, but not encrypted 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*

---

<b>Key</b>	<b>Description</b>
E	Opens the Email application
C	Opens the Calendar application
O	Opens the Contacts application
N	Opens a new email message (Compose icon)
G	Opens the GoodInfo application list (if GoodInfo applications are installed)
P	Opens preferences
Q	Opens the Quick Settings menu

## Using GoodLink Applications – Basics and Email

### *Home Screen Shortcuts (Continued)*

---

<b>Key</b>	<b>Description</b>
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*

---

<b>Key</b>	<b>Description</b>
Enter	Opens a selected item
Del	Deletes a selected item
T	Moves to the top of a screen (doesn't apply to edit screens, such as the Edit Message screen)
B	Moves to the bottom of a screen (doesn't apply to edit screens)

### *Email Shortcuts*

---

<b>Location</b>	<b>Key</b>	<b>Description</b>
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)
	D or Del	Deletes the selected message
	Enter	Opens the selected message
	M	Moves selected message to a folder
	Space	Pages down one screen
Reading a Message	R	Reply to sender
	T	Moves to the top of the email list
	B	Moves to the bottom of the email list
	P	Moves to the previous day's messages (up the list)
	N	Moves to the next day's messages (down the list)
	M	Moves selected message to a folder
	Space	Pages down one screen
	R	Reply to sender

*Email Shortcuts (Continued)*


---

Location	Key	Description
	A	Reply to all
	F	Forward message

*Note:* No shortcuts are 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 are 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
Del	Deletes the selected task
Enter	Opens the selected task

## Using GoodLink Applications – Basics and Email

### *Task Item Shortcuts*

---

<b>Key</b>	<b>Description</b>
T	Moves to the top of the task
B	Moves to the bottom of the task
Del	Deletes the selected task

### *Contacts Shortcuts*

---

<b>Key</b>	<b>Description</b>
Enter	Opens the selected contact from the list
Del	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*

---

<b>Key</b>	<b>Description</b>
A	Add
S	Subtract
D	Multiply
F	Divide
Enter	View results
Del	Delete
C	Clears entry area and starts a new expression
C twice	Clears entire calculator screen

### *Excel Attachment Shortcuts*

---

<b>Key</b>	<b>Description</b>
B	Scroll to bottom of worksheet
T	Scroll to top of worksheet
+	Add column to display
-	Remove column from display

*Note:* For information on the keyboard shortcuts you can use when writing text, see “Composing Text” on page 31.



# 4 Additional Applications

---

This chapter describes how to use the following GoodLink Applications:

- Contacts
- Calendar
- Notes
- Tasks
- GoodInfo Applications
- 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 17.

## 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 is true if you add (or delete) a contact.

### Viewing Contacts

To view contacts:

1. On the home screen, click the Contacts icon .

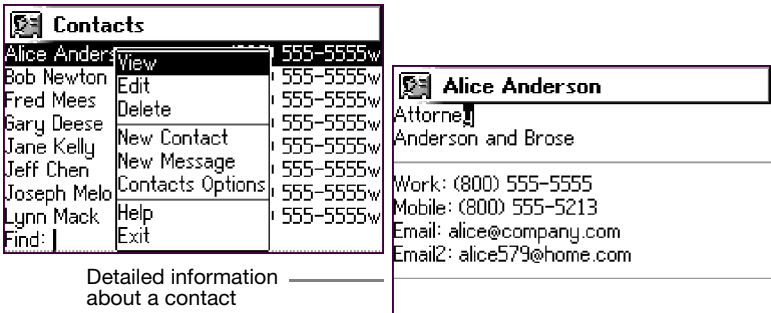
A list of contacts appears.

Contacts	
Alice Anderson	(800) 555-5555w
Bob Newton	(800) 555-5555w
Fred Mees	(800) 555-5555w
Gary Deese	(800) 555-5555w
Jane Kelly	(800) 555-5555w
Jeff Chen	(800) 555-5555w
Joseph Melon	(800) 555-5555w
Lynn Mack	(800) 555-5555w
Find:	

— List of contacts in your address book



2. To view detailed information about a contact, select the contact and do either of the following:
  - Click.
  - Press the Menu key and then choose View from the menu.

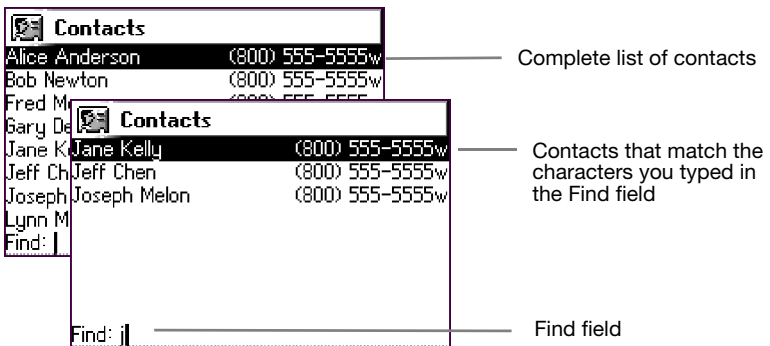


## Finding Contacts

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.

To find a contact:

1. Start typing in the Find field at the bottom of the screen.



## Additional Applications


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.

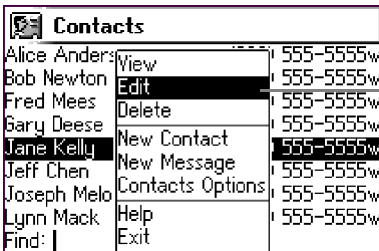
2. Continue to type until you find the appropriate contact.

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

## Editing Contacts

To edit a contact:

1. On the home screen, click the Contacts icon .  
A list of contacts appears.
2. Select the contact you want to edit and press the Menu key.



Click to edit the contact.

3. Choose Edit.  
A list of fields appears. Type or change information in the fields. Press Enter to move the insertion point from field to field, or scroll with the scroll wheel.
4. When you have finished making changes, press the Menu key and choose Save from the menu.

## Deleting Contacts


To delete a contact:

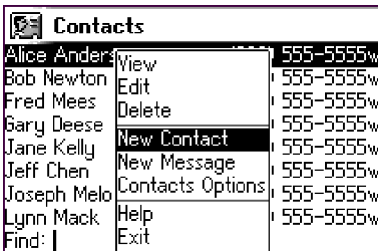
1. In the list of contacts, select the contact you want to delete.
2. Press the Menu key and choose Delete from the menu.

*Note:* To delete more than one contact, hold down the Shift key and scroll to select multiple contacts. Then press the Menu key and choose Delete All from the menu.

## Adding Contacts

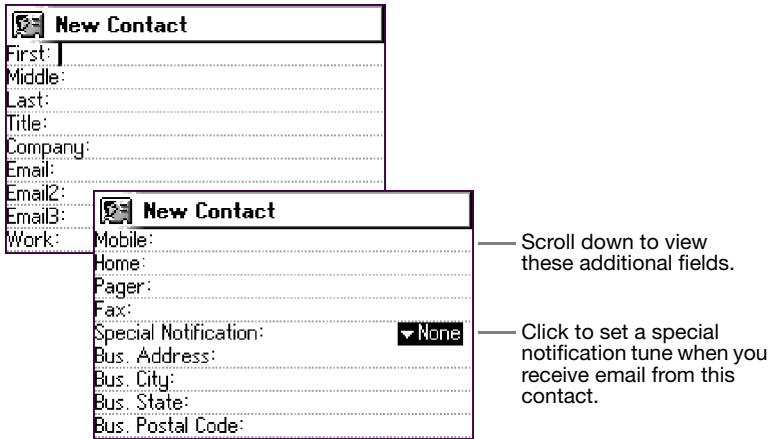
To add a new contact to the address book:

1. On the home screen, click the Contacts icon .  
A list of contacts appears.
2. Press the Menu key and choose New Contact from the menu.



## Additional Applications

A blank form appears.



**New Contact**

First: |  
Middle: .....  
Last: .....  
Title: .....  
Company: .....  
Email: .....  
Email2: .....  
Email3: .....

**New Contact**

Work: .....  
Mobile: .....  
Home: .....  
Pager: .....  
Fax: .....  
Special Notification: ▼ None  
Bus. Address: .....  
Bus. City: .....  
Bus. State: .....  
Bus. Postal Code: .....

— Scroll down to view these additional fields.

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

### 3. Enter contact information.

At a minimum, you must enter any one of the following items for a contact: first name, middle name, last name, company, or email address. 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. You can choose one of six tunes or a vibrate option. When you receive email from this contact, the tune will play or the handheld will vibrate.


- When you have finished entering contact information, press the Menu key and choose Save from the menu.

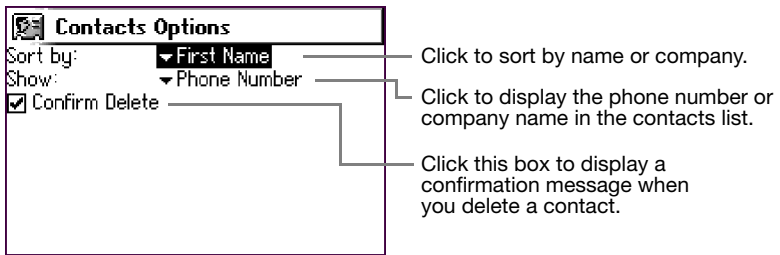
The new contact you added appears in the list of contacts and will be synchronized with contacts in Outlook.

## 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:

- On the home screen, click the Contacts icon . A list of contacts appears.
- Press the Menu key and choose Contacts Options from the menu. A list of options appears.




- Select the options you want to set.
- When you have finished setting options, press Escape to return to the contacts list.

## Additional Applications

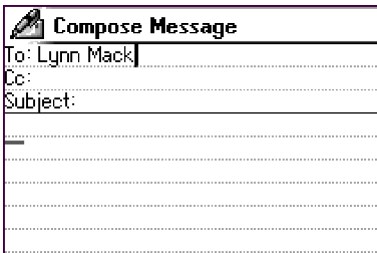
### Using Contacts with Other Applications

You can send email directly from the Contacts application.

To send email from the Contacts application:

1. On the home screen, click the Contacts icon .
2. Select the contact to whom you want to send a message. Then press the Menu key and choose New Message from the menu.

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



Compose Message	
To:	Lynn Mack
Cc:	
Subject:	
-----	
-----	
-----	
-----	
-----	
-----	

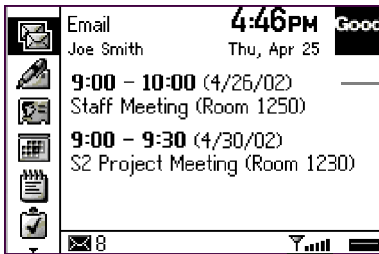
## Calendar

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 requests and your responses to meeting requests (for example, 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 of 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.

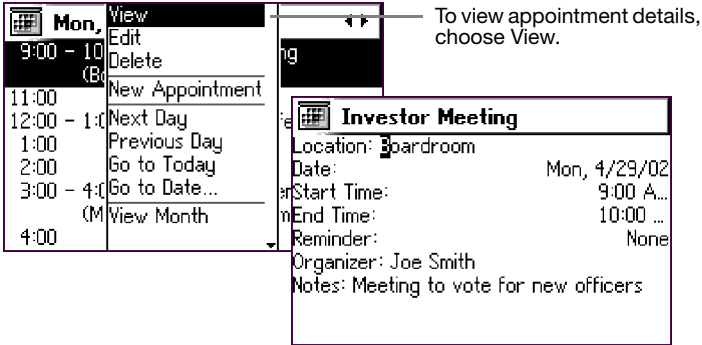
A list of appointments for the day appears.



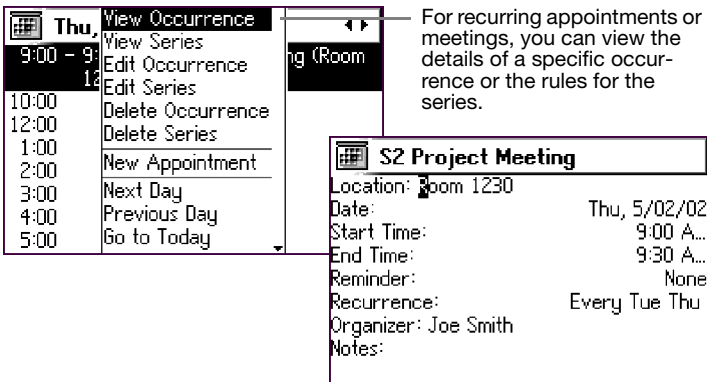
Click these icons to view the previous or next day. You can also press the Left key to view the previous day, or the Right key to view the next day.

## Additional Applications

- To view details about an appointment, select the appointment and do either of the following:
  - Click.
  - Press the Menu key and choose View from the menu.

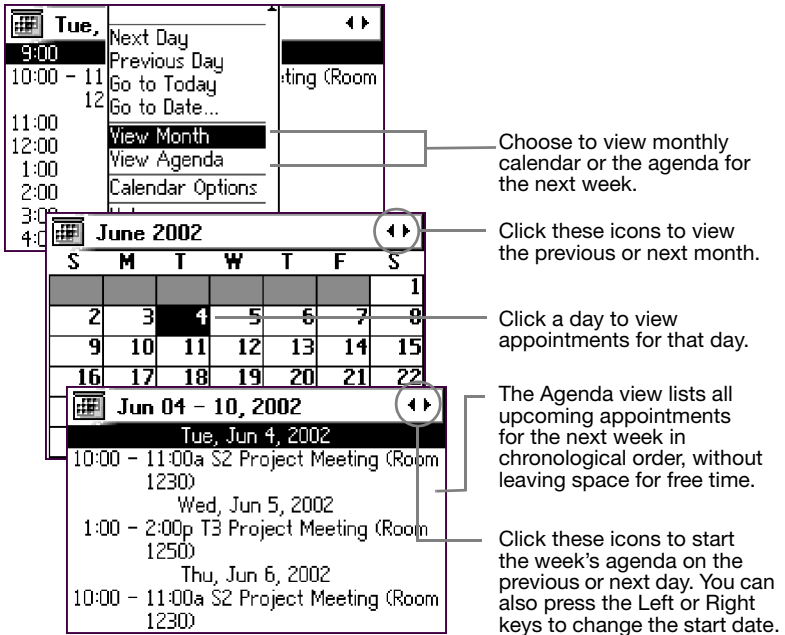


Although you must use a desktop computer to add recurring appointments, you can select and view recurring appointments with your handheld.





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



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

## Adding New Appointments or Meetings

To add a new appointment or meeting:

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

## Additional Applications

2. Display the Day, Month, or Agenda view.

*Shortcut:* In the Day view calendar, you can specify the date and start time of the appointment by selecting the time slot.

3. Press the Menu key and choose New Appointment from the menu.

A new appointment screen appears.

4. Enter appointment information:

- To enter a date, select the month and click the scroll wheel. Then rotate the scroll wheel to display the desired month. Click again to complete the setting. Repeat this procedure for the day and year.
- To enter a time, select the time. Then type a time on the keyboard, or click and choose a time from the menu. Click to complete the setting. For example, typing 425 sets the time at 4:25. Rotate the scroll wheel to advance the cursor to the AM/PM settings. Click and rotate the scroll wheel to choose AM or PM. Click to complete the setting.

The screenshot shows a 'New Appointment' form with the following fields and values:

<b>New Appointment</b>	
Subject: Offsite Meeting	
Location: Hills Conference Center	
<input checked="" type="checkbox"/> All day event	
Start Date:	Thu 5/02/02
End Date:	Thu 5/02/02
Reminder:	▼ None
Invite:	
Notes:	

Callouts:

- Click to schedule an all day event (points to the 'All day event' checkbox)
- Click to set an appointment reminder. (points to the 'Reminder' dropdown menu)

5. To invite attendees, scroll to the Invite field and start typing.

As you type, a list of contacts appears that match the letters you have typed.

6. Select a contact from the list.

The screenshot shows the 'New Appointment' dialog box. The 'Invite' field is active, and a dropdown menu is open, listing three contacts: Jane Kelly, Jeff Chen, and Joseph Melon. A line points from the text 'List of contacts to invite' to this dropdown menu.

<b>New Appointment</b>	
Subject: Quarterly Review	
Location: Main Conference Room	
<input type="checkbox"/> All day event	
Start Date:	Fri 4/26/02
Start Time:	▼ 3:00 PM
End Date:	Fri 4/26/02
End Time:	▼ 4:00 PM
Reminder:	▼ None
Invite:	j

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

7. To invite additional people, select the Invite field. Then, press the Menu key and choose Add Invite from the menu.

The screenshot shows the 'New Appointment' dialog box with the 'Invite' field selected. A context menu is open over the field, with 'Add Invite' highlighted. Other menu options include Clear, Save, Cut, Copy, Paste, and Cancel.

<b>New Appointment</b>	
Subject: Quarterly Review	
Location: Main Conference Room	
<input type="checkbox"/> All day event	
Start Date:	5/02
Start Time:	PM
End Date:	5/02
End Time:	PM
Reminder:	
Invite: Jane	

An additional Invite field appears. The GoodLink Service will automatically send meeting requests to all attendees on the list.


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

8. When you have finished entering your appointment, press the Menu key and choose Save from the menu.

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

### Changing Appointments

To change an appointment:

1. Click the Calendar icon .
2. Select the appointment you want to change. Then press the Menu key and do either of the following:
  - To edit an appointment, choose Edit from the menu.
  - To delete an appointment or cancel a meeting, choose Delete.

You can edit only appointments that you created. For recurring appointments you created, you can edit a specific occurrence or the subject, location, notes, or attendees for the series of meetings. You cannot use the handheld to change the dates, times, or other rules for a series.

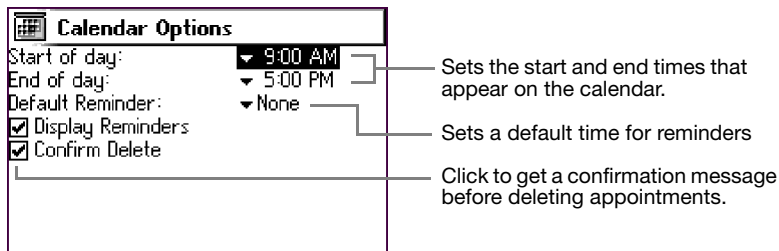
3. When you have finished changing the appointment, press the Menu key and choose Save from the menu.

The changes are sent to any attendees you invited. Attendees deleted from a meeting are not notified.

### Setting Calendar Options

To set calendar options:

1. Click the Calendar icon .
2. Press the Menu key and choose Calendar Options from the menu.



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

## 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:

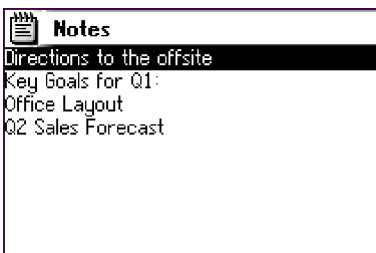
- View or edit existing notes
- Create new notes
- Copy note text to other applications

### Viewing and Editing Notes

To view notes:

1. On the home screen, click the Notes icon .

A list of notes appears.

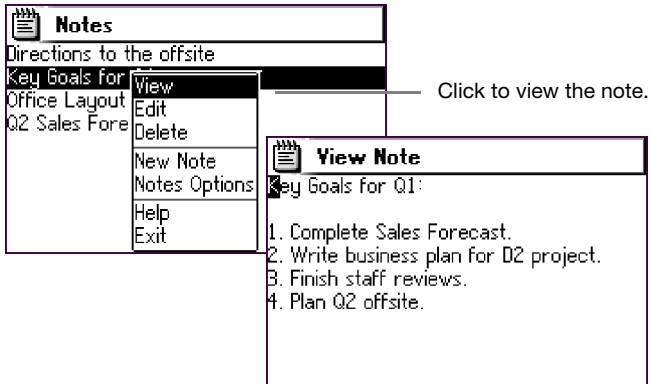


If you don't have any notes defined, a [No Notes] message appears.

## Additional Applications

2. Select the note you want to view and do either of the following:
  - Click.
  - Press the Menu key and choose View from the menu.


The text of the note appears. If necessary, you can scroll or press the spacebar to page down.



3. To edit the note, press the Menu key and choose Edit from the menu.
4. When you have finished making changes, press the Menu key and choose Save from the menu.

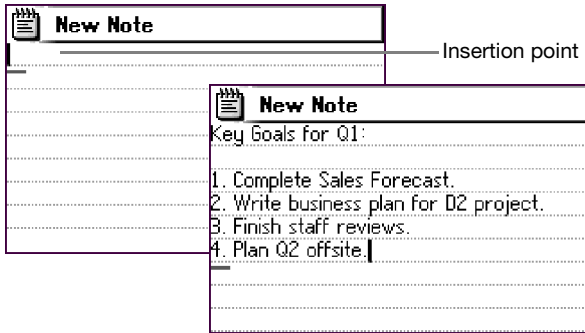
## Adding Notes

To create a new note:

1. On the home screen, click the Notes icon .
2. Press the Menu key and choose New Note from the menu.

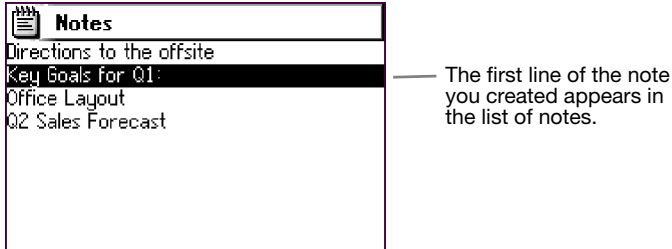
A new, blank note appears with an insertion point at the beginning of the note.

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



4. When you have finished typing, press the Menu key and choose Save.

The list of notes reappears.



## Deleting Notes

To delete a note:

1. In the list of notes, select the note you want to delete.
2. Press the Menu key and choose Delete from the menu. Alternatively, you can press the Delete key.

*Note:* To delete more than one note, hold down the Shift key and scroll to select multiple notes. Then press the Menu key and choose Delete All from the menu, or press the Delete key.

# 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 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.

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

*Important:* 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.

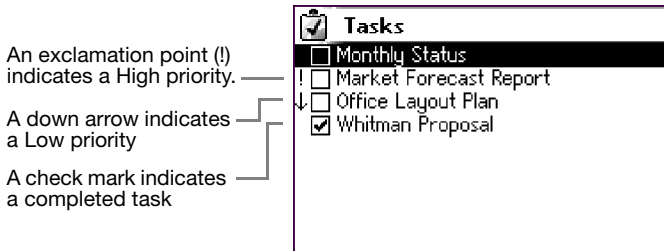
## Viewing Tasks

To view existing tasks:

1. On the home screen, click the Tasks icon .



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



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 using Task Options in the Tasks menu.

2. Select a task and do either of the following:
  - Click.
  - Press the Menu key and choose View.

## Additional Applications

A detailed description of the task appears. If necessary, use the scroll wheel to scroll down.

 <b>View Task</b>
Subject: Monthly Status
Priority: Normal Status: Not Started
Due date: Mon, Apr 29, 2002
Remember to include the top five priorities for Q2.


3. When you have finished reviewing the description, press the Menu key and choose Close from the menu to return to the task list.

*Tip:* You can configure Outlook so that your tasks appear on your PC in the same order as on the handheld. In Outlook:

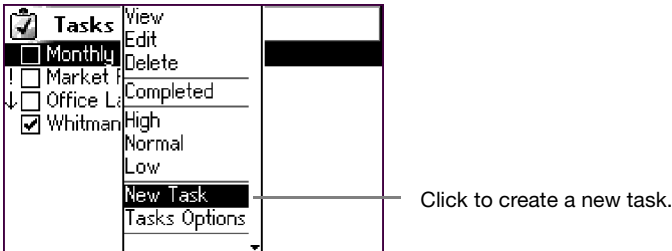
- Sort items by Complete and Ascending
- Then by Due Date and Descending or by Priority and Descending

## Adding New Tasks

To add a new Task:

1. On the home screen, click the Tasks icon .
- A list of tasks appears.

2. Press the Menu key and choose New Task from the menu.



A task form appears.

 A screenshot of the 'New Task' form. The form has a title bar with a checkmark icon and the text 'New Task'. Below the title bar, there are several fields: 'Subject:' followed by a text input field; 'Priority:' with a dropdown menu showing 'Normal'; 'Status:' with a dropdown menu showing 'Not Started'; two checkboxes labeled 'Due date' and 'Reminder'; and 'Notes:' followed by a large text area.

3. Enter a task Subject.

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

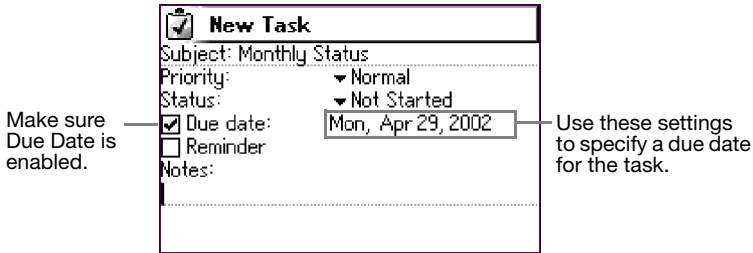
4. Enter a task priority and status.

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

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

## Additional Applications

- If desired, set a due date and/or reminder for the task.
  - To set a due date, select the Date field and then click. Then enter a due date for the task.
  - To set a reminder, select the Reminder field and then click. Then enter a reminder date and time.



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

- When you have finished defining the task, press the Menu key and choose Save.

The new task you created is included in the Task list.

## Editing Tasks

To edit a task:

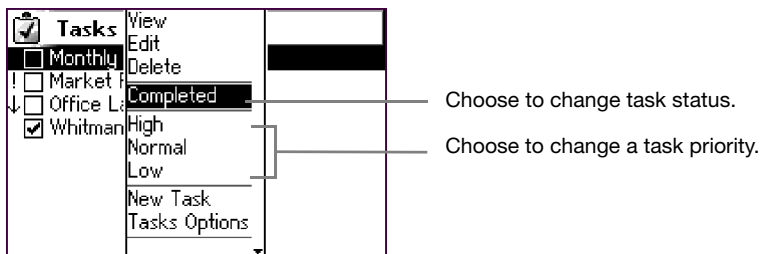
- In the task list, select the task you want to edit. Then press the Menu key and choose Edit from the menu.

A task description appears.

<input checked="" type="checkbox"/> Edit Task	
Subject:	Monthly Status
Priority:	▼ Normal
Status:	▼ Not Started
<input checked="" type="checkbox"/> Due date:	Mon, Apr 29, 2002
<input type="checkbox"/> Reminder	
Notes:	Remember to include the top five priorities for Q2.

2. Change the task information.
3. When you have finished making changes, press the Menu key 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.



## Deleting Tasks

To delete a task:

1. In the list of tasks, select the task you want to delete.
2. Press the Menu key and choose Delete from the menu. Alternatively, you can press the Delete key.


*Note:* To delete more than one task, hold down the Shift key and scroll to select multiple tasks. Then press the Menu key and choose Delete All from the menu, or press the Delete key.

## Additional Applications

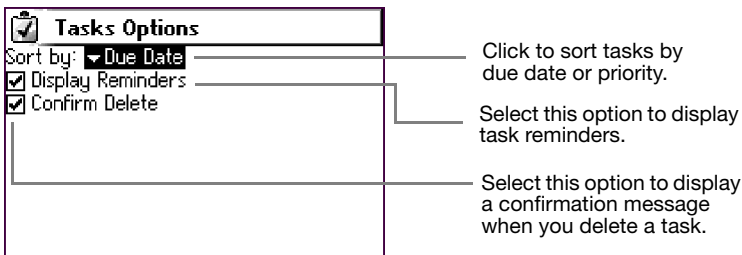
### Setting Task Options

You can use the Task options to sort tasks by due date or priority.

To set Task options:

1. Click the Tasks icon .
2. Press the Menu key and choose Task Options from the menu.

A list of options appears.



3. Select the options you want to set.
4. When you have finished setting options, press Escape.

## GoodInfo Applications

If your company purchased the GoodInfo™ wireless information system, your handheld can include the GoodInfo icon for using GoodInfo Applications. GoodInfo Applications let you use your handheld to access information stored behind your company's firewall or on public Internet sites. For example, you can use a GoodInfo Application to query information and submit data to applications such as a corporate directory, sales order tracking, customer profile database, or airline flight schedules.

A GoodInfo Application allows you to enter data or select options on the handheld and then submit the information. The application automatically sends your request to the appropriate server or

automated program. If you are outside wireless network coverage when you submit the request, the GoodInfo Application automatically sends your request when network coverage is available. The requested information is returned to you in an email message, which you can receive while working on other tasks.

## Installing GoodInfo Applications

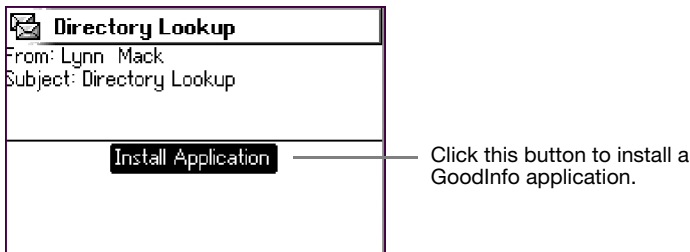
A GoodInfo Application is sent to you as an attachment to an email message. After you install the application on your handheld, you can use the application.

To install a GoodInfo Application:

1. Open the Inbox and select the message that contains the GoodInfo Application.
2. Do either of the following:
  - Click to open and view the message.
  - Press the Menu key and then choose Open from the menu.

The message opens.

3. Click the Install Application button.



The application downloads and installs on your handheld. While you're waiting, you can switch to another application screen if you want to do other work.

## Additional Applications

If there is a problem that prevents downloading or installation, an error message appears. Inform your email administrator of the message's content. (See "Installation Error Messages" on page 91.)

After the application installs successfully, one of the following messages appears.



This message appears if you don't switch to another screen while the application is installing.



This message appears if you are working in another screen while the application is installing.

4. Do one of the following depending on the message that is displayed:
  - If you want to begin using the application immediately, select the Yes button and click. Otherwise, select No and click.
  - Click OK if you are working in another screen while the application is installing.

If you install an application that is an update to a previously installed application, the newer application automatically replaces the previously installed one.

*Note:* After a successful installation, the message that contained the application is automatically deleted from your Inbox and moved to the Deleted Items folder.



## Installation Error Messages

Contact your email administrator if any of the following errors occur during downloading or installation:

**Form too long.** The application is larger than the maximum size of 6 KB. This error occurs before download and prevents the application from being installed.

**The sender of this GoodInfo Application is not from a permitted email domain.** The sender of the application is not in the same top-level domain as you, which is not permitted. This error occurs before download and prevents the application from being installed.

**Syntax error in form.** The application's code contains a syntax error and is unusable. This error occurs after download and prevents the application from being installed.

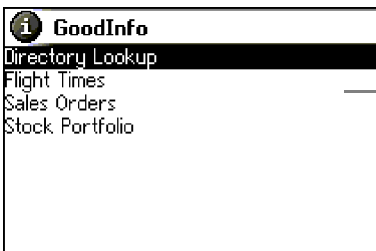
## Using GoodInfo Applications

After you install the first GoodInfo Application, the GoodInfo icon  is automatically added to list of icons on the home screen.

To use a GoodInfo Application:

1. On the home screen, click the GoodInfo icon .

A list of installed GoodInfo Applications appears.



List of installed GoodInfo Applications

## Additional Applications

2. Select the application you want to use and do either of the following:
  - Click.
  - Press the Menu key and choose Open from the menu.

The application's form opens. For example, this is a Directory Lookup application.

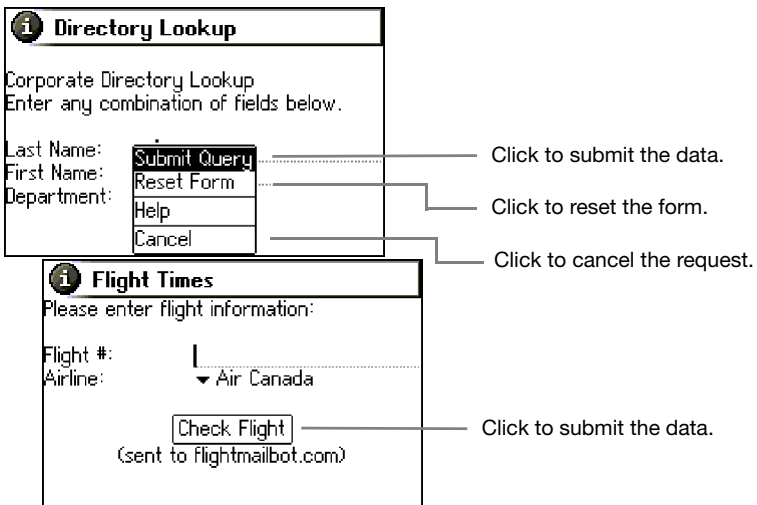
The screenshot shows a window titled "Directory Lookup" with an information icon. Below the title bar, it says "Corporate Directory Lookup" and "Enter any combination of fields below." There are three input fields: "Last Name:" with a cursor in the text field, "First Name:" with a dotted line, and "Department:" with a dropdown arrow and the text "(All)".

3. Fill in the form by entering text, choosing options from menus, and selecting check boxes as necessary. Scroll to make sure you see the entire form.

The first screenshot shows the form with "Joe" entered in the Last Name field, "Smith" in the First Name field, and "(All)" selected in the Department dropdown. Annotations point to the text fields with the instruction "Enter text in a text field." and to the dropdown arrow with the instruction "Click to display a drop-down menu of options."

The second screenshot shows the same form with the Department dropdown menu open, displaying a list of options: "(All)", "Engineering", "Marketing" (highlighted), "Sales", "Administrative", "Human Resources", and "Operations". An annotation points to the "Marketing" option with the instruction "Scroll to select an option on the menu and then click."

4. Do any of the following:
  - If you want to clear the form, press the Menu key and choose Reset Form from the menu. To cancel the request, choose Cancel.
  - When you're ready to submit the data, press the Menu key and choose Submit Query. Alternatively, you can click the button on the bottom of the form (for example, Check Flight).



A message appears confirming that the data has been submitted. The application sends the data in an email message to the server or automated program.

5. After a few minutes, check your Inbox (or the appropriate folder if you're using mail filters) for a message from the server or program

## Additional Applications

that contains the information you requested. Open the message to display the information. For example:



### Notes:

- After you submit data for an application, the text you entered in each text field is remembered. The next time you use the same application, the text you entered previously is automatically entered in each field. You can then use the same text or enter new text.
- Some applications require you to enter a user name and password to access a server. Each GoodInfo Application remembers the user name and password after you enter them once so that you don't have to enter them every time you use the same application. However, your password will time-out according to the Timeout setting specified in your Lock preferences, or after one hour if you have not specified a Timeout setting.
- If you use multiple applications that access different servers and require different user names and passwords, you must enter the appropriate user name and password whenever you use each application.

## Deleting GoodInfo Applications

You can delete applications you never want to use again.

To delete a GoodInfo application:

1. In the list of GoodInfo Applications, select the application you want to delete.
2. Press the Menu key and choose Delete from the menu. Alternatively, you can press the Delete key.

*Note:* To delete more than one application, hold down the Shift key and scroll (if necessary) to select multiple applications. Then press the Delete key, or else press the Menu key and then choose Delete All from the menu.

## Calculator

Your handheld includes a four-function calculator.

To use the calculator:

1. On the home screen, click the Calculator icon 

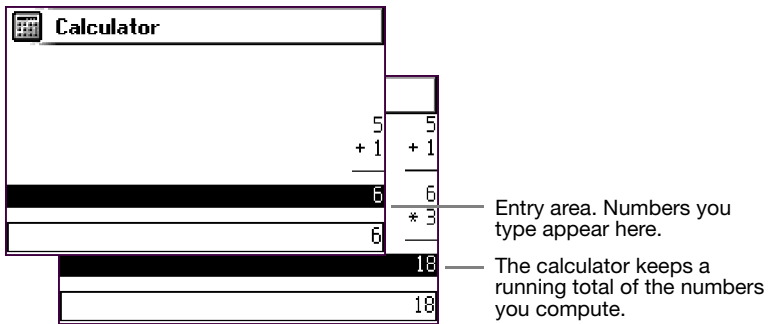
The calculator screen appears with a zero (0) in the entry area at the bottom of the screen.

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, press 5, then press the A key (for the plus sign), then press 1.
3. Press Enter or the G key (for the equal symbol).

## Additional Applications

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



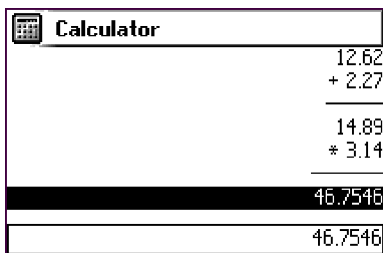
The following table lists the keys you can use to perform math functions on the calculator.

### Keys for Math Functions

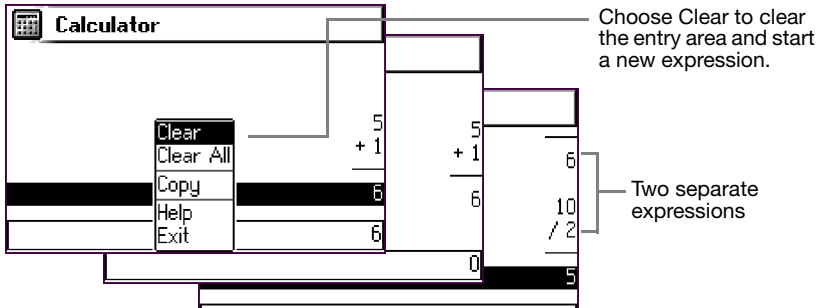
Key	Function
A (+)	Addition
S (-)	Subtraction
D (*) or X	Multiplication
F (/)	Division

## Working with a Series of Numbers

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



To create separate calculations, press the Menu key and choose Clear (or press c) to start a new expression. For example:




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

- To clear the entire calculator screen, press the Menu key and choose Clear All from the menu, or press c twice.
- To exit the calculator, press the Menu key and choose Exit from the menu.

## Alarm Clock

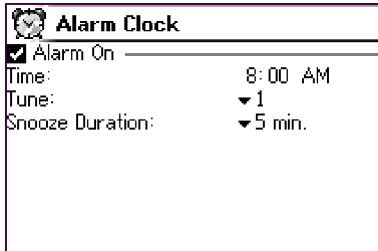
To set the alarm:

1. On the home screen, click the Alarm Clock icon . The alarm screen appears.

## Additional Applications

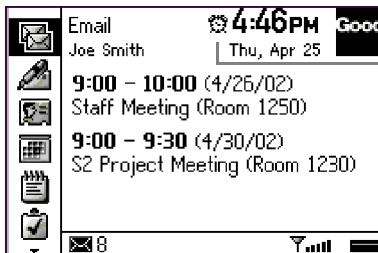
### 2. Set an alarm time.

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



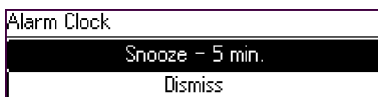
After you set a time, the Alarm On option is automatically selected.

3. Repeat this procedure for the Minute and AM/PM fields.
4. To change the alarm tune, click the Tune number. Then, rotate the scroll wheel and click the desired tune number. The tune plays.
5. To select a Snooze Duration, click Snooze Duration. Rotate the scroll wheel and click the desired duration.
6. When you have finished setting the alarm, press Escape.



An alarm icon appears at the top of the home screen to indicate the alarm is activated.

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






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 in the Alarm screen.

*Note:* You can use the Notifications preferences to set the alarm volume. However, the alarm will always be audible, even if the Notifications and Quick Settings are set to None and Suppress Notifications. For more information, see “Setting Handheld Preferences” on page 101.

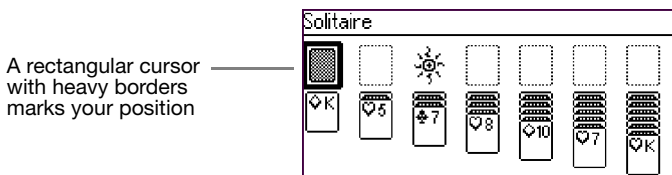
## Solitaire

Solitaire is an optional application that can be installed on your handheld. If your handheld includes solitaire, the Solitaire icon  appears on the home screen.

To start a solitaire game:

1. On the home screen, click the Solitaire icon .

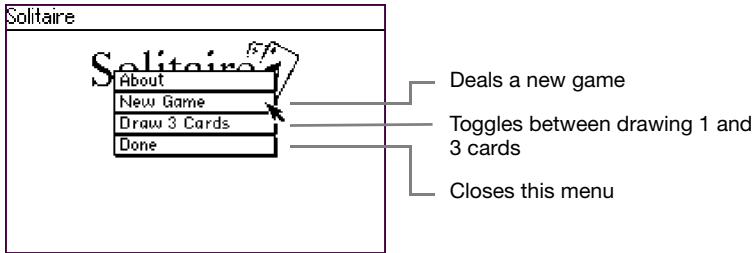
A solitaire screen appears.



2. To move the cursor horizontally, press the Left and Right keys. To move the cursor vertically, use the scroll wheel.

## Additional Applications

3. 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 menu that appears, choose New Game.



4. 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.
5. 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.
6. 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.
7. 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.
8. When you have finished playing the game, or to leave and come back later to the game in progress, press Escape to exit.


# 5 Preferences and Maintenance

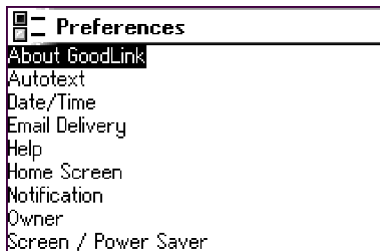
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This chapter describes how to maintain your handheld. Tasks described in this chapter include:

- Setting handheld preferences
- Using Autotext
- Using passwords
- 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, click the Preferences icon  on the home screen. A list of preferences appears.



## Preferences and Maintenance

The Preferences you can set include:

Option	Description
About	Contains Good Technology copyright information.
GoodLink	
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.
Help	Contains Help information for preferences.
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.  <i>Note:</i> 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 home screen and on the password protection screen when your handheld is locked.
Screen/Power Saver	Sets the contrast between screen background and text. Sets the font size for onscreen text. Also contains settings for the Power Saver Screen option and the Turn Off Screen option.
Lock	Enables, disables (if allowed), and changes the handheld password. Sets the time interval for an automatic handheld lock. Also enables or disables the keypad lock.
Status	A detailed description of handheld status, such as Free Memory and handheld serial number.
Versions	Contains version number information.

## 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*

---

<b>Item</b>	<b>Description</b>
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, the misspelled word <i>thier</i> is replaced with <i>their</i> .
Abbreviations	Abbreviations and acronyms are replaced with complete words. For example, <i>mo</i> is replaced by <i>month</i> .
Variables	Type the letters <i>ct</i> (for current time) to automatically insert the time. Type <i>td</i> (for today's date) to automatically insert the current date.
Special Symbols	In email address fields, press Space twice to automatically insert 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).

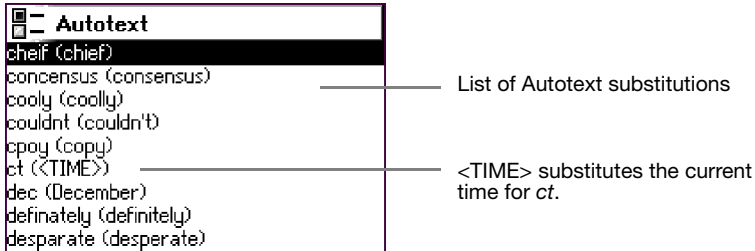
To view Autotext settings:

1. On the home screen, click the Preferences icon .

## Preferences and Maintenance

### 2. Scroll to Autotext and click.

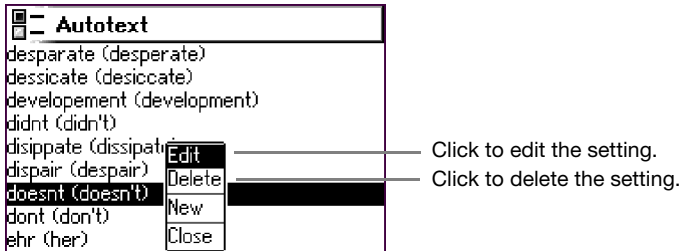
A list of Autotext settings appears. These settings show the substitutions Autotext makes as you type.



To change an Autotext setting:

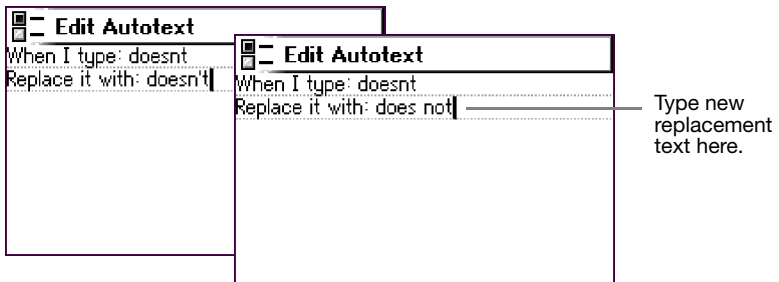
### 1. Scroll to select the setting you want to change and click.

Alternatively, you can press the Menu key and choose Edit from the menu.



An edit screen appears.

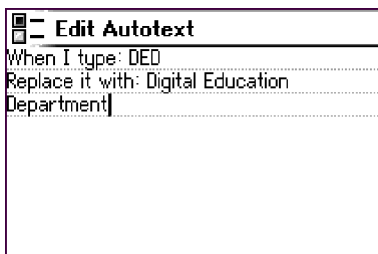
2. Type new replacement text.



3. When you have finished making the change, press the Menu key and choose Save from the menu.  
The Autotext settings are updated to show your changes.

To add a new Autotext setting:

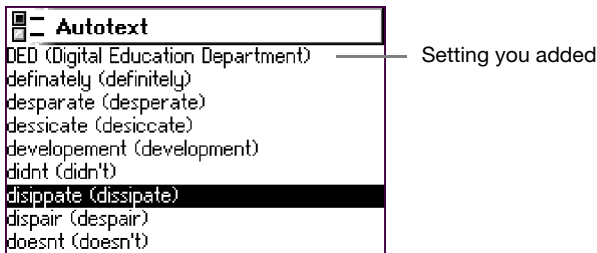
1. In the Autotext screen, press the Menu key and choose New from the menu.  
An edit screen appears.
2. Define a new setting. Be sure to include both the original and replacement text.



3. Press the Menu key and then choose Save from the menu.

## Preferences and Maintenance

The Autotext screen reappears with the new setting you added.



## Using Password and Keypad Locks on a Handheld

You can use a password to lock your handheld and prevent unauthorized use.

You can also lock the keypad to prevent the inadvertent pressing of keys when the handheld is in a pocket or purse. Locking the keypad is especially important if you use a password because you can only attempt to enter the correct password up to ten consecutive times. As a security measure, after ten unsuccessful attempts, 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.

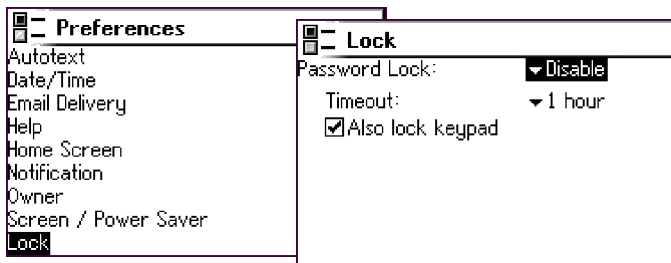
### Adding a Password and Setting Handheld Lock Preferences

Passwords are case sensitive and can include letters, numbers, and symbols. After adding the password, you can also change it later.

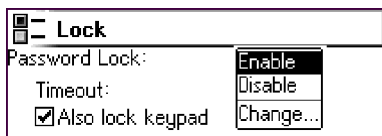


To add a password and set handheld lock preferences:

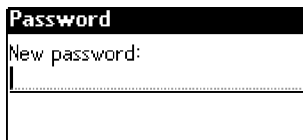
1. Open Preferences and click Lock.



2. To add a new password, click the Password Lock option and then choose Enable from the 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.



A confirmation screen appears asking you to enter the password again.

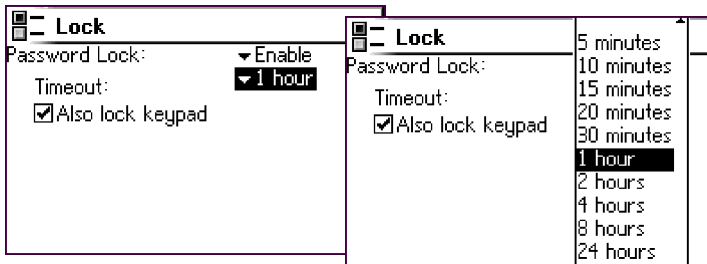
4. Retype your password. Then press Enter.

## Preferences and Maintenance

5. Select the Timeout option and click. Choose a timeout value for the handheld from the menu.

Your handheld locks automatically if it's inactive for the timeout value you specify.

*Note:* If your email administrator has configured GoodLink Server to require a maximum timeout value on your handheld, you can only choose a shorter timeout value.



6. When you have finished, press Escape.

The preferences list reappears.

After you enable a password, you must enter it whenever:

- You turn on or reset your handheld.
- The Timeout value is reached.
- You attempt to change the Lock preferences.
- You lock your handheld by choosing the Lock command on the Quick Settings menu. (For more information, see "Locking and Unlocking the Handheld or Keypad" on page 110)

## Enabling Keypad Locking

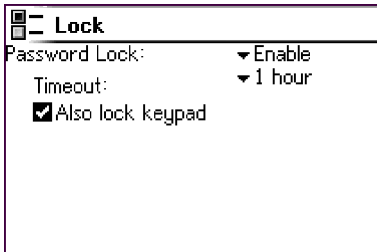
You can enable keypad locking by selecting the Also Lock Keypad option. You can enable keypad locking regardless of whether you add a password to lock the handheld or not.

Here is a summary of the ways you can use keypad locking in combination with handheld locking with a password:

- To enable keypad locking and handheld locking, add a password (see the previous section) and select the Also Lock Keypad option.
- To enable keypad locking only, disable passwords (see “Disabling a Password” on page 112) and select the Also Lock Keypad option.
- To enable handheld locking only, add a password (see the previous section) and deselect the Also Lock Keypad option.


To enable keypad locking:

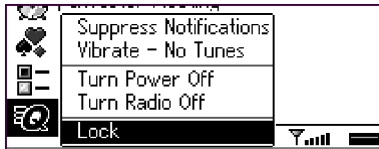
1. Open Preferences and click Lock.
2. Click the Also Lock Keypad option.



3. When you have finished, press Escape.

### Locking and Unlocking the Handheld or Keypad

To lock your handheld, click the Quick Settings icon . Then choose Lock command from the menu.



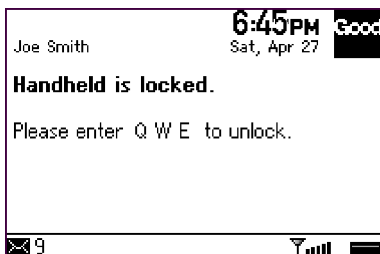
<< REVIEWERS: Will the shortcut for locking when on the home screen be Q then L and then click? >>

For information about setting options that determine whether the Lock command locks the handheld, keypad, or both, see “Enabling Keypad Locking” on page 109.

To unlock your handheld:

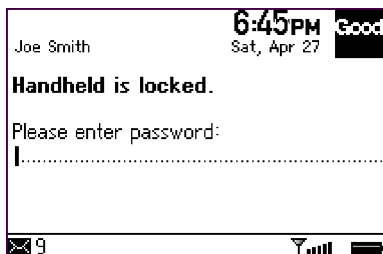
1. If the Power Saver screen is displayed or the screen is turned off (because of the Turn Off Screen preference), press any key.

If you enabled keypad locking, the following screen appears. (If not, skip to step 3.)

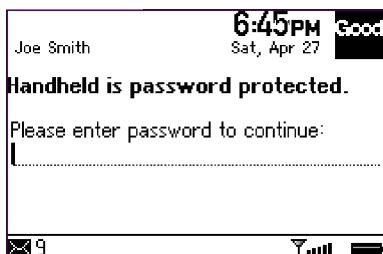


2. To unlock the keypad, press the Q, W, and then E keys. (To help you remember this sequence, notice that these keys are also labeled 1, 2, and 3.) You can press these three keys with Shift lock and/or Alt lock either enabled or disabled.

If you enabled handheld locking by adding a password, the following screen appears next. If not, the most recently active screen (such as the home screen) appears next.



3. Type your password and then press the Enter key.



*Important:* If your handheld is locked with a password, you can attempt to enter the correct password up to ten consecutive times. As a security measure, after ten unsuccessful attempts, 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. (For information about setting up a handheld, see the *Installation Guide* or your email administrator.)

## Preferences and Maintenance

*Tip:* Use the Owner preferences setting to enter information that appears on the screen when your keypad or handheld is locked. This can include your full name, address, and contact information.

Owner
Name: Joe Smith
Information: 1229 My Street
Anytown, MyState 09000
(800) 555-1213

## Disabling a Password

*Note:* You can't disable your password if your email administrator has configured GoodLink Server to require a password on your handheld.

To disable a password:

1. Open Preferences and click Lock.
2. To access the lock preference settings, enter your password and click Ok.
3. Select the Password option and click. Choose Disable from the Password menu.

## Changing a Password

To change a password:

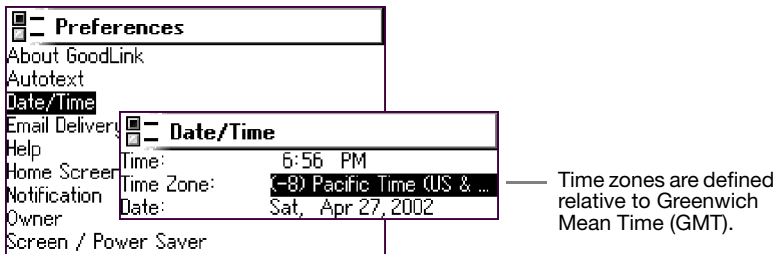
1. Open Preferences and click Lock.
2. To access lock preference settings, type your current password and press Enter.
3. Click the Password option and then choose Change from the menu.
4. Type a new password (at least four characters) and press Enter. Enter the password again to confirm the change.

## Changing the Time Zone

The time and date on your handheld is set automatically from Outlook. However, when you're traveling, you might want 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.



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

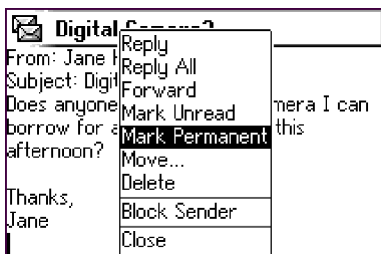
## Data Storage and Aging

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

- Each GoodLink application is guaranteed a certain amount of memory for data storage. The remainder is available for extra data storage by any of the applications.
- If storage space is needed, 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.

## Preferences and Maintenance

- 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 by opening the message, pressing the Menu key, and then choosing Mark Permanent from the menu.



- If space is needed, completed tasks older than one week are deleted.
- If there is insufficient space, incoming data for the application stops downloading. If you delete data on the handheld to free up space, the stopped data downloads. 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 about setting up your handheld, see the *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

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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.

*Important:* The beta version of G100 is an evaluation unit. This device has not been authorized as required by the rules of the Federal Communications Commission. This device is not, and may not be, offered for sale or lease, or sold or leased, until authorization is obtained.

### Exposure To Radio Frequency Signals (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. In order to minimize RF exposure to the hand, users should generally avoid hand contact with the antenna located above the display in the hump on the top of the G100 as much as possible.

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

# Specifications

## *Physical Specifications*

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<b>Item</b>	<b>Description</b>
Weight	4.76 oz. (135 g) including rechargeable battery
Size	99.6 mm length x 72 mm wide x 16 mm thick
Memory	8MB Flash memory, 8 MB RAM

## *Display and Controls*

---

<b>Item</b>	<b>Description</b>
Display	Full graphic LCD with greyscale (15 levels), and backlighting 212 x 138 pixel viewing area
Controls	Scroll wheel for scrolling and selecting, and six navigation keys 30-key QWERTY-style keyboard Additional Home, Menu, Escape, and Delete keys
Message Notification	Audible beeper; mechanical vibrator; user-configurable alert options.
Port	USB 1.1

## *Power Specifications*

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<b>Item</b>	<b>Description</b>
Battery	Rechargeable, internal Lithium cell

## *Environment Specifications*

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<b>Item</b>	<b>Description</b>
Operating Temperature	0° C to +50° C
Storage Temperature	-20° C to +70° C
Relative Humidity	5-95%, non-condensing

## Appendix

### *Radio Specifications*

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<b>Item</b>	<b>Description</b>
Network Support	900 MHz Mobitex networks
Interface Protocols	MASC (Mobitex Asynchronous Communications) Protocol
Transmitting Frequency	896 to 902 MHz, 12.5 kHz channels
Receiving Frequency	935 to 941 MHz, 12.5 kHz channels

### *Regulatory Compliance*

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<b>Item</b>	<b>Description</b>
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 handheld devices, but including accessories such as handheld device holsters, cradles, cables, and carrying cases) 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, excluding physical damage to the surface of the Hardware, such as cracks or scratches to the case or LCD screen. 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.

This warranty does not apply if the Hardware (a) has been altered, opened, or repaired, except as authorized by Good, (b) has not been installed, operated, repaired or maintained in accordance with instructions supplied by Good, (c) has been used in

conjunction with software, accessories, products, service, or ancillary or peripheral equipment not approved or provided by Good, and the defect is the result of such use and not of the Hardware itself, (d) has been subjected to abnormal physical or electrical stress, misuse, negligence or accident, (e) defect for which warranty service is sought would be repaired by installing an Enhancement provided by Good to Customer; or (f) is used other than as authorized by Good.

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## Appendix

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- (ii) Customer shall use the Software solely to access Good network services through Good server software licensed by Customer; and
- (iii) Customer's use of the Software shall be limited to use on a single handheld device, or on such greater number of handheld devices as Customer has paid Good the required license fee.

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