



using your  
Treo™ 650  
smartphone  
by palmOne

Includes setup information and instructions for most tasks

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# Welcome

Congratulations on the purchase of your Treo™ 650 smartphone by palmOne. In one compact and indispensable device, you now have all of the following:

- An advanced mobile phone\*
- A Palm Powered™ organizer with portable expansion capability (MultiMediaCard/Secure Digital/Secure Digital input/output [SD/SDIO])
- Email\*\*
- Web browsing\*\*
- Text\* and multimedia\*\* messaging
- A digital camera\*\*\*

\* Requires service contract with your wireless service provider.

\*\* Requires service contract and GPRS or EDGE high-speed data service from your wireless service provider.

\*\*\*There are two models of Treo 650: One model has a built-in camera and the other model does not have a camera. The packaging for your Treo 650 identifies if a camera is included.

This guide will help you set up your Treo 650 smartphone and quickly learn to use it.



LOOK HERE: Don't miss the helpful tips and cross-references given in this column.

# If you read nothing else...

This guide is designed to get you using your Treo™ 650 smartphone by palmOne quickly, starting with just the basics. As you become more comfortable with your Treo 650 smartphone and want to learn more, come back and read the other sections.

## **Read this Now: Getting Started**

Follow the instructions to set up your Treo smartphone and make your first call.

## **First Day: Learning the Basics**

Learn how to enter text, move around the screen, and set up synchronization.

## **First Week: Using Phone, Web, Messaging, and Email**

Learn how to use all the great wireless features of your Treo 650 smartphone, including phone, email, web browsing, and messaging.

## **First Two Weeks: Using Organizer Features**

Your Treo 650 is not just a phone. It also includes a full-featured Palm Powered™ organizer that gives you instant access to your Calendar, Tasks, Memos, music, Calculator, and more.

## **First Month: Managing Applications**

Learn how to add or delete extra applications and use an expansion card with your smartphone.

## **When You're Ready: Customizing your Treo**

Once you've learned the basics, you'll want to explore additional features on your Treo smartphone and customize its settings.

## **If Something Happens: Help**

If something goes wrong or you can't figure out how to use a Treo feature, we can help. Check this chapter for answers to frequently asked questions.

read this now:

getting  
started



# What you'll need

As you work through the instructions in this guide, you'll need all the items that came in the Treo™ 650 smartphone box (see "Treo smartphone overview" on page 7) as well as the following:

- A subscriber identity module (SIM) card for which you have an activated mobile account with data services\*
  - A location with wireless coverage for your phone
  - An electrical outlet
  - The computer with which you will synchronize your personal information
  - The "palmOne Software Installation CD" included in the box
- \* We recommend selecting either the GPRS or EDGE data service option. You cannot use email, web browsing, or photo messaging without data services of some type.



# Treo smartphone overview

You should have received all of the following components in the Treo 650 smartphone box:

## Hardware

- Treo handset
- Your wireless service provider's SIM card
- AC charger
- USB sync cable
- Headset
- Electric socket adapter(s) (if required in region)

## Documentation and software

- Using Your Treo 650 Smartphone (this guide)
- Software Installation CD (includes desktop synchronization software and bonus software)
- palmOne warranty



Warranty does not cover damage by Secure Digital (SD) cards that do not meet SD Memory Card Specifications. SD cards that do not meet SD Memory Card Specifications may damage Treo 650. SD cards that do meet SD Memory Card Specifications are marked with the following logo:

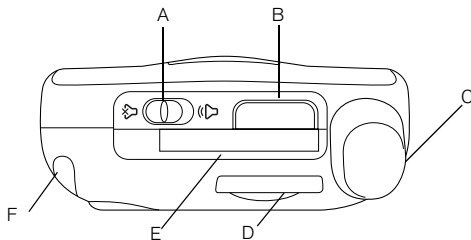


The Software Installation CD includes free bonus software for your phone and synchronization software for your computer.

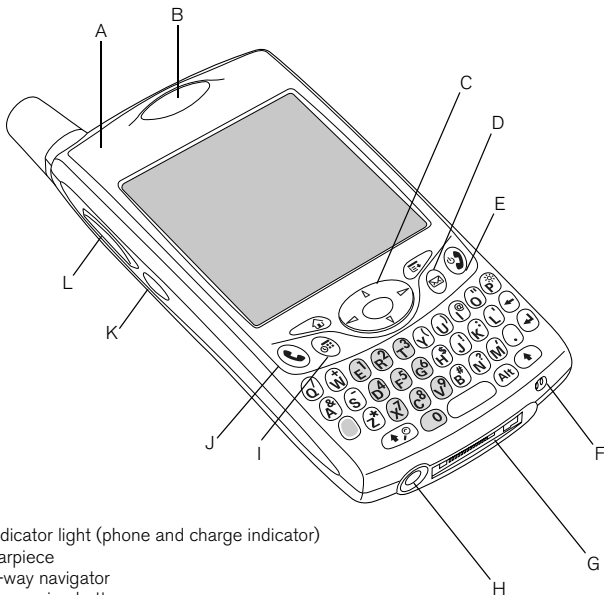


## Treo 650 handset features

The following illustrations show the locations and names of the physical features of the Treo 650 smartphone. Refer to these illustrations while following the instructions in this guide.



- A. Ringer switch
- B. Infrared (IR) port
- C. Antenna
- D. SIM slot
- E. Expansion card slot
- F. Stylus



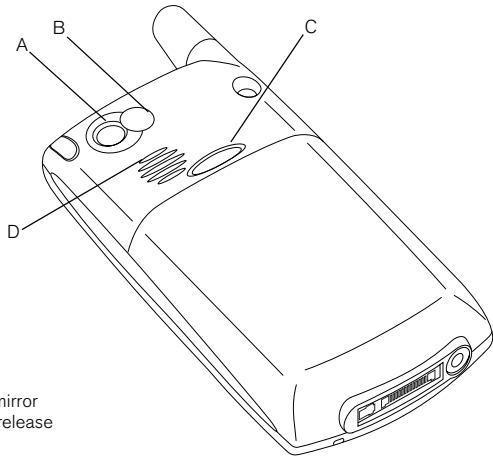
- A. Indicator light (phone and charge indicator)
- B. Earpiece
- C. 5-way navigator
- D. Messaging button
- E. Power/End button
- F. Microphone
- G. Multi-connector
- H. Headset jack
- I. Calendar button
- J. Phone/Send button
- K. Side button
- L. Volume button



Be careful not to scratch or crush your Treo screen. Do not store it in a place where other items might damage it. Visit [www.palmOne.com/intl](http://www.palmOne.com/intl) to find carrying cases that protect the screen and other useful accessories.



**IMPORTANT:** The Treo 650 speaker includes a large magnet, so be sure not to store your Treo near credit cards or other items that could be demagnetized.



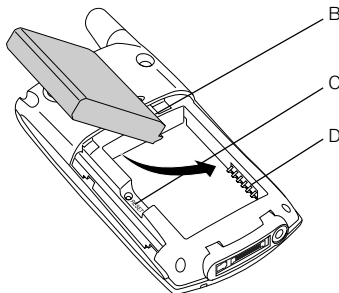
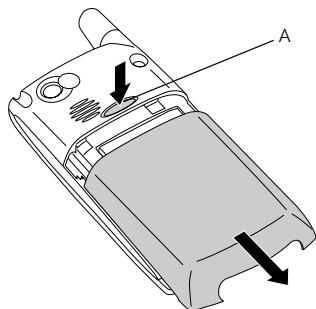
- A. Camera lens\*
- B. Self-portrait mirror
- C. Battery door release
- D. Speaker

\* There are two models of Treo 650: One model has a built-in camera and the other model does not have a camera. The packaging for your Treo 650 identifies if a camera is included.

# Installing the battery



1. Press the Battery Door Release button and slide the battery door downward to remove it from your Treo.
2. Align the metal contacts on the battery with the contacts inside the battery compartment.
3. Insert the battery into the compartment at a 45 degree angle and then press it into place.
4. Slide the battery door onto the back of the phone until it clicks into place.
5. When the Welcome screen appears, follow the onscreen instructions to set up your Treo 650.



- A. Battery Door Release button
- B. Battery contacts
- C. Notch
- D. Phone contacts



# Charging the battery

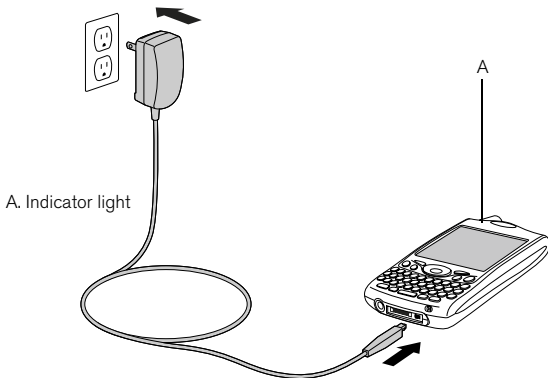


Battery consumption varies based on personal usage. Consumption factors include signal strength, speakerphone usage, and whether calls are data or voice calls.

When your Treo is connected to a power source, the indicator light glows solid (versus flashing), and the color of the light indicates the charging state.






Before using your Treo 650 smartphone, you need to charge the battery. It may not turn on at all when you first remove it from the box. We recommend four hours for a full charge, or until the indicator light is solid green.

1. Plug the AC charger into a wall outlet. If necessary, connect an adapter.
2. Connect the charger cable to the bottom of the Treo. Make sure the arrow on the connector is facing up, toward your Treo screen.



3. To confirm your Treo is charging, check the indicator light.
  - When the indicator light is solid red, your Treo is charging.
  - When the indicator light turns solid green, your Treo is fully charged.
  - If the indicator light does not turn on when you connect your Treo to the AC charger, double-check the cable connection and the electrical outlet to which it is connected.

After you turn on your Treo smartphone, the onscreen battery icon displays power status:

- Full battery icon : Battery is charged
- Partial battery icon : Battery has some power and is not charging
- Empty battery icon : Battery needs charging immediately
- Red lightning bolt : Charging
- Green lightning bolt with full battery : Fully charged



To see exactly how much power is left in your battery, tap the onscreen battery icon.

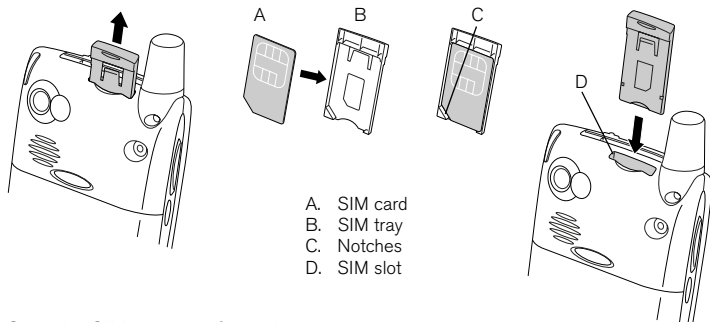


Your wireless service provider may already have inserted the SIM card into your Treo. In that case, skip to “Turning Treo on and off” on page 15.

To remove the SIM card, pull the SIM tray out of the slot and remove the card from the tray.

## Inserting the SIM card

Your subscriber identity module (SIM) card contains account information such as your phone number and voicemail access number. To use the phone, email, or web features of your Treo 650 smartphone, you need to insert the SIM card. If a SIM card did not come with your Treo 650, your wireless service provider will give you one when you subscribe. If you have an older, 5-volt SIM card, you should request a newer, 3-volt SIM. This Treo is not compatible with older 5-volt SIM cards.



1. Slide the SIM tray out of the phone.
2. Insert the SIM card into the SIM tray by aligning the notches until you feel it lock into place.
3. Slide the SIM tray back into the phone.
4. If your SIM card is not already activated, follow the activation steps provided by your wireless service provider or contact your wireless service provider directly for assistance. If you want to use email, web browsing, and multimedia messaging, be sure to confirm that your SIM card is activated for data services.





# Turning Treo on and off

You can use the Palm OS® features of your Treo 650 smartphone independently of the wireless features and applications. In other words, the screen and phone are designed to be turned off and on separately.



## Turning your phone on and off

When you turn on your Treo, it connects to a mobile network so that you can make and receive phone calls and use other wireless services.

1. Press and hold Power/End  to turn on your phone. If Sound Mode is on you'll hear a series of ascending tones. (See "Setting the ringer switch" on page 146 for more on Sound Mode.) After your phone locates a signal, you can use the phone and Internet features (if supported by the local network).
2. Press and hold Power/End  again to turn off your phone. If Sound Mode is on you'll hear a series of descending tones. When your phone is off, your Treo is not connected to any mobile network. You can still use the organizer and other Palm OS features. This is ideal for airplane flights and for maximizing battery life.

## Waking up the screen

To use the Palm OS features when your phone is off, you need to wake up the screen. You can also turn off your phone's screen without turning off your phone's wireless features.

1. Press Power/End  to wake up the screen.
2. Briefly press Power/End  to turn off the screen.



The indicator light flashes green when your phone is on and you're inside a coverage area. If you're outside a coverage area, the indicator light flashes amber.

Your Treo 650 includes a keyboard backlight for low-light conditions. The keyboard backlight activates automatically when the screen turns on. It turns off automatically when the screen turns off and when an active call lasts longer than a minute.

You can also press any application buttons on the front of your phone to wake up the screen and go directly to the application linked to that button.



# Making your first call








If No Service appears in the upper left, you are out of a wireless coverage area. If you believe you are in a wireless coverage area and this problem persists, contact your wireless service provider for assistance.

If you are inside a coverage area and cannot complete a call, your SIM card may not be activated. Please contact your wireless service provider for assistance.

To quickly redial your most recent call, press and hold the Phone/Send button to display the redial list.

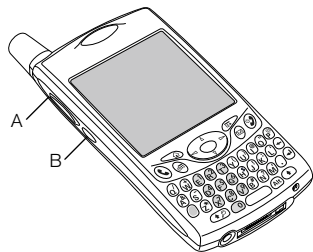
We recommend that you charge your Treo 650 smartphone for a full four hours (or until the indicator light is solid green) before using it for the first time.

1. Press and hold Power/End . You will hear a series of ascending tones.
2. Allow the Treo to complete a network search. The search may take several seconds. When it is complete, the Network Status icon  appears in the upper-right.
3. If prompted for a PIN, enter it on the PIN screen. The default PIN is often 1234. If the default PIN doesn't work, check the documentation you received from your wireless service provider or contact your wireless service provider for help.
4. Press Phone/Send .
5. Using the number pad on the Treo keyboard, enter the desired phone number.
6. Press Phone/Send  to dial.
7. When your call is complete, press Power/End  or use the 5-way navigator to select Hang Up.





## Adjusting call volume

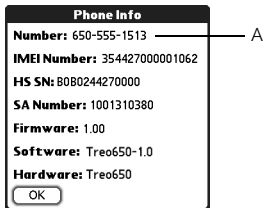
While a call is in progress, press the Volume button on the side of your Treo to adjust call volume.



- A. Volume button
- B. Side button

## What's my number?

1. Make sure your phone is on (see "Turning your phone on and off" on page 15).
2. Press Phone/Send .
3. Press Menu .
4. Select Options, and then select Phone Info.



- A. Look here for your phone number



If your phone number is not displayed, exit Phone Info, and make sure your SIM card is properly inserted in the SIM slot. If your phone number still does not appear in Phone Info, look on the plastic holder to which the SIM card was attached. If you still need assistance, please consult your wireless service provider.



first day:

# learning the basics



# Moving around the Treo screen



Some third-party applications may not work with the 5-way navigator, and you must use the stylus instead.

In this guide, we use arrow icons to indicate directions on the 5-way. These are different from any onscreen arrows that you tap with your stylus or select with the 5-way to display pick lists.

5-way buttons:

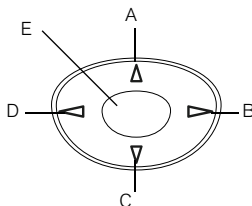


Onscreen arrows:



To move around the Treo™ 650 smartphone screen, you can use the 5-way navigator or you can tap items on the screen with the stylus. With use, you will find your own favorite way to scroll, highlight, and select menu items.

The 5-way includes Right, Left, Up, Down, and Center buttons.



- A. Up
- B. Right
- C. Down
- D. Left
- E. Center

## Scrolling through screens

As on a computer, you scroll on the Treo to move from field to field or page to page, or in some cases to highlight an item or option in a list. There are several methods of scrolling:

- Press the 5-way on the front of the Treo. Press Right ►, Left ◀, Up ▲, and Down ▼ to move to the next field, button, or action in that direction.
- Press and hold Up ▲ to quickly scroll to the top of a list, or press and hold Down ▼ to quickly scroll to the bottom of a list.

- Tap an onscreen scroll arrow.



- When viewing a list screen, such as the Memo list:
  - Press Up ▲ or Down ▼ to scroll one screen at a time.
  - Press Center and then press Up ▲ or Down ▼ to scroll between line items.
  - Press Left ◀ to switch from item scrolling to screen scrolling.
- Press Option Ⓞ and Up ▲ or Down ▼ to scroll to the next page of information within the current record.
- When inside a text field, press Right ▶ and Left ◀ to scroll to the next character or word, and press Up ▲ and Down ▼ to scroll between lines.
- Drag the slider of an onscreen scroll bar.

## Highlighting items

The 5-way lets you highlight items before opening or selecting them.

- When an onscreen button (OK, Cancel, etc.) or pick list is highlighted, the button acquires a glow around its border.
- When a phone number, email address, or web link is highlighted on a web page or in a message, the text appears in reverse type (light text on a dark background).
- When an entire text entry field is highlighted, you can press Center to edit the text. After you edit the text, press Center again to highlight the entire field.



Need a new case or headset? Go to [www.palmOne.com](http://www.palmOne.com) for the latest accessories. Or, call 408-555-2300.



Once you've opened an application (see "Opening applications" on page 28), you can experiment with using the 5-way to highlight different screen elements.



You can also use the stylus to highlight text on the screen. When text is highlighted, it appears in reverse type.

- Drag the stylus across the text you want to highlight.
- Double-tap a word to highlight it.
- Triple-tap a line of text to highlight it.

## Accessing command buttons

Command buttons such as New, OK, and Details appear at the bottom of the screen. In many cases, you can jump directly to these buttons instead of scrolling to them.


- From a list screen, such as the Contacts list or Memos list, press Right ► to jump to the first button.
- From a screen where you create or edit entries, such as Edit Contacts, press Center to jump to the first button.
- From a dialog box, such as Edit Categories, press Up ▲ and Down ▼ to scroll to the buttons.







## Selecting or activating items

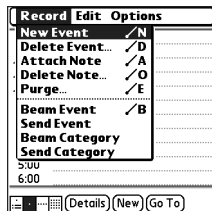
After highlighting an item with the 5-way, you can select or activate it by pressing Center. You can also select an item by tapping it with the stylus.



## Selecting menu items





Many applications have menus to provide access to additional features. These menus are usually hidden from view, but they appear when you press Menu . To get the most out of your Treo, it's a good idea to familiarize yourself with the additional features available through the various application menus.

1. Press Menu  to display an application's menus.
2. Press Right  and Left  to switch between menus.
3. Press Up  and Down  to highlight a menu item.
4. Press Center to select the menu item, or press Menu  to close the menu and cancel your selection.



## Selecting options in a pick list

A range of options is often presented in a type of menu called a pick list, which can be identified by a downward-pointing arrow. Pick lists are different from the application menus described above.

- Use the 5-way to highlight the pick list, and then press Center to display the items in the list. Press Up  and Down  to highlight the item you want, and then press Center to accept your selection.
- To exit the pick list and cancel your selection, press Left  or Right .
- Use your stylus to tap the pick list, and then tap the item you want from the list.



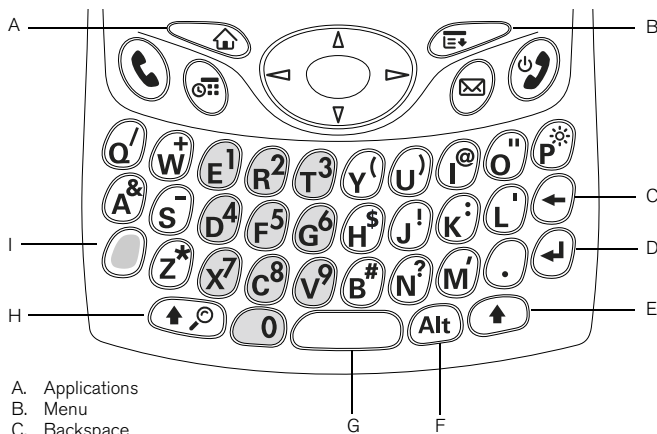
Most menu items have menu shortcuts listed in the menu. To use a menu shortcut, press Menu plus the shortcut letter. You don't have to see the menu item to use the menu shortcut.



When using the keyboard, most people find it easiest to hold the Treo with two hands and use the tips of both thumbs to press the keys, as shown above.

The keyboard backlight may not be visible in bright sunlight.

# Using the keyboard



## Using the keyboard backlight

Treo includes a keyboard backlight for low light conditions. The keyboard backlight activates automatically when the screen turns on. It turns off automatically when the screen turns off and when an active call lasts longer than a minute.

## Entering lowercase and uppercase letters

- To enter lowercase letters, press the desired keys.
- To enter an uppercase letter, press Shift/Find (⇧⌘) or Right Shift (⇧), and then enter a letter. You don't need to press and hold Shift while entering a letter.
- To turn Caps Lock on, press Shift/Find (⇧⌘) or Right Shift (⇧) twice. To turn it off, press Shift/Find (⇧⌘) or Right Shift (⇧) again. When Caps Lock is on, this symbol appears in the lower right: ⌨.

## Entering numbers, punctuation, and symbols that appear above the letters on the keys

- Press Option (⌥), and then press the key with the desired character shown above the letter. You don't need to press and hold Option while pressing the second key.
- To turn Option Lock on, press Option (⌥) twice. To turn it off, press Option (⌥) again. When Option Lock is on, this symbol appears in the lower right: ⌨.

## Entering other symbols and accented characters

1. Enter the character that corresponds to the symbol or accented character you want. See the table on the next page.
2. Press Alt (⌘).
3. Press Up ▲ or Down ▼ to highlight the desired character.
4. Press Center to insert the character, or just continue entering the next character.



In many applications, you can view a list of all the alternate characters. Open the Edit menu and select Keyboard Help.

Some application views automatically default to Option Lock, such as the Dial Pad View in the Phone application or the Calculator. In this case, you do not have to press and hold Option to enter numbers.

The alternate characters are grouped according to their similarity to the corresponding key. For example, the alternate characters available for the e key are é, è, ê, ê and €.

## Symbols and accented characters

Enter...	then press Alt (Alt) to select...	Enter...	then press Alt (Alt) to select...	Enter...	then press Alt (Alt) to select...
a	á à â ã ä å æ	o	ó ò ö ô õ ø	0	% % <sub>00</sub> °
A	Á À Ä Ã Æ	O	Ó Ò Ö Ô Æ Ò Ø	1	<sup>1</sup> / <sub>4</sub> <sup>1</sup> / <sub>2</sub>
b or B	ß	p or P	%	2	2
c	ç ¢ © ^ ^	r or R	®	3	<sup>3</sup> / <sub>4</sub>
C	Ç ¢ © ^ ^	s	ß Šš Š Œ	.	? ! ...
d	† ‡	S	ß Šš Œ Š	,	"
D	† ‡ - D	t or T	~ ™ † ‡	!	!
e	é è ê ë €	u	ú ù ü û	?	¿
E	É È Ê Ë €	U	Ú Ù Û Û	:	;-) :(-) :-D

# Symbols and accented characters

Enter...	then press Alt (Alt) to select...	Enter...	then press Alt (Alt) to select...	Enter...	then press Alt (Alt) to select...
f or F	f	x or X	x	'	' ' < > ~ `
i	î ï î	y	ý ÿ ¥	"	" " « »
l	ĺ ľ ı	Y	Ÿ ŷ ¥	\$	€ £ ¥ ¢
l or L	ℓ			+	&
m or	μ			-	_ ~ • = --
M				/	% \ ÷   √
n	ñ			#	=
N	Ñ			(	< [ { ‹
				)	> ] } ›




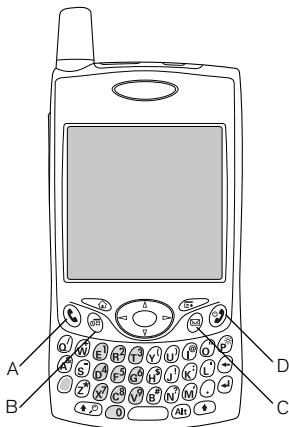
# Opening applications















You can also customize the buttons yourself; see "Setting Buttons Preferences" on page 150 for details.

Your wireless service provider may have customized the applications associated with each button

There are three application buttons on the front of the Treo 650 smartphone. The fourth button turns your phone on and off, wakes up the screen, and controls the keyguard. Each application button can be used to open two applications. To access a button's primary application, simply press the button. To access a button's secondary application, press Option , and then press the application button.



- A Phone/Send
- B Calendar
- C Messaging
- D. Power/End


Button	Primary application	Secondary application
	Phone/Send	 +  Web browser
	Calendar	 +  Memos
	Messaging	 +  VersaMail®
	Power/End (on/off)	 +  Keyguard

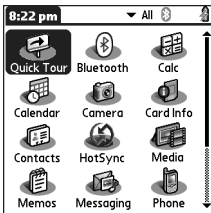


Press Applications repeatedly to cycle through different categories of applications.

In the Applications View, you can enter the first few letters of the application's name to highlight it. For example, if you enter "p" it highlights Phone; if you then enter "r" it highlights Prefs. If you pause and then enter "r," it highlights the first application that starts with "r."

In Palm OS®, you access all available applications through the Applications View:

1. Press Applications .
2. Use the 5-way navigator to highlight the application you want to use.
3. Press Center to open the selected application.





# Setting up your computer



**IMPORTANT:** If you're upgrading from another Palm Powered device, follow the steps in "Upgrading from another Palm Powered™ device" on page 162 before you set up your computer for your new Treo.

If you want to synchronize with another desktop software program, contact the software developer to obtain a conduit if one is available.

Synchronization lets you enter information on your computer (using Palm® Desktop software or Microsoft Outlook for Windows) and then efficiently transfer that info to your Treo 650 smartphone. At the same time, changes you make on your Treo are transferred to Palm Desktop or Microsoft Outlook. Even if you manage all your contacts on your Treo, synchronization is a great way to back up your info.

Before you can synchronize, you need to install the desktop synchronization software on your computer. Even if you already own a Palm Powered™ device and have installed a previous version, you must install the software that came with your Treo on the Software Installation CD.

## System requirements

Your computer should meet the following minimum system profiles for Windows or Mac computers.

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### Windows 2000 or XP (or later)

- 32MB of available memory (RAM)
- 170MB of free hard disk space
- CD drive
- Available USB port
- USB sync cable (included with your Treo 650)

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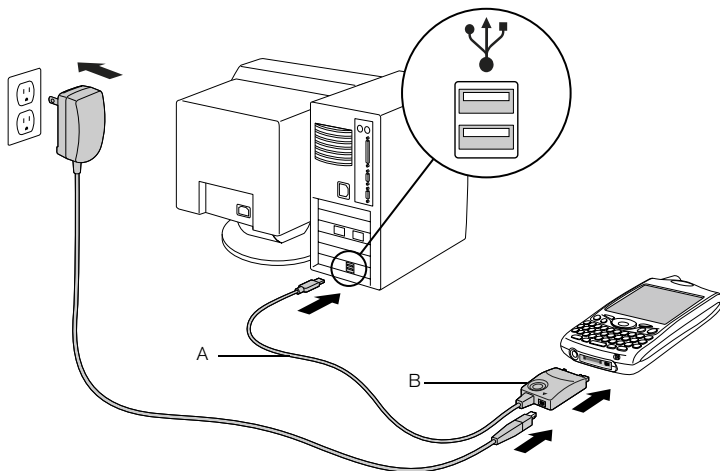
### Mac OS 10.2 or later

- 128MB of total memory (RAM)
- 190MB of free hard disk space
- CD drive
- USB port
- USB sync cable (included with your Treo 650)



## Connecting your Treo to your computer

1. Plug the AC charger into a wall outlet. If necessary connect an adapter.
2. Plug the USB sync cable into an available USB port or a powered USB hub on your computer.
3. Connect the sync cable to the Multi-connector on the bottom of your Treo with the HotSync® button facing up. Do not press the HotSync button until you are instructed to do so.
4. Connect the charger cable to the Multi-connector on the sync cable.



- A. USB sync cable  
B. HotSync button



For best performance, plug your sync cable directly into a USB port on your computer. If you use a USB hub, make sure it is a powered hub.



If you are installing on a computer at work, make sure your company allows you to install new software. Contact your company's IT department for help.

## Installing the desktop synchronization software on your computer

Your computer needs to have all its resources available to install the software.

Follow these guidelines for a successful installation:

1. Exit any applications that are currently running on your computer, including those running in the background.
2. Insert the palmOne Software Installation CD into the CD drive on your computer. If you are installing on a Mac, double-click the CD icon on the desktop, and then double-click the palmOneSoftware.pkg icon.
3. Follow the onscreen instructions of the installation program. Please note these important points about the installation process:
  - If a language selection screen appears, click the same language you use on your Treo.
  - During the installation process, you will be prompted to synchronize for the first time. See the next section for details.

# Synchronizing contacts and other information

Synchronizing means that information that is entered or updated in one place (your phone or your computer) is automatically updated in the other—no need to enter information twice. We strongly recommend that you synchronize your Treo and your computer frequently to keep your information up-to-date (and backed up) in both locations.

Before you can synchronize your contacts and other personal information, you must install the software from the CD that came with your Treo. See “Installing the desktop synchronization software on your computer” on page 32 for instructions.

If you use the default settings, information from all the following applications is transferred each time you synchronize your phone with your computer:



If you choose to synchronize with Outlook, information from Contacts, Calendar, Tasks, and Memos is synchronized with Outlook. You can also set up the VersaMail application to synchronize with Outlook. Other info, such as photos, is synchronized with Palm Desktop software.

1. Connect your Treo 650 smartphone to your computer, as described in “Connecting your Treo to your computer” on page 31.
2. Press the HotSync button on the sync cable.



We strongly recommend that you install the synchronization software soon after you start using your Treo, and that you synchronize your Treo and computer frequently to keep your information up-to-date (and backed up) in both locations.

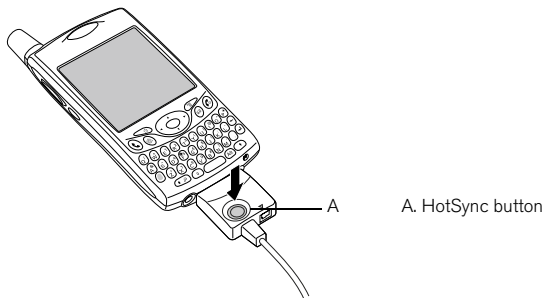
If you installed Palm Desktop software, the HotSync Manager icon



should appear in the lower-right corner of your computer screen.



If you use Microsoft Exchange ActiveSync<sup>®</sup>, your email and calendar information synchronize directly with your company's Exchange server. You must retrieve email and calendar updates from the VersaMail application; they do not update when you synchronize with your computer. See "Working with Microsoft Exchange ActiveSync" on page 74 for more information. Your contacts, tasks, and memos sync with Palm Desktop software or Microsoft Outlook, depending on which desktop application you use.



3. Wait for your Treo to display a message indicating that the process is complete.
  - If nothing happens, make sure that you installed the desktop synchronization software from the Software Installation CD that came with your Treo, and that it is running on your computer.
  - If you want to synchronize information with applications other than Palm Desktop or Microsoft Outlook, you need to purchase additional third-party conduit software.
  - If you have any problems synchronizing, see "Synchronization (HotSync<sup>®</sup>)" on page 175 for troubleshooting suggestions.

# Battery life

Battery life depends on individual usage. When used as a phone, your Treo battery provides up to 6 hours of talk time or up to 300 hours of standby time.

## Maximizing battery life

You can increase the life of your Treo battery by following a few easy guidelines.

Remember that battery life depends on how you use your Treo.

- Charge your Treo whenever you're at your desk, or charge it overnight each day. The Li-Ion battery in your Treo has a much longer useful life when it is topped off frequently, versus charging it after it is fully drained.
- The wireless features (phone, email, messaging, and web) of your Treo generally consume more power than its organizer features. However, if you spend a lot of time using the camera (if included), games, media players, eBooks, or other Palm OS applications, keep an eye on the battery icon and charge when necessary.
- If you don't plan to use the wireless features on your Treo for a while, you may want to turn off your phone (see "Turning your phone on and off" on page 15). You can forward calls to a different number or let all calls be picked up by voicemail (see "Forwarding calls under certain conditions" on page 51).
- As with any mobile phone, if you are in an area with no wireless coverage, your Treo searches for a signal, which consumes power. If you cannot move to an area of better coverage, temporarily turn off your phone.
- Turn down the screen brightness (see "Adjusting the brightness" on page 147).
- Decrease the Auto-off setting in Power Preferences (see "Power Preferences" on page 153). This turns off your screen automatically after a shorter period of inactivity.



**IMPORTANT:** You must charge your Treo fully before using it the first time. Wait until the indicator light turns solid green, which may take up to four hours.

If the battery drains to the point where your Treo doesn't turn on, the Treo stores your info safely until you recharge the battery. To avoid draining the battery, we recommend that you charge and synchronize your Treo every day, especially if you use your phone often.

If the battery is fully drained, it may take a few moments for the indicator light to turn on while charging.



# Where to learn more





To open the Quick Tour, go to Applications and select Quick Tour.

## For a quick introduction

- **Quick Tour:** The Quick Tour teaches you how to use many features of your Treo. It is already installed on your Treo, and you can open it any time.

## While using your Treo

- **Tips:** Many of the built-in applications include helpful tips for getting the most out of your Treo. To view these tips, open an application, open the menus , select Options, and then select Tips.
- **Information:** Many screens have a Tips icon  in the upper-right corner. Select the Tips icon to learn about the tasks you can perform in that dialog box.
- **Online support from palmOne:** For up-to-date downloads, troubleshooting, and support information, check out [www.palmOne.com/intl/support/treo650](http://www.palmOne.com/intl/support/treo650).

## If you need more information

- **Books:** Many books on Palm Powered devices, such as “Now You Know Treo”, are available in local or online book retailers (look in the computers section), or visit [www.palmOne.com/intl](http://www.palmOne.com/intl).
- **Online forums:** Consult online Treo user discussion groups to swap information and learn about topics you may find nowhere else. Visit [www.palmOne.com/intl](http://www.palmOne.com/intl) for details.
- **Customer service from your wireless service provider:** For questions about your mobile account or features available on the network, contact your wireless service provider for the latest information and help.

first week:


using phone,  
web, and  
messaging



# Phone overview

The Phone application lets you make and receive calls and store favorites for contacting people and opening applications. Be sure you know how to turn on your phone before reading this section (see "Turning your phone on and off" on page 15).









## Accessing the Phone application

- Press the Phone/Send  button.





You can monitor the status of several items using icons at the top of the Phone screen:

	Displays the name of your wireless service provider when your phone is on and you are in a coverage area. If you are outside a coverage area, No service or SOS Only appears instead. When you turn off your phone, Phone Off appears.
	Appears when call forwarding is active. A 1 and a 2 may appear above the icon to indicate which line(s) are forwarding.
	Appears when you have voicemail. If you have alternate line service (ALS), the left side is shaded when you have voicemail on line 1, and the right side is shaded when you have voicemail on line 2. The ALS feature may not be available on all accounts or regional networks.  Some networks use a full-screen alert instead. Call your wireless service provider for more information about voicemail alerts and ALS service.
	Appears when ALS is active.
	Appears in gray when Bluetooth® wireless technology is off. Appears in blue when Bluetooth wireless technology is on. Appears in reverse blue when and your phone is communicating with other devices using Bluetooth wireless technology.
	Replaces the Bluetooth icon when your phone is connected to a headset that is enabled with Bluetooth wireless technology.
	Appears when your phone is on. The bars display the signal strength. The stronger the signal, the more bars appear. If you are outside a coverage area, no bars appear.
	The triangle appears when your phone is on and a GPRS or EDGE network is within range. Some service providers do not show the triangle.



To display the remaining battery power, tap the battery icons at the top of the screen.

If ALS is active and available, you can press and hold # to switch lines.

If you have multiple alerts, the Alert screen displays all your pending alerts. Select an item's description to jump to that item, or check the box to clear that item. To view all your pending alerts from any screen on your phone, press and hold Center.

You can tap the Bluetooth icon to quickly turn Bluetooth on and off.



To display the current event from the Calendar application in the Main View of the Phone application, open the Options menu and select General Preferences. Check the Show Calendar event box. You can then select this event to jump to the Calendar application.



Appears when you are connected to a GPRS or EDGE network. You can still receive calls.



Displays the battery charge status. When the battery drains to 20% of its capacity, the icon changes from blue to red. At 10% of its capacity, you begin to receive warning messages, and at 5% of its capacity, the phone beeps and the icon changes from red to clear.



Appears when your Treo battery is charging. The lightening bolt turns from red to green when the battery is fully charged and your phone remains connected to the AC charger.



Appears when your Treo battery is fully charged.



Indicates the number of unread text and multimedia messages.



Indicates the number of unread email messages. You can select this icon to retrieve your messages.





Displays the current (or next) event from the Calendar application. If you have an event conflict during the current time period, a red bar appears next to the event description.

# Dialing calls



Your Treo offers several options for making phone calls. As you get familiar with your Treo, you'll discover which method you prefer.

## Dialing using the onscreen Dial Pad

1. Press Phone/Send .
2. Tap the onscreen Dial Pad to enter the number.
3. Press Phone/Send  to dial.



## Dialing with the keyboard

1. Press Phone/Send .
2. Using the numbered keys on the keyboard, start entering a phone number.  
You do not need to press Option to access the numbers on the keyboard.
3. Press Phone/Send  to dial.

## Dialing by contact name

Before you can dial a call by contact name, you must create some contacts (see "Adding a contact" on page 100), import them by synchronizing (see "Synchronizing contacts and other information" on page 33), or import them from your SIM card (see tip on "Viewing your SIM Phonebook" on page 102).



If you changed the wallpaper in the Main View of the Phone application (see "Selecting wallpaper for the Phone application" on page 145), you can still access the Dial Pad. From the Main View of the Phone application, press Phone/Send, and then select Dial Pad.

You can paste numbers directly into the Dial Pad View. Copy a number from another application, and then switch to Dial Pad View. Open the Edit menu and select Paste. Press Phone/Send to dial.





If you prefer to dial by contact from the Main View, open the Options menu and select General Preferences. Select the second pick list and select the Typing starts Contacts search option.

To see more information for a person in your Contacts list, highlight the name and press Center to view their address, company, and other details.


To start another search, press Backspace to delete letters you've entered. Or select Cancel to return to the Main View.

To view more favorite buttons, highlight the bottom row of favorites, and then press Down.

1. Press Phone/Send .
2. Select the Contacts favorite button.
3. Using the keyboard, begin entering one of the following for the contact you want to call:
  - First initial and last name
  - First name
  - Last name
4. Select the number you want to dial.
5. Press Phone/Send  to dial.


## Dialing with a favorite button

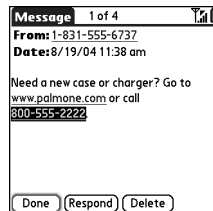
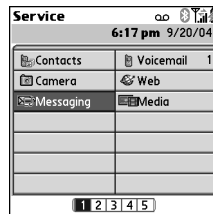
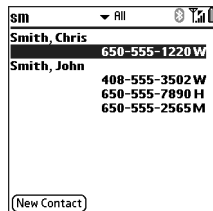
Before you can use favorite buttons, you must create some favorites entries. See "Defining favorite buttons" on page 53.

1. Press Phone/Send .
2. Use the 5-way to access Favorites.
3. Highlight the desired button.
4. Press Center to dial the selected button.





## Dialing from a web page or message

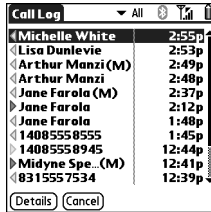
Treo recognizes most phone numbers that appear in web pages or in text, email, or multimedia messages.

1. Use the 5-way to highlight the phone number you want to dial in the web page or text message.
2. Press Center to open the Dial dialog box.
3. Press Phone/Send  to dial.



## Redialing a recently called number

- To dial the last number: From the Main View in the Phone application, press and hold Phone/Send  to dial the last number you called.
- To select from your most recently dialed numbers: From the Main View in the Phone application, press Phone/Send , select the number you want to call, and then press Phone/Send  again to dial.
- To select from a chronological list of calls: Select the Call Log favorite. You can also access the Call Log by pressing Phone/Send  twice, and then selecting Call Log from the recent call list.



If you can't highlight and dial a phone number on a web page or in a text message using the 5-way or stylus, it means that Treo does not recognize it as a phone number.




# Receiving calls




See a photo of the person calling you! Learn how to assign a caller ID photo on "Assigning a caller ID photo" on page 144.

To receive calls, your phone must be on. This is different from having just the screen turned on (see "Turning your phone on and off" on page 15).


To answer a call, do one of the following:

- Press Phone/Send .
- Using the 5-way navigator, select the onscreen Answer button.
- If the headset is attached, press the headset button.

To ignore a call and send it to voicemail, do one of the following:

- Press Power/End .
- Using the 5-way, select the onscreen Ignore button.

To silence the ringer while your phone is ringing:

- Press the Volume button or any key on your Treo except Phone/Send, Power/End, or the 5-way.
- To immediately silence all system sounds including the ringer, slide the ringer switch to Sound Mode Off .

When you silence the ringer, you can either answer the call or let it ring through to voicemail.

If music is playing, and a call arrives, the phone rings softly. The audio continues playing, but you won't hear it during your call. To pause the music, press the Side button. To answer the call, do one of the following:

- Using the 5-way, select the onscreen Answer button.
- Press the headset button (if a headset is attached).

# Using voicemail



## Setting up voicemail

1. Make sure your phone is turned on (see "Turning your phone on and off" on page 15).
2. Press Phone/Send .
3. Use the 5-way navigator to access Favorites.
4. Select the Voicemail favorite button.

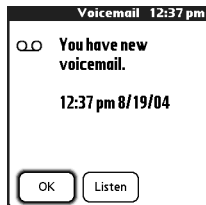
Your Treo connects to your wireless service provider's automated voicemail system. If Treo is unable to connect, contact your wireless service provider for assistance.

## Voicemail notification

When you have a new voicemail message, you are notified with an Alert screen. The Alert screen reappears every five minutes until you respond to it. A Voicemail icon may also appear at the top of your screen (this feature is not supported by all mobile networks).

## Retrieving voicemail messages

1. Press Phone/Send .
2. From the Phone application Main View, Dial Pad, or Favorites, press and hold 1 on the keyboard. Treo dials your wireless service provider's voicemail system.
3. Enter your voicemail password using the Treo keyboard, or select Extra Digits if you defined this option (see "Editing or deleting an existing favorite button" on page 55 for information on editing favorite buttons). Remember, you do not need to press Option to enter numbers, \*, or # while on an active call.




If a Voicemail icon appears in the title bar at the top of the screen, you can tap this icon to retrieve your voicemail.

If you have multiple alerts, the Alert screen displays all your pending alerts. Select an item's description to jump to that item, or check the box to clear that item. To view all your pending alerts from any screen on your phone, press and hold Center.



# Managing active calls

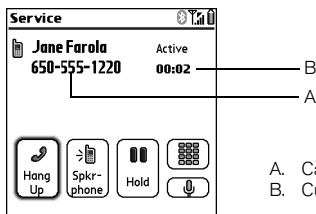


Press Phone/Send  repeatedly to toggle between the Active call screen and the Main View of the Phone application.

To avoid accidentally pressing onscreen buttons while you're holding the phone up to your ear to speak, you can disable the screen's touch-sensitive feature during active calls (see "Using Auto-Keyguard and touchscreen lockout" on page 155).

When a call lasts longer than one minute, the screen turns off. Press any key except Power/End to wake up the screen.

When you make or receive a call, the Active Call View appears. Use the 5-way navigator to access the onscreen buttons in this view.



- A. Caller's name and number
- B. Current duration of call



Ends the call immediately. You can also press the headset button (if the headset is attached).



Switches to the personal speakerphone so you can use other features, such as checking your calendar, during a call.



Returns to Handset Mode when the speakerphone feature is active.



Switches from a headset with Bluetooth wireless technology to the built-in earpiece. This button replaces the Spkr-phone button when headset with Bluetooth wireless technology is attached.





Places the current call on hold.



Lets you place another call while the first call is on hold. This button replaces the Hold button when a call is on hold.



Opens the Dial Pad so you can manually dial additional numbers.



Dials any extra digits (such as a password or extension) that you assigned to a Speed Dial favorite button. This button replaces the Dial Pad button during outbound calls to numbers that include predefined extra digits. See “Defining favorite buttons” on page 53 for information on creating a Speed Dial favorite button.




Mutes the Treo microphone so that you cannot be heard.



When a call lasts longer than one minute, the screen turns off. Press any key except Power/End to wake up the screen, and then press Power/End to hang up the call. Be careful not to press Power/End to wake up the screen because this will accidentally end the call.

## Ending a call

Do one of the following:

- Press Power/End. .
- Select Hang Up.
- Press the headset button (if the headset is attached).



## Returning to an active call from another application

You can use many other applications on your Treo while holding a phone conversation, including the organizer and SMS features. You cannot browse the web or send and receive email while on an active call.

- From any application, press Phone/Send  to return to the Active Call View.

## Saving phone numbers

After you complete an incoming call from a number (with caller ID) that is not in your Contacts list, you are prompted to add the number to your Contacts list.

- To add the number, select Yes.
- To decline adding the number, select No.
- To permanently disable the Add New Contact prompt, check the Never ask me to add new Contacts box when the prompt appears.

If you don't add a number right away, follow these steps to add it later:

1. In the Call Log (see "Redialing a recently called number" on page 43), highlight the number you want to save.
2. Select Add Contact.
3. Enter the information for the entry.
4. Select Done.

# More ways to manage calls



Treo offers many advanced telephone features, including call waiting, conference calling, and call forwarding.

## Making a second call

You can make a second call while your first call is still active.

1. After dialing the first number, use the 5-way navigator to select Hold.
2. Use the 5-way to select Add Call.
3. Dial the second number using Favorites, Contacts, or Dial Pad (see "Dialing calls" on page 41).



When two calls are active, the Active Call View includes two status lines, each representing one of the calls. To switch between the two calls, select Swap.

## Answering a second call (call waiting)

When you are on an active call, you can receive a second call. When the second call comes in, the Call Waiting dialog box appears, giving you the following options for handling the second call:

- To place the current call on hold and answer the new call, use the 5-way navigator to select Answer.
- To send the new call to voicemail, use the 5-way to select Ignore.
- To hang up the current call and answer the new call, press Power/End (Ⓜ).



You can use most of the other application on your Treo while holding a phone conversation, including text messaging and organizer features such as Calendar and Memos. To return to an active call from another application, press Phone/Send. You cannot make a data connection or use the Internet while on an active call. This means that you also cannot send and receive email or multimedia messages while on an active call.



After you set your call forwarding options, call your Tree to confirm that call forwarding is active.

## Making a conference call



You can join a total of five other calls in a conference session, provided that your network and service plan include 6-way conferencing. Please contact your wireless service provider for more information. Additional charges may apply and minutes in your mobile account may be deducted for each active call you place.

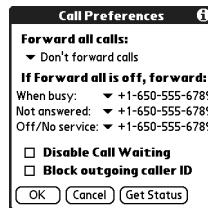
1. While the first call is active, place or answer a second call.
2. Use the 5-way to select Conf. This joins the two active calls in a conference session.
3. Repeat this process to add other calls to the conference call.
4. To end the conference, use the 5-way to select Hang Up and end all the calls. To continue a conversation with one of the parties, select Extract, and then select the party you want to keep on the line.



## Forwarding all calls

You can forward all your calls to another telephone number. You can also selectively forward certain calls (see “Forwarding calls under certain conditions” on page 51). Please check with your wireless service provider about availability and pricing of forwarded calls, as additional charges may apply.

1. Press Phone/Send .
2. Open the menus .
3. Select Options, and then select Call Preferences.
4. Select the Forward all calls pick list.
  - If the forwarding number appears in the pick list, select the number.
  - If the forwarding number does not appear in the pick list, select Edit Numbers, and then select




- New. Enter a forwarding number, including the area code or country code if it is different from your mobile phone number. Select OK.
5. Select OK.



## Forwarding calls under certain conditions

You can forward calls to another number when the line is busy, a call is unanswered, your phone is off, or you are outside a coverage area.

1. Open the menus .
2. Select Options, and then select Call Preferences.
3. Select the Forward all calls pick list and select Don't forward calls.
4. Select any of the following pick lists:
  - **When busy:** Forwards calls if the phone is busy.
  - **Not answered:** Forwards calls instead of sending to voicemail.
  - **Off/No service:** Forwards calls when your Treo is not connected to a mobile network.
5. If the forwarding number appears in the pick list, select the number. If the forwarding number does not appear in the pick list, select Edit Numbers then select New, enter a forwarding number, and select OK.
6. Select OK.




Want to see how long you spent on a particular call? From the Call Log, select the call, then select Details. Keep in mind that your billing statement may vary slightly from the information you see onscreen. Usage is charged based on your calling plan, and calling plans vary.


## Barring calls

Call Barring lets you prevent unauthorized calls on your Treo. This feature may not be available on all mobile networks.

You must enter your Call Barring password every time you change your Call Barring preferences. Contact your wireless service provider if you do not know this password or if you need more information.

1. Open the menu .
2. Select Options, and then select Call Barring.
3. Select the onscreen pick lists, and then select your Call Barring preferences.
4. Select OK.

## Viewing minutes usage

1. Select the Call Log favorite button.
2. Open the menu .
3. Select Totals from the Record menu.
4. (Optional) To reset the counters to zero, select Reset Counters.
5. Select Done.

# Defining favorite buttons



Treo provides approximately 70 programmable favorite buttons for quick access to the following common tasks:

- Dialing a phone number (speed dial)
- Accessing your Call Log.
- Accessing the onscreen Dial Pad.
- Opening an application
- Accessing a web page
- Addressing a text, MMS, or email message
- Accessing voicemail (preset on Treo)

Your wireless service provider may include special favorite buttons on your Treo that are customized for their services



When you are in the Main, Favorites, or Dial Pad View, you can press and hold a Quick Key to open the favorite associated with that key. Quick Keys are optional and can be letters or numbers, but you can't use both the letter and number for the same key. For example, the voicemail Quick Key is 1. The letter equivalent for that key is E, so you cannot assign E as a Quick Key to another favorite button.



To see the next Favorites page, press Right repeatedly. To see the previous page, press Left repeatedly.

If you're upgrading from a previous Treo, your favorites are transferred along with your other info. However, you may need to rearrange the order in which your favorites appear by opening the Edit menu, and then selecting Edit Favorites Pages.



If there are no blank buttons on the current Favorites page, press Down ▼ or Right ► to scroll through the other pages.

To see all the contact numbers for the selected person or business, highlight the favorite button and press Space.

To add a special ringtone and extra digits, select More.

## Creating a speed dial favorite button

1. Press Phone/Send
2. Use the 5-way navigator to access Favorites
3. Select a blank button.
4. Select the Types pick list and select Speed Dial.
5. Enter a label for the favorite:
  - If the entry is for an existing contact, select Lookup. Start entering the last name of the contact and select the contact when it appears in the lookup list.
  - If the entry is for a new contact, enter the Label, press Down ▼, and enter the Number.
6. (Optional) Enter a Quick Key. When you are in the Phone application, you can press and hold the Quick Key to instantly open the favorite.
7. (Optional) Select the Ringtone pick list and select a special ringtone for incoming calls from that contact.
8. (Optional) Select More, and select advanced options:
  - **Extra Digits:** Lets you define additional digits to dial, such as a password or extension.
  - **Dial Extra Digits Automatically:** Dials predefined Extra Digits immediately after dialing the phone number, when checked.
9. Select OK.

**Add Favorite**

Type: ▼ Speed Dial

Label: Greg .....


Number: 650-555-4276 .....

Quick Key: G (press and hold)



Ringtone: ▼ Bells



## Creating other types of favorite buttons

1. Press Phone/Send .
2. Use the 5-way to access Favorites.
3. Select a blank button.
4. Select the Types pick list and select Call Log, Dial Pad, Application, Message, Email, or Web Link.
5. Enter a label for the favorite and enter any other necessary information on the screen.
6. (Optional) Enter a Quick Key that opens the favorite when pressed and held.
7. Select OK.

## Editing or deleting an existing favorite button

1. Press Phone/Send .
2. Use the 5-way to access Favorites.
3. Highlight the favorite button you want to edit or delete.
4. Open the menus .
5. Select Edit, and then select Edit Favorites Button.
6. Make the desired changes. For example, you can add a Quick Key shortcut to any favorite. When you press and hold the assigned key from within the Phone application, the favorite opens.
7. To delete the entry, select Delete.
8. Select OK.



You can also organize your buttons on different Favorites pages. Open the Edit menu and select Edit Favorites Pages.

You can edit but not delete the voicemail entry.

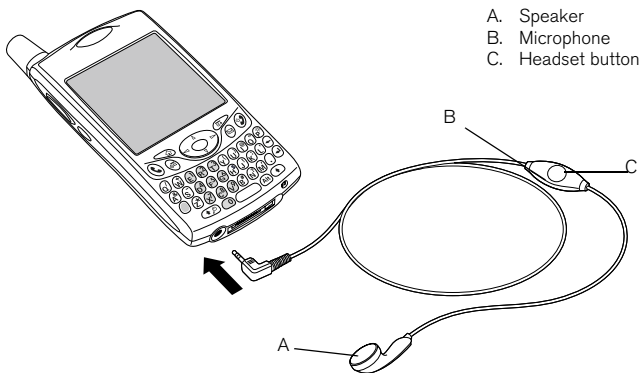
When creating a Message or Email favorite, you can enter multiple addresses; simply separate each address with a comma. This is an easy way to send messages to a group of people.



If you're using a headset with Bluetooth wireless technology and you want to return to the handset or a wired headset during a call, select **Cancel Bluetooth** on the **Active Call** screen.

## Using a phone headset

You can connect a phone headset for hands-free operation. If you need to use your phone while driving and this is permitted in your area, we recommend using a phone headset (sold separately).



- You can press the headset button to perform any of the following tasks:
  - Answer an incoming call
  - Answer a call waiting call
  - Switch between two active calls
  - Hang up a single call
  - Transfer an outgoing call to a compatible headset with Bluetooth wireless technology (headset with Bluetooth wireless technology required, sold separately)

## Headset specifications

Your Treo uses a 2.5mm, 3-pin headset connector. Your Treo works with headsets that are designed for this type of connector. When in doubt, ask the third-party headset manufacturer if the product is compatible with Treo smartphones. If you hear a headset buzz or poor microphone performance, your headset may be incompatible with Treo.

Your Treo 650 is also compatible with headsets enabled with Bluetooth 1.1 wireless technology. This includes most of the headsets with Bluetooth wireless technology currently available, as many of these headsets support both Bluetooth 1.1 and 1.2 wireless technology. Check the specifications for your headset to confirm compatibility. Please note, however, that you cannot use a headset with Bluetooth wireless technology to listen to MP3 files.



In addition to the headset that came with your Treo, you can use other third-party headsets.

To hear stereo through the jack (such as music), you should use a stereo adapter or other accessory. Visit [www.palmOne.com/intl](http://www.palmOne.com/intl) for more information on audio accessories and for the latest compatibility info.

The headset designed for Treo 180/270/300 is not compatible with Treo 650.



# Connecting to devices with Bluetooth wireless technology



Go to [www.palmOne.com/bluetooth](http://www.palmOne.com/bluetooth) for a list of compatible hands-free devices with Bluetooth wireless technology.



If you're using a hands-free device with Bluetooth wireless technology and it is within range (30 feet), Treo automatically routes all calls to the hands-free device instead of to the handset. When a call comes in, your Treo rings and the headset beeps. Even if you pick up the call on your Treo, the call goes to the headset.

Your phone must be on and the Bluetooth setting must be set to On for your phone to be discoverable.

With your phone's built-in Bluetooth wireless technology, you can connect to a number of devices with Bluetooth wireless technology such as a headset, printer, or GPS receiver, as well as to other phones and handhelds with Bluetooth wireless technology. If your computer is enabled with Bluetooth wireless technology, you can synchronize wirelessly, and even use your phone as a wireless modem for your computer.

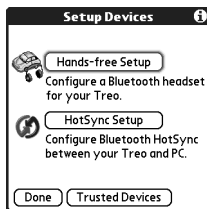
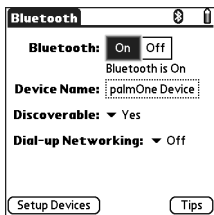
Once you set up a connection with a device with Bluetooth wireless technology, you can communicate with that device whenever it is within range (about 30 feet).

## Connecting to a headset with Bluetooth wireless technology

1. Go to Applications  and select Bluetooth .
2. Select On.
3. Enter a Device Name for your phone. This is the name other devices with Bluetooth wireless technology see when they connect to your phone.
4. Select the Discoverable pick list and select one of the following:
  - **Yes:** Nearby devices with Bluetooth wireless technology can find your phone and request a connection. You can accept or refuse the connection request.
  - **No:** Only devices with which you've already formed a trusted pair can find your phone. New devices cannot request a connection.

5. Select Setup Devices.
6. Select Hands-free Setup.
7. Follow the onscreen instructions to create a trusted pair with the specific hands-free device. In some cases you may need to perform setup steps on the other device before you can complete this step. Check the documentation for your hands-free device for specific setup instructions.
8. After you finish setting up the device, select Done to return to the Applications View.

You are now ready to use your Treo with your hands-free device with Bluetooth wireless technology.



Your Treo does not support Bluetooth wireless connections to stereo headsets, keyboards, or LAN access points.





After you set up your Bluetooth wireless connections and trusted pairs, you can check the Allow only trusted devices to connect box for added security protection.

Be sure to close the Bluetooth application when you're done setting up devices and creating trusted pairs.


## Creating trusted pairs

After you set up a connection with your computer or other accessory devices with Bluetooth wireless technology, you may want to set up other trusted devices, such as a friend's handheld. When your Treo recognizes a trusted device, it automatically accepts communication, bypassing the discovery and authentication process.




1. Go to Applications  and select Bluetooth .
2. Select Setup Devices.
3. Select Trusted Devices.
4. Select Add Device. The Discovery icon appears to indicate that the discovery process is active.
5. Select the device you want to add as a trusted device. If the device you want to add does not appear on the discovery results list, select Find More to search again.
6. Enter the same passkey on your phone and the other device and select OK.  
**IMPORTANT:** Some devices with Bluetooth wireless technology have a built-in passkey; others let you choose the passkey. In either case, you must use the same passkey on both the other device and your phone. See the documentation for the other device with Bluetooth wireless technology for additional information.
7. Select Done.

## Sending information over a Bluetooth wireless connection






You can send an individual entry or a category. When you send a category, the items within the category appear as unfiled items on the receiving device.

1. Open an application.
2. Select the entry or category you want to send.
3. Open the menus .
4. Select Send on the leftmost menu.
5. Select Bluetooth, and then select OK.
6. Select the receiving device on the Discovery Results screen, and then select OK.

## Sending an application over a Bluetooth wireless connection

1. Go to Applications .
2. Open the menus .
3. Select Send on the App menu.
4. Select the Send From pick list and select whether the application you want to send is located on your Treo or on an expansion card.
5. Select the application you want to transfer. It cannot have a lock  next to it.
6. Select Send.
7. Select Bluetooth, and then select OK.
8. Select the receiving device on the Discovery Results screen, and then select OK.

## Receiving information over a Bluetooth wireless connection

1. Go to Applications  and select Bluetooth .
2. Select Bluetooth On.
3. If you already have a trusted pair with the other device, your Treo is ready to receive the info. If you don't have a trusted pair with the other device, select the Discoverable pick list and select Yes.
4. Exit the Bluetooth application by pressing Applications .
5. When the Send dialog box appears, select a category or expansion card. If you don't select a category, the item goes in the Unfiled category.
6. Press Up  to receive the information, or press Down  to refuse it.



You can set your Treo to receive Bluetooth wireless connections when your phone is off. However, keep in mind that the Bluetooth radio consumes battery power even though your phone is off.

1. Go to Applications and select Bluetooth.
2. Select Bluetooth On.
3. Open the Options menu and select Do not allow wakeup. This toggles the setting to Allow wakeup.

Check your battery level before establishing a Bluetooth wireless connection. If the battery level is low, you can't make a Bluetooth wireless connection.



# Sending and receiving email



VersaMail is not an email provider. It works with an account from a provider—your Earthlink or BellSouth account, for example—or a corporate account to transfer messages to your phone.

If you've activated data services on your Treo, you're ready to set up the VersaMail<sup>®</sup> application on your phone. You can use the VersaMail account with your Earthlink or BellSouth email account or any other POP3 or IMAP email account. You may also be able use VersaMail with a corporate account.

Before you can use VersaMail with a given email account, you need to set up the account in VersaMail. If you have multiple email accounts, you must set up a VersaMail account for each one. You have three setup options:

- On a Windows computer, if the email account is already set up on your computer—for example, if you use Outlook Express on your computer to access your Earthlink account—you can transfer the account settings to your phone in just a few steps.
- On a Windows computer, if this is a new account, you can quickly set up the account on your computer and synchronize the information to your phone.
- For either a new or an existing account, you can set up the account directly on your phone.

If you are setting up a Microsoft Exchange ActiveSync<sup>®</sup> account, see “Working with Microsoft Exchange ActiveSync” on page 74 for more information, and see the VersaMail User Guide on the CD (English only) or visit [www.palmOne.com/intl](http://www.palmOne.com/intl) (other languages) for setup instructions.

## Transferring settings from an existing account (Windows only)

1. Select the option to set up your email software when prompted on the final screen of the software CD installation. Or select Start > Programs > palmOne > VersaMail Setup.



2. Select your username from the first drop-down list, and then select the option to create a new VersaMail email account. Click Next.
3. Select the option to synchronize with an email account detected on your PC, and then select the account from the list. Click Next.
4. Enter a descriptive account name or use the one shown. Enter your email account password. Click Next.

VersaMail(TM) Desktop Mail Account Wizard

**palmOne** Enter Account Settings

Name this account (e.g., "Work Account");  
SpeakEasy

Enter your User Name (the name assigned to you for this account):  
jsadusky

Enter your Password:  
\*\*\*\*\*

Enter your Email Address (e.g., bob@mycompany.com):  
jsadusky@speakeasy.net

Click Next to continue.

< Back Next > Cancel Help

5. Select whether to synchronize account information to your phone or to set up another account, and then click Next.
6. When you are finished setting up all accounts, click Finish.
7. Synchronize to transfer all account information to your phone.

## Setting up an account on your computer: Common providers (Windows only)

The settings for many common providers are already included in VersaMail. If you have an account with one of these providers, follow the steps in this section. If you



If you are transferring existing account settings, your username and email address automatically appear on this screen.



To set more options for incoming and outgoing messages select **Advanced** on the Account setup complete screen.

Most providers use the Post Office Protocol (POP); a few use the Internet Message Access Protocol (IMAP).

email provider is not listed in the Mail Service list, see "Setting up an account on your computer: Other providers (Windows only)" on page 64 for account setup instructions.




1. Select the option to set up your email software when prompted on the final screen of software CD installation. Or select **Start > Programs > palmOne > VersaMail Setup**.
2. Select your username from the first drop-down list, and then select the option to create a new VersaMail email account. Click **Next**.
3. Select the option to synchronize with a mail service from this list, and then select your mail service from the list. Click **Next**.
4. In the first field, enter a descriptive account name or use the one shown. In the next two fields, enter the username you use to access your email and your email account password. Enter your email address in the last field. Click **Next**.
5. Select whether to synchronize account information to your phone or to set up another account, and then click **Next**.
6. When finished setting up all accounts, click **Finish**.
7. Synchronize to transfer all account information to your phone.

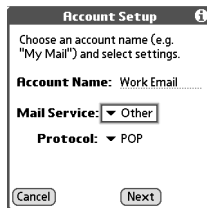
## Setting up an account on your computer: Other providers (Windows only)

1. Select the option to set up your email software when prompted on the final screen of software CD installation. Or select **Start > Programs > palmOne > VersaMail Setup**.
2. Select your username from the first drop-down list, and then select the option to create a new VersaMail email account. Click **Next**.
3. Select the option to synchronize with a mail service from this list, and then select **Other**. Click **Next**.
4. Select the protocol for this account. Check with your system administrator if you do not know the protocol.

5. In the first field, enter a descriptive account name. In the next two fields, enter the username you use to access your email and your email account password. Enter your email address in the last field. Click Next.
6. Enter the names of the incoming and outgoing mail servers for this account, whether the account requires Extended Simple Mail Transfer Protocol (ESMTP), and, if so, the username and password required for ESMTP. Check with your email service provider for this information. Click Next.
7. Select whether to synchronize account information to your phone or to set up another account, and then click Next.
8. When finished setting up all accounts, click Finish.
9. Synchronize to transfer all account information to your phone.

## Setting up an account on your phone

1. Go to Applications  and select VersaMail .
2. Open the menu .
3. Select Accounts, and then select Account Setup.
4. Select New.
5. In the Account Name field, enter a descriptive name.
6. Select the Mail Service pick list, and then select your email provider. Select Other if your provider is not listed. If you chose Other, select the Protocol pick list, and then select POP or IMAP. If your email provider appeared in the list, the protocol is automatically selected and the Protocol pick list does not appear. Check with your email service provider to find the protocol for your email account as well as the names of the mail servers.



**Account Setup** ⓘ

Choose an account name (e.g. "My Mail") and select settings.

**Account Name:** Work Email.....

**Mail Service:**

**Protocol:**



Your incoming mail server is also called your POP or IMAP server; your outgoing mail server is also called your SMTP server.



To send a copy or blind copy, select Cc or Bcc and enter the address(es) in those fields. See "Customizing your email settings" on page 71 for details on displaying the Bcc field.

You can mark outgoing messages as high priority. Open the Options menu and select Set Priority To High.

If you can receive email messages, but cannot send them, contact your wireless service provider or email provider to obtain settings that let you access their mail server from a mobile device.

7. Enter the username you use to access your email.
8. Select the Password box, enter your email account password, and then select OK.
9. Select Next.
10. If you chose an email provider from the Mail Services pick list on the Account Setup screen, the mail server screen is already filled in. If you chose Other, enter your email address and the names of the incoming and outgoing mail servers.
11. Select Next, and then select Done.

## Creating and sending messages

1. From the Inbox, select New.
2. Begin entering the addressee's email address, first name, or last name. If the information you are entering matches one or more entries in Contacts, VersaMail displays the matching contacts. To accept a suggestion, select the correct contact. To send to a different address, keep entering the email address or name.
3. Enter the subject and message text. To move between fields, press Up ▲ or Down ▼.
4. Select Send to connect and send all messages immediately, Outbox to put the message in the Outbox to send later, or Drafts to save the message and continue working on it at another time. If you select Send and the message cannot be sent for any reason, the message is stored in your Outbox. VersaMail continues attempting to send the message at the first available opportunity until the message is sent.

**Work Email** ⓘ

Enter the username and password assigned to this account:

**Username:**  
juser1

**Password:**  
Assigned

Cancel Previous Next

**New Message** ⓘ

To: rhaitani@company.com

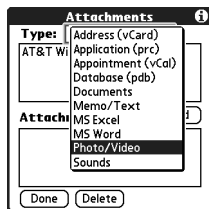
Subj: Lunch?

How about that new Mexican place - what do u think?

Send Outbox Drafts Cancel

## Attaching photos and videos

1. Create the message to which you want to attach the photo or video.
2. On the New Message screen, tap the red paper clip icon in the upper-right corner.
3. Select Photo/Video from the Type pick list.
4. On the Select Media screen, select the Album pick list to go to the album containing the photo or video you want, and then check the box to the left of the photo or video.
5. Select Done.



Repeat steps 3 and 4 to attach more than one file to a message. To remove an attachment, select the file in the Attachments box, and then select Delete.

Ringtones that are copy protected appear in the Sounds application with a lock icon. These ringtones can be used on your phone only and cannot be sent as attachments.

## Attaching ringtones

1. Create the message to which you want to attach the ringtone.
2. On the New Message screen, tap the red paper clip icon in the upper-right corner.
3. Select Sounds from the Type pick list.
4. Select the ringtone you want, and then select Insert.
5. Select Done.

## Attaching Word, Excel, and PowerPoint files

1. Create the message to which you want to attach the item.
2. On the New Message screen, tap the red paper clip icon in the upper-right corner.
3. Select Documents from the Type pick list.
4. Select the file you want on the Documents screen.
5. Select Done.




When viewing a message, tap the scroll arrows at the top of the screen to view the previous or next message.

## Attaching other types of files

1. Create the message to which you want to attach the item.
2. On the New Message screen, tap the red paper clip icon in the upper-right corner.
3. Select the type of file to attach—for example, Address, Appointment, or Memo/Text—from the Type pick list.
4. Select the file you want from the list in the Type box.
5. Select Done.

## Receiving and viewing messages

1. Make sure your phone is turned on (see “Turning Treo on and off” on page 15).
2. From any mailbox, select Get or Get & Send.
3. From the Inbox, select the message you want to view.
4. If a large incoming message is truncated, select More .
5. Select Done.




## Replying to or forwarding messages

When you respond to messages, you can select whether to include the original text (see "Customizing your email settings" on page 71).

1. From the Inbox or another folder, open the message to which you want to respond.
2. From the Message View, select Reply. Select whether to reply to just the sender or to reply to both the sender and all addressees on the messages.
3. Enter your reply.
4. Select Send.

## Viewing attachments

There are a number of attachment types you can open with the built-in software on your Treo (for example, Microsoft Word, Excel, and PowerPoint files; ringtones; and photos).

1. From any folder, open the message with the attachment you want to view.  
Messages with downloaded attachments are indicated by a paper clip icon to the left of the message icon.
2. Tap the attachment name at the bottom of the message screen to view it in the default viewer on your phone. Or, tap the folder icon to the left of the attachment name to open a menu of tasks you can do with the attachment, including View, Install, or Unzip, depending on the attachment file type; Save to card to save the attachment to an expansion card; or Select Viewer to select the application you want to use to view the attachment.
3. When you finish with the attachment, select Done to return to the Attachments dialog box. If there is no Done button, go to Applications  and select VersaMail to return to the Inbox of the account you were in.



If an attachment is not downloaded because it is larger than your maximum message size, the paper clip icon does not appear, and the attachment does not display at the bottom of the message screen. Select More to download and display any attachments.







To empty (or purge) the Trash folder, open the Message menu and select Empty Trash.

To delete a single message, select the envelope icon next to the message, and then select Delete from the list.

## Managing your messages

The status icons that appear near the messages in your Inbox indicate the following:


-  You have not read the message.
-  You have read the message.
-  The message includes an attachment.
-  This message is high priority.

You can rearrange the VersaMail list to make it easier to find and view messages.

- In the Inbox, select Sort, and then select one of the following: Sort by Date, Sort by Name, Sort by Subject.
- To quickly switch between folders in list view, select the folder pick list at the top of the screen and select the desired folder.

## Deleting selected messages from the Inbox

When you delete a message from the Inbox, it moves to the Trash folder, which stores the 200 most recently deleted messages. If you delete more than 200 messages, the oldest messages are automatically removed from the phone.


1. Select the bullet next to the icon of each message that you want to delete. To select adjacent messages, drag the stylus so it hits the bullet to the left of each message. Lift the stylus and drag again to select more adjacent messages.
2. Open the menu .
3. Select Delete on the Message menu.
4. If a confirmation dialog box appears, select OK to confirm deletion.






## Deleting messages by date

You can quickly delete a group of messages by selecting a range of dates.

1. Open the menus .
2. Select Delete Old on the Message menu.
3. Select the folder and a date range for the messages you want to delete.
4. Select OK.
5. If a confirmation dialog box appears, select OK to confirm deletion.

## Switching accounts

You can switch between different email accounts.

1. Open the menus .
2. Select Accounts, and then select an account.

## Customizing your email settings

You can customize the VersaMail settings for each individual email account on your Treo. The preferences you set apply only to the email account you are currently viewing. If you have multiple accounts, configure each account separately.

You can set up a schedule to automatically retrieve email messages; set preferences for how and when messages are retrieved; add a signature to an outgoing message; and more. For complete information on all of the email settings you can customize, see the VersaMail User Guide on the CD (English only) or visit [www.palmOne.com/intl](http://www.palmOne.com/intl) (other languages).




You should perform a manual get mail after setting up a scheduled Auto Sync. Then, only new messages are retrieved during Auto Sync.

To receive notifications of successful Auto Sync retrievals only, uncheck the Notify me of auto sync failures box. Leave the box checked if you want to receive notifications of both successful and failed Auto Sync retrievals.

## Scheduling Auto Sync


You can set up VersaMail to automatically download new email messages to your phone with the Auto Sync feature.

1. Open the menus .
2. Select Options, and then select Preferences.
3. Select Auto Sync.
4. Check the Sync automatically box.
5. Select the Every pick list and select the time interval, from 15 minutes to 12 hours. Note that if you set a more frequent interval, you may need to recharge your phone's battery more often.
6. Select the Start and End Time boxes, and then select the hour, the minute, and AM or PM to enter the time for the first and last Auto Sync to take place. Select OK.
7. Select the days you want the schedule to be active. You can choose any number of days, but you can set up only one schedule for each email account.
8. Select OK, and then select Get Mail.




## Selecting alert tones

When you schedule Auto Sync for a given account, you can choose a sound—such as a bird, a phone, or an alarm—to let you know when new email arrives.

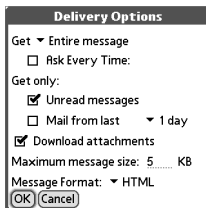
1. From any mailbox screen, open the menus .
2. Select Options, and then select Preferences.
3. Select Auto Sync.
4. Select Alerts.
5. Check the Notify me of new mail box.
6. Select the Notify Sound pick list, and then select a sound. Your Treo plays a brief demo of the sound.
7. Select OK.

## Setting preferences for getting messages

1. From any mailbox screen, open the menu .
2. Select Options, and then select Preferences.
3. Select Delivery Options.
4. Set any of the following preferences.

- **Get:** Indicates whether to get message subjects only or entire messages.
- **Ask Every Time:** Indicates if you want to see a dialog box for selecting subjects only or entire messages each time you retrieve email. If the box is unchecked, messages are retrieved according to the option you select in the Get pick list.
- **Unread messages (IMAP accounts only):** Downloads only unread mail to your phone. If you don't check this box and you select Get & Send, all of your messages on your provider's mail server are downloaded to your Inbox, including messages you have already read.
- **Mail from last:** Gets messages sent within the number of days you specify.
- **Download attachments:** Automatically downloads files attached to email. Attachments that exceed the maximum message size cannot be downloaded.
- **Maximum message size:** Sets the maximum size of an incoming email message. Enter the size in kilobytes (KB). The default is 5KB, but you can enter any size up to 2048KB (approximately 2 megabytes, or 2MB), including attachments. The maximum message size that you can retrieve is 60KB for the body text and approximately 5MB of total data for any attachments.
- **Message Format:** Sets the format in which you retrieve messages. Select HTML to display any messages sent in HTML format with basic HTML formatting intact, and other messages as plain text. Select Plain Text to display all messages as plain text, regardless of the format in which they were sent. The default setting is HTML.

5. Select OK.



The VersaMail application sends all messages as plain text only, with all HTML tags stripped, even if you are forwarding or replying to a message that was originally received as HTML.


The POP protocol does not support retrieval of unread mail only from the server. If you have a POP email account, VersaMail downloads all messages regardless of whether you have read them, and regardless of whether this box is checked.



The POP protocol does not support retrieval of unread mail only from the server. If you have a POP email account, VersaMail downloads all messages regardless of whether you have read them, and regardless of whether this box is checked.

## Attaching a signature to a message

You can attach a personal signature, with info like your company's address and fax and telephone numbers, to the bottom of all messages you send.

1. From any mailbox screen, open the menu .
2. Select Options, and then select Preferences.
3. Select Signature.
4. Check the Attach Signature box.
5. Enter your signature information, and then select OK.

## Working with Microsoft Exchange ActiveSync

Microsoft Exchange ActiveSync works with the VersaMail and Calendar applications on your phone to directly access corporate groupware information on a Microsoft Exchange 2003 server. You can access business email and calendar info on the Exchange 2003 server from your phone without using a desktop computer.

When you create an Exchange ActiveSync account in the VersaMail application, both your email and calendar info synchronize directly with the Exchange server; information does not synchronize with the desktop software application on your computer, such as Microsoft Outlook or Palm Desktop software. Other information, such as contacts, tasks, and memos, continues to synchronize with your desktop software.


For complete information on using a Microsoft Exchange ActiveSync account, see the VersaMail User Guide on the CD (English only) or visit [www.palmOne.com/intl](http://www.palmOne.com/intl) (other languages).

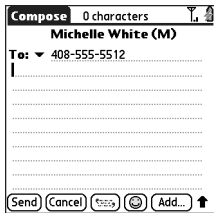
# Messaging

You can exchange brief text and multimedia messages with other mobile phones that support these forms of messaging (also known as SMS and MMS) and with email addresses. Before you use your Treo to send or receive messages, consult your wireless service provider for pricing and availability of text and multimedia messaging services.

## Creating and sending a text message

Each text message can hold up to 160 characters. Messages with more than 160 characters are automatically split into several messages. (If you send a text message to an email address, the email address is deducted from the 160 character count.)

1. Make sure your phone is turned on (see "Turning your phone on and off" on page 15)
2. Press the Messaging  button.
3. Select New.



4. Select the To pick list to address the message:
  - If the recipient's name appears in the To pick list, select it from the list.



To address a message to multiple recipients, separate the addresses with a space or a comma. If you address a single message to three people, you will be billed for three messages.

When addressing a message, you may need to press Option to enter letters or numbers. The Option Lock setting defaults to the setting you used the last time you addressed a message.



To add a new QuickText phrase, select Edit QuickText from the list.


Not all symbols available on your phone may be used in text messages. The Messaging application automatically replaces invalid characters before it sends your message.

Select Save as Draft to save a draft of the message without sending it. To access the draft, select the category pick list at the top of the screen and select Drafts.

- If the recipient is in your Contacts list, select Lookup in Contacts, and then enter the first few letters of the recipient's first or last name. Highlight the recipient's phone number or email address, and then select Add.
- If the recipient's name is not in the pick list or your Contacts list, enter the full phone number or email address.

5. Enter your message, or select QuickText  to insert predefined phrases.

To insert emoticons, select .


6. (Optional) Open the menus , and then select a priority setting on the Compose menu.

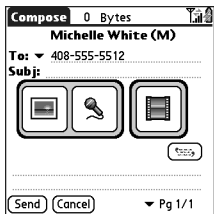
7. Select Send.

## Creating and sending a multimedia message

Multimedia messages consist of photos, videos, text, and sounds presented as one or more pages. Even if your phone does not include a camera, you can still send, receive, and view photos and videos. You can include any of the following items:

- **Ringtones**
  - MIDI
  - iMelody
- **Sound clips**
  - AMR
- **Photos**
  - JPEG
  - GIF
  - BMP
  - TIFF (including LZW compressed files)
- **Videos**
  - MPEG4
  - H.263
  - 3GP

1. Make sure your phone is turned on (see "Turning your phone on and off" on page 15).
2. Press Messaging .
3. Select New.
4. Select Add.
5. Select the To pick list to address the message:
  - If the recipient's name appears in the To pick list, select it from the list.
  - If the recipient is in your Contacts list, select Lookup in Contacts, and then start entering the first few letters of the recipient's first or last name. Highlight the recipient's phone number or email address, and then select Add.
  - If the recipient's name is not in the pick list or your Contacts list, enter the full phone number or email address.
6. Select Add.



7. Select one or more of the following:
  - **Add Photo:** Lets you insert one or more photos. You can take the photos with the built-in camera or insert an existing photo.
  - **Record Sound:** Lets you record a message, such as a voice caption for a photo, or insert an existing sound, such as a ringtone. You can add only one sound per page. If you capture a photo with the built-in camera and save it with a voice caption, the voice caption does not count as a sound file.



A multimedia message can contain multiple pages. To navigate between pages or to add a new one, select the Pg pick list at the bottom of the screen.

To delete an item from a message you're creating, highlight it and then press Backspace.

If you are out of a coverage area or if your phone is off, outgoing messages go into the Outbox. When you return to a coverage area, your pending messages are sent automatically and transferred to the Sent folder.



If you have multiple alerts, the Alert screen displays all your pending alerts. Select an item's description to jump to that item, or check the box to clear that item. To view all your pending alerts from any screen on your phone, press and hold Center.

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

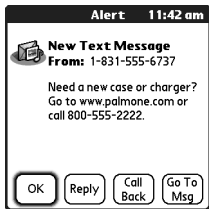
- **Add Movie:** Lets you insert one or more movies. You can capture a movie with the built-in camera or insert an existing video clip. If you insert a movie, you cannot add photos or sounds to the same page.
8. Enter a subject and a text message or caption.
  9. (Optional) Select Preview to view the message as the recipient will see it.
  10. Select Send.

## Receiving messages

When your phone is on and in an area of wireless coverage, you will automatically receive new text messages. For multimedia messages, you can configure your Treo to automatically download new messages or to notify you that a message is ready to download. You can also configure your Treo to notify you when a new text or multimedia message arrives, using a ringtone and vibration or an onscreen alert.

The new message alert may include any of the following buttons:

- **OK:** Dismisses the alert and places the message in your Inbox.
- **Reply:** Opens the Chat View so you can respond to the message.
- **Call Back:** Dials the sender's phone number.
- **Go To Msg:** Opens the message so you can view its full contents.










## Using links in messages

When you receive a text message that contains a telephone number, email address, or URL, you can dial the number, send an email message, or go to the web page immediately. Your Treo automatically opens the appropriate application from the link.

1. Select a message from the list.
2. Select the phone number, email address, or URL (appears as underlined blue text).

## Viewing/playing a multimedia message

1. From the Inbox, select the message you want to view.
2. If there are sounds or multiple pages, playback begins immediately.
3. Use the onscreen controls to scroll to other pages and messages.
  - To play or save a sound, select the Sound icon . You can access saved sounds later by going to Applications  and selecting Sounds .
  - To save a photo, tap it with your stylus or finger. You can access saved photos later by going to Applications  and selecting Media .
  - To select the text, position the cursor in the text area, and then press Center.
  - To stop playback of a message, select Play/Stop.
4. Select OK.








You can expand and collapse header information by selecting one of the header icons in the title bar of a message.




Unread messages appear in bold. Messages you've read appear in plain text.

## Managing your messages


The status icons that appear next to each message in the Inbox and Outbox folders indicate the following:

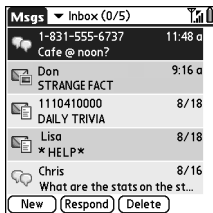
-  A text message. Urgent messages appear with a red exclamation point (!).
-  A chat session.
-  A voicemail or numeric page.
-  An incoming message with photos or videos.
-  An incoming message with sound.

In list view you can rearrange the messages in any folder using the Sort command.

1. From list view, open the menu .
2. Select View, and then select Sort by Name or Sort by Date.

In list view you can delete several messages at once from any folder using the Purge command.

1. From list view, open the menu .
2. Select Purge on the Message menu.
3. Select the Purge pick list and select an option.
4. Select OK.




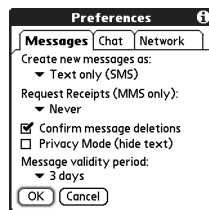
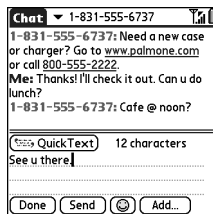
## Chatting with Messaging

When you exchange more than one message with a single contact, your messages are grouped into a chat session. The upper part of the Chat View displays all messages you've exchanged with this contact, and the lower part provides a text entry area. You can carry on multiple chats at the same time and easily switch between them, using the pick list at the top of the screen.

1. From the Inbox, select a chat.
2. Enter your message.
3. Select Send.

## Customizing your Messaging settings

1. Open the menus .
2. Select Options, and then select Preferences.
3. Set any of the following preferences:
  - **Messages:** Your preferences for individual text messages.
    - **Create new messages as:** Indicate if a blank text or a multimedia message appears when you create a new message.
    - **Request Receipts (MMS only):** Indicate if you want to receive a confirmation when a message is delivered, when it is read, or both.
    - **Confirm message deletions:** Indicate if you want deletion confirmation messages to appear.
    - **Privacy Mode (hide text):** Indicate if you want the body text to appear in the alert when you receive a new message.



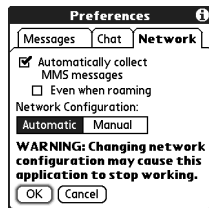
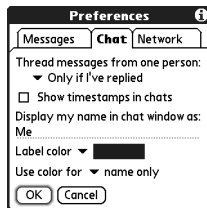
To find the conversations you had with someone, open your Messaging Inbox and select a chat session.

You can customize your Chat View settings on the Chat tab in Messaging Preferences. See “Customizing your Messaging settings” on page 81.




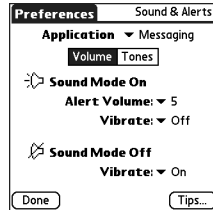
Warning: Changing your Network preferences may cause the Messaging application to stop functioning.

- **Validity period:** Set how long you want your wireless service provider to attempt to deliver your outgoing messages. If a message can't be delivered within the specified period of time, the message is discarded. This setting doesn't affect your incoming messages.
  - **Chat:** Your preferences for chat sessions.
    - **Thread messages from one person:** Indicate when you want to group messages from the same person.
    - **Show message timestamps in chats:** Indicate if you want to see the local date and time the message was sent next to each message.
    - **Display my name in chat window as:** Enter the name you want displayed as the label for your messages in the Chat screen.
    - **Label color:** Select the color in which you want messages to appear.
    - **Use color for:** Indicate if you want to view both the message label and the message in a different color or only the name.
  - **Connection:** Your preferences for network connections.
    - **Automatically collect MMS messages:** Indicate if you want to automatically receive multimedia messages.
    - **Even when roaming:** Indicate if you want to automatically receive multimedia messages while roaming.
    - **Network Configuration:** Indicate if you want to use Automatic or Manual message retrieval. If you select Manual, select Edit and enter your wireless service provider's settings.
4. Select OK.



## Selecting alert tones

1. Open the menus .
2. Select Options, and then select Alerts.
3. Select the Alert Volume pick list and select a volume level.
4. Select the first Vibrate pick list and indicate if you want your phone to vibrate during an incoming alert, when Sound Mode is on.
5. Select the second Vibrate pick list and indicate if you want your phone to vibrate during an incoming alert, when Sound Mode is off.
6. Select the Tones box.
7. Select the Message Tone pick list and select an alert tone for incoming messages.
8. Check any of the following boxes if they appear on your screen:
  - **Show Message Alerts Dialog:** Indicate if you want to receive onscreen alerts when a new message arrives.
  - **Show Receipts Alerts Dialog:** Indicate if you want to receive onscreen alerts when a receipt arrives.
9. Select Done.





# Browsing the web



The navigation bar shows status info while a page is loading. You don't have to wait for a page to fully load to navigate within the page or to select a link to another page.




To adjust the font size, open the Options menu and select Font. To fit more text on the screen, select Small. To make the text easier to read, select Large.















The Web browser on your Treo provides quick and easy access to web pages. You can view most sites you use on your computer, including those with security and advanced features, such as JavaScript and frames. To browse the web, you must activate data services from your wireless service provider.

## Viewing a web page

The Blazer® Web browser uses patent-pending technology to optimize web pages for your phone. By default, the browser reformats web pages into a single column and resizes images on your screen. This way, you can see most content without scrolling left or right.




1. Make sure your phone is turned on (see “Turning your phone on and off” on page 15).
2. Go to Applications  and select Web .
3. Navigate to the web page you want:
  - To view mobile content designed specifically for your Treo, select .

- To go to any web page on the Internet, enter the address in the Address Bar, or select .
- If you browse to a secure web page, a Lock  appears in the Address bar.
- To view the previous or next page, select  or .
- To view a page in a wide layout format (as on your computer), select  and then select Wide Page Mode.
- To refresh the page with the latest content from the Internet, select .
- To scroll through the page in Optimized View, press Up  or Down . In Wide Page View, press Up , Down , Left , or Right  to scroll in all directions.
- To follow a link to another web page in Optimized View, press Left  or Right  to highlight the link, and then press Center to go to the selected page. You can also tap the link on the screen with your stylus.

## Creating a bookmark

Bookmarks let you instantly access a web page without needing to enter the address every time. The Web browser can store up to 100 bookmarks or saved pages, allowing you to open your favorite web pages quickly. Remember, a bookmark is different from a favorite (see “Defining favorite buttons” on page 53).

1. Go to the page you want to bookmark.
2. Open the menus .
3. Select Add Bookmark on the Page menu.
4. If desired, change the Name and Description.
5. Select OK, and then select OK again.

## Saving a page

The Web browser lets you save a page for offline viewing, so you don't need an Internet connection to view it later.




Want to get to the icons faster? Press Space to jump to the icons, or open the menus to access the same commands through the menus.

Always using bookmarks? Make Bookmark View the default view when you open the browser. Open the Options menu and select Preferences. Select the Start With pick list and select Bookmarks.




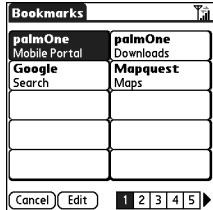
Need to send Email from a web page on your Treo? Email addresses appear as links on web pages. After you configure an email application on your Treo, you can select an email address link to create a message to the selected address.

1. Go to the page you want to save.
2. Open the menu .
3. Select Save Page from the Page menu.
4. Select OK, and then select OK again.


## Viewing bookmarks or saved pages

Bookmarks and saved pages both appear in Bookmark View. Saved pages are indicated by a small triangle in the upper-right corner of the bookmark.

1. Select the Bookmarks View icon .
2. Select the bookmark or saved page you want to view.





## Editing or deleting a bookmark or saved page

1. From the Bookmarks View, open the menu .
2. Select Edit Bookmarks on the Bookmarks menu.
3. Select the bookmark you want to edit or delete.
4. Enter the desired changes.
5. Select OK.



## Arranging bookmarks and saved pages

The Web browser includes 10 pages so that you can arrange bookmarks and saved pages in a logical fashion. For example, you can store travel links on one page, stock links on another, and business links on third page.

1. From the Bookmarks View, open the menu .
2. Select Edit Bookmarks on the Bookmarks menu.
3. Enter a new title for this page.
4. Use the stylus to drag and drop bookmarks into different slots on the current page. To move a bookmark to a different page, drag and drop it on the Page icon .
5. Select OK.



Tap and hold the back or forward buttons to pop up a list of sites you've visited.

If you can't edit, delete, or beam a bookmark, it is probably locked.

You can also copy WAV or MIDI files onto an expansion card and download them to your phone by pointing the Web browser to the following address: file:///folder/yourmidfile.mid. (Of course you do need to replace "folder" with the folder name and "yourmidfile.mid" with the file name.)

## Downloading files from a web page

The Web browser lets you download files of up to 2MB that are usable on your Treo, such as new applications, MIDI ringtones, or pictures that are specifically tagged for download. When you download a file, it is automatically sent to the application that can use the file. For example, if you download an MP3 file, you can store it on an expansion card and play it on your phone later in the RealPlayer® application. You can also download files to an expansion card, even if the files are not usable on your Treo.

1. Go to the page that contains the link to the file you want to download.
2. Press Left ◀ or Right ▶ to highlight the link to the file, and then press Center to initiate the download process.





Lots of pretty graphics slowing you down? Browse the web faster by turning off images. Open the Options menu, select Preferences, select General, and then check the Disable Images box.

If the Web browser does not recognize a phone number as dialable, you can copy the phone number (as text) and paste it into the Phone Dial Pad.

You can also save an image from a web page by tapping and holding it with the stylus.


## Copying text from a web page

You can copy text from a web page and paste it in other applications.


1. Use the stylus to highlight the text you want to copy.
2. Open the menus .
3. Select Edit, and then select Copy.
4. Go to the application in which you want to paste, and then position the cursor where you want to paste the text.
5. Open the menus .
6. Select Edit, and then select Paste.

## Using the History list



The History list stores the addresses of the last 100 pages you visited. Items in the History list are sorted chronologically.

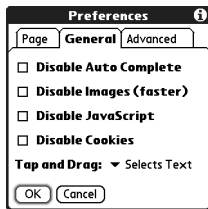
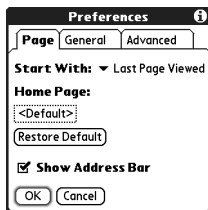
1. From the Page View, open the menus .
2. Select History on the Page menu.
3. Press Down ▼ to navigate through the list.
4. Select the web page you want to load.

## Finding text on a web page

1. From the Page View, open the menus .
2. Select Find Text on Page on the Page menu.
3. Enter the text you want to find.
4. Check or uncheck the Wrap Search box to indicate if you want the search to wrap from the end of the page to the beginning when the end is reached.
5. Select Find to start the search.

## Customizing your Web browser settings

1. Open the menus .
2. Select Options, and then select Preferences.
3. Select Page and set any of the following preferences:
  - **Start With:** Determines which view displays every time you open the Web browser.
  - **Home Page:** Sets the page that appears when you select . Your wireless service provider may have locked this setting.
  - **Restore Default:** Selects the original home page, if you changed it.
  - **Show Address Bar:** Sets whether the web address appears in Page View. When it is visible, you can select the pick list to go to a previously viewed page or enter a URL directly from Page View.
4. Select General and set any of the following preferences:
  - **Disable Auto Complete:** Determines whether the Web browser suggests text, based on your previous entries, when you begin entering info.
  - **Disable Images (faster):** Determines whether images appear when you load a web page. If you don't view images, web pages will load faster. If you select not to view images, you can still see any image by selecting the placeholder box on the web page.
  - **Disable JavaScript:** Bypasses JavaScript elements on the web pages you view.

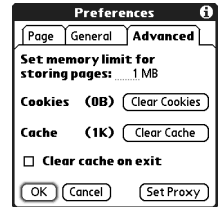


Visit secure websites. The security certificates and 128-bit SSL, strong encryption let you browse secure sites, such as online shopping, banking, and email. Remember: Some secure sites also require specific browsers, and may not work with the Web browser.

The Web browser supports JavaScript, Secure Socket Layer (SSL), and cookies, but does not support plug-ins (Flash, Shockwave, etc.) or Java applets.



- **Disable Cookies:** Determines if some web sites can store personalized info on your Treo. Some sites do not work properly if you select this option.
  - **Tap and Drag:** Determines whether dragging the stylus selects text or scrolls through the content of the page.
5. Select Advanced and set any of the following preferences:
- **Set memory limit for storing pages:** Sets the amount of memory used for your cache. Pages are cached so they load faster the next time you view them.
  - **Cookies:** Indicates how much memory is being used by cookies. To free up this memory, select Clear Cookies.
  - **Cache:** Indicates how much memory is being used by your cache to store recent pages and history. To free up this memory, select Clear Cache.
  - **Clear cache on exit:** Determines if the cache clears each time you exit the Web browser.
  - **Set Proxy:** Sets up a proxy server to access the Internet. If your connection requires a proxy server, please contact your Internet service provider or IT administrator for this information.
6. Select OK.









# Taking photos and videos

If your Treo 650 does not have a built-in camera, then the section in this chapter about taking photos and videos does not apply to you. Even if your phone does not have a camera, you can still receive and view photos and videos, send photos and videos to other people as attachments or multimedia messages, and use photos to personalize your phone (such as wallpaper or photo caller ID; see “Assigning a caller ID photo” for details). You can also move photos and videos to a computer by synchronizing your phone with your computer.

## Taking a photo

You can store photos on your phone or on an expansion card.

1. Go to Applications  and select Camera .
2. Select the Album pick list and select the album where you want to save the photo.
3. (Optional) Adjust the zoom and resolution settings.
4. Point the lens on the back of your Treo at the subject you want to photograph.
5. Press Center to capture the photo.
6. (Optional) Select Audio  to add a voice caption.
7. Select Save  to keep the photo, select Delete  to discard it, or select Send  to send the photo.



Photos are 16-bit color at a maximum of 640 x 480 pixels (0.3 megapixels) in VGA resolution or 320 x 240 pixels in QVGA resolution. Videos are 352 x 288 pixels in CIF resolution or 176 x 144 pixels QCIF in resolution.









The video recording screen displays the approximate recording time you have left based on the space available on your phone or expansion card. Actual recording time may vary depending on how fast you are moving, how many colors you are recording, and so on.

Tap and drag the progress indicator bar to jump to a different section of the video. Select Pause to pause video playback.





## Recording a video

You can store videos on your phone or on an expansion card.




1. Go to Applications  and select Camcorder .
2. Select the Album pick list and select the album where you want to save the video.  
To create a new album or change where the video is stored, select Manage Albums from the list.
3. (Optional) Adjust the resolution settings.
4. Point the lens on the back of your Treo at the subject you want to record.
5. Press Center to start recording.
6. When you're done recording, press Center again to stop.
7. Select Play  to review the video.
8. Select Save  to keep the video, select Delete  to discard it, or select Send  to send the video.





## Viewing a photo

1. Select Gallery .
2. Select the photo you want to view.
3. Press Up  and Down  to zoom in and out.
4. If the photo has a voice caption, select Audio  to hear it.
5. Select Done.

## Viewing a video

1. Select Gallery .
2. Select the video you want to view.
3. Press Up  and Down  to adjust the volume.
4. Select Done.


## Viewing a slide show



1. Select Gallery .
2. Select Slide show .
3. Tap the screen to return to the Gallery.



To change the Gallery display format, select List and Thumb.

To view a different album, select the Album pick list in the upper-right and select the album you want to view.

To view an album stored on an expansion card, insert the card and select Card  in the upper-right corner.

To view other full-size photos, press Right  and Left .

To rotate a picture, open the Media menu and select Rotate Picture. Select the picture you want to rotate, select the orientation.





You cannot send copyrighted photos or videos that appear with a Lock icon in the Gallery View.

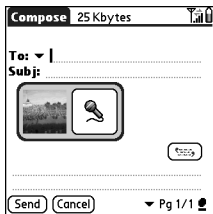
You can also send photos and videos as email attachments. See "Attaching photos and videos" on page 67 for details.

To copy an entire album, open the Media menu and select Copy Album to Card or Copy Album to Device. Select the album you want, and then select Copy.

## Sending a photo or video



You can send a photo or video to other photo-enabled mobile phones or to an email address.

1. From the Gallery , highlight the photo or video you want to send.
2. Select Send .
3. When the Messaging application opens, address and send the message. (See "Creating and sending a multimedia message" on page 76 for details.)





## Copying photos and videos

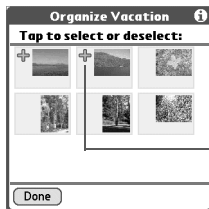
You can copy photos or videos from your phone to an expansion card, and vice versa.

1. From the Gallery , select the photo(s) or video(s) you want to copy.
2. Open the menus .
3. Select Copy to Card (for items on your phone) or Copy to Device (for items on an expansion card) from the Media menu.





## Organizing photos and videos

1. From the Gallery , select the album you want to organize.
2. Select Organize .
3. Select a photo or video to add it to or to remove it from the album.
4. Select Done.





+ indicates photo is in album

## Saving a photo as wallpaper

1. From the Gallery , select the photo you want to use as wallpaper.
2. Open the menus .
3. Select Save as Wallpaper on the Media menu.
4. When the confirmation message appears, confirm by selecting Yes, or decline by selecting No.

## Deleting a photo or video

1. From the Gallery , select the photo or video you want to delete.
2. Open the menus .
3. Select Delete from the Media menu.
4. Select Delete to confirm deletion.




You can personalize a photo. Open the Photo menu, select Draw on Photo, and then use the drawing tools to add your own personal touch. When you save the photo, you can replace the original or save a copy.

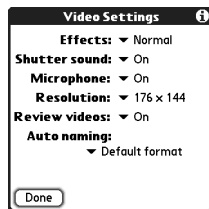
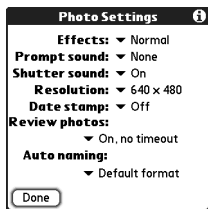
You can also open the Gallery from the Applications View. Go to Applications and select Media.



## Customizing your Camera settings

If your Treo has a built-in camera, you can customize the camera's settings.

1. From any Camera view, open the menus .
2. Select Options, and then select Preferences.
3. Set any of the following preferences:
  - **Effects:** Sets the color palette for the current photo or video. You cannot change an item's palette after you take the photo or video.
  - **Prompt sounds:** (photos only) Sets the sound that plays before you take the photo.
  - **Shutter sounds:** Determines if a sound plays when you take a photo.
  - **Microphone:** (videos only) Turns the microphone on and off so that you can record videos with or without sound.
  - **Resolution:** Sets the default size for newly captured photos or videos.
  - **Date stamp:** (photos only) Determines if the date the photo is taken appears on your photos.
  - **Review photos/videos:** Determines if you can review photos or videos before saving them and how quickly they are automatically saved.
  - **Auto naming:** Assigns a name to a series of photos to be captured, such as Seattle001, Seattle002, and so on.
4. Select OK.



## Viewing photos and videos on your computer

When you synchronize, your Treo photos and videos are copied to your desktop computer. You can view photos in JPEG format and videos in .3GP format, and you can email them to friends using your desktop email application.

- **Windows:** Refer to the Palm Desktop Online Help for information about using the palmOne Media desktop application.
  - To find all synchronized images, look in  
C:\Program Files\palmOne\\Photos\offline copy location
  - To find your captured pictures, look in C:\Documents and Settings\\My Documents\My Pictures\palmOne Photos\  - To find your captured videos, look in C:\Documents and Settings\\My Documents\My Videos\palmOne Videos\Use QuickTime 6.5 for Windows to play videos on your computer.
- **Mac:** There is no palmOne Media desktop application for Mac computers.
  - To find your photos, open Home/Pictures/palmOne Photos/  
<Palm User Name>, and then double-click the photo you want view.
  - To find your videos, open Home/Movies/palmOne Videos/<Palm User Name>.  
Use an application that supports 3GP files, such as QuickTime, to play your videos.





first two weeks:  
using  
organizer  
features



# Managing contacts



If you have several contacts to enter, it's more efficient to use


Palm® Desktop software or Microsoft Outlook on your computer and then synchronize info on your Treo™ 650 smartphone the info and your computer. For more information, see "Synchronizing contacts and other information" on page 33.

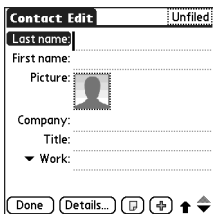
You can also open Contacts from the Applications View. Go to Applications and select Contacts.



Be sure to label your contacts' mobile numbers correctly. The Messaging application (see "Messaging" on page 75) looks up only numbers labeled as Mobile.

If you are familiar with previous Palm Powered™ devices, you may recognize the Contacts application as similar to the Address Book on previous devices.

## Adding a contact

1. Press Phone/Send .
2. Select the Contacts favorite button.
3. Select New Contact.




4. Use the 5-way navigator to move between fields as you enter information.
5. To add a caller ID photo that displays when that person calls, select the Picture box. Select Camera to take a photo and add it to this contact entry when you save the photo, or select Photos to add an existing photo to this contact entry.
6. To place the entry in a category or mark it private, select Details.
7. To add a note to an entry, select Note .
8. To display additional fields for this contact, select Plus .
9. After you enter all the information, select Done.



## Viewing or changing contact information

1. In the Contacts list, begin entering one of the following for the contact you want to view or edit:
  - First initial and last name
  - First name
  - Last name
2. Select the name of the entry you want to open.
3. Select Edit.
4. Make changes to the entry as necessary.
5. Select Done.

## Deleting a contact

1. Open the contact you want to delete.
2. Open the menus .
3. Select Delete Contact on the Record menu.
4. Select OK.

## Defining your business card

1. Create a new contact with your business card.
2. While still in Contact Edit View, open the menus .
3. Select Business Card on the Record menu.
4. Now you can beam your business card to other Palm Powered devices. In any Phone view, open the menus . Select Beam Business Card on the Record menu.



In the Contacts list, press Up and Down to move to the previous or next Contacts record.

Import contacts from your SIM quickly and easily. In the Contacts list, open the Record menu and select Import from SIM.

The entries on your SIM appear in your Contacts list. To edit these entries you must either Import them into Contacts or edit them in SIM Book.




When the Show SIM Phonebook Category box is checked, your SIM Phonebook entries also appear when you select the All category in the Contacts list or search for a contact.

If you exported contacts from your SIM to Contacts, you may want to uncheck the Show SIM Phonebook Category box to avoid seeing duplicate entries.

Need to copy a contact to your SIM Phonebook? In Contacts, select the contact you want to copy, open the Record menu, and then select Export to SIM.

## Viewing your SIM Phonebook

By default, you can view your SIM Phonebook right in the Contacts application.


1. In the Contacts list, open the menu .
2. Select Options, and then select Preferences.
3. Make sure the Show SIM Phonebook Category box is checked.
4. Select OK.
5. In the Contacts list, select the category pick list at the top of the screen and select SIM Phonebook.



# Calendar







## Displaying your calendar

- Press the Calendar  button repeatedly to cycle through the various views:
  - **Agenda View:** Shows your daily schedule and any items on your Tasks list that are overdue or due today. If there's room, Agenda View also shows your schedule for the next dates that have events scheduled.
  - **Day View:** Shows your daily schedule one day at a time.
  - **Week View:** Shows your schedule for an entire week. The timeframes are based on the Start Time and End Time settings in Calendar Preferences.
  - **Month View:** Shows your schedule for a whole month.



- From any Calendar view, open the Options menu and select Year View to view a calendar for an entire year.
- From Day View, Week View, Month View, or Year View, use the 5-way to move to another day, week, month, or year (based on the current view).
- From Day View, Week View, Month View, or Year View, select Go To, and then select a date from the calendar.

## Creating an event

1. Press Calendar  until you are in Day View.
2. Press Left  and Right  to select the desired day.
3. Using the keyboard, enter a starting hour for the event. For example, enter 5 for 5:00 (remember to press Option  before entering numbers).



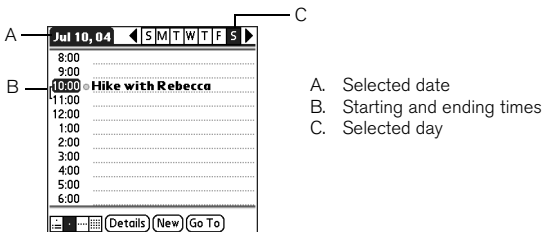
If you have several appointments to enter, it's more efficient to use Palm Desktop software or Microsoft Outlook on your computer and then synchronize the info on your Treo with the info on your computer. For more information, see "Synchronizing contacts and other information" on page 33.



To automatically assign a time zone to your events, open the Options menu, select Preferences, and check the New events use time zones box. All your new events will be assigned to your local time zone, and you can change this setting for individual events. If you sync with Outlook and you select the time zone option on the Contacts conduit sync screen, then time zones will sync for any new events you create in Outlook. Time zone settings are not added to any events that you created before you set these time zone settings.

4. Select the starting minute for the event.
5. Select the End Time box and select the ending hour and minute for the event.
6. (Optional) Select the Time Zone pick list and select a time zone.
7. Select OK.
8. Enter a description for the event.

**IMPORTANT:** If you use Palm Desktop software, do not add time zones to your events. Palm Desktop does not support time zones. If you use Microsoft Outlook, you can use the time zone feature, but you must install the conduit that came with your Treo 650 (or a subsequent update) on all the computers you sync your phone with. Chapura PocketMirror and other earlier Microsoft Outlook conduits do not support time zones.



## Adding an alarm reminder to an event

1. In Calendar, select the event.
2. Select Details.
3. Check the Alarm box and select the number of minutes, hours, or days before the event you would like to receive the alarm.

4. Select OK.

**Event Details**

**Time:** 10:00 am - 11:00 am

**Date:** Sat 7/10/04

**Alarm:**  30 Minutes

**Location:** Fall Creek

**Category:** Unfiled

**Repeat:** None

**Private:**

OK Cancel Delete... ?

- A. Type of time units  
B. Number of time units

## Creating an untimed event

An untimed event, such as a birthday or anniversary, does not occur at a particular time.

1. Press Calendar until you are in Day View.
2. Press Left and Right to go to the date of the event.
3. Make sure nothing is highlighted.
4. Enter a description for the event. A diamond appears next to the description of an untimed event.

Jul 16, 04 ◀ S M T W T F S ▶

8:00 Draft: 1 due

9:00

10:00

11:00

12:00

1:00

2:00

3:00

4:00

5:00

Details New Go To

## Color-coding your schedule

Use color-coding to quickly spot different types of events. For example, make your appointments with family green, work blue, and friends yellow.

1. From Day View, select the event description.
2. Select Details.
3. Select the Category pick list and select Edit Categories.
4. Select New or select a category and select Edit.



The silent alarm for untimed events is defined by minutes, days, or hours before midnight of the date of the event.

When an alert occurs, the Alert screen displays all your pending alerts. Select an item's description to jump to that item, or check the box to clear that item.



To save memory, you can purge your old events. Open the Record menu and select Purge. Select the Delete events older than pick list and select a timeframe. Select OK.

If you sync with Microsoft Outlook and your events include other people, a With field appears in the Details dialog box and your attendee info appears in this field after you sync.

To enter a birthday, add this info to the person's Contacts entry.

To enter an anniversary, create an untimed event. Then, from the Details screen, select Year as the repeat interval.

5. Enter the category name.
6. Select the color you want to give this category.
7. Select OK, and then select OK two more times.

Now that the category is set up, you can assign a specific event to this category. See the next section for details.

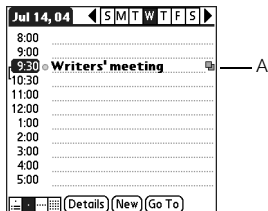
## Editing or deleting an event

1. Select the event you want to reschedule.
2. Select Details.
3. In addition to the settings covered earlier in this chapter, you can also change any of the following settings:
  - **Date and Time:** When the event takes place. Change these settings to reschedule the event.
  - **Location:** A description of where the event takes place.
  - **Category:** The color-coded category for this event.
  - **Note** (📄): Space for you to enter additional text.
  - **Delete:** The event is erased from your calendar.
4. Select OK.

## Scheduling a repeating event


1. Create an event, and then select it.
2. Select Details.
3. Select the Repeat pick list, and then select a repeat interval.
4. For weekly events, select the day(s) the event repeats; for monthly events, select Day or Date to indicate the repeating method.
5. If the event has an ending date, select the End on pick list, select Select Date, and then select the ending date.

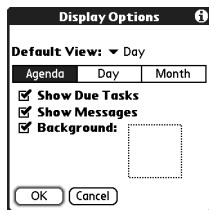
6. Select OK.



A. This icon indicates a repeating event.

## Customizing display options for your calendar

1. Open the menu .
2. Select Options, and then select Display Options.
3. Select the Default View pick list and select the view you want to see when you open Calendar.
4. Select the Agenda box and set any of the following options:
  - **Show Due Tasks:** The tasks that are due today and the tasks that are overdue display in Agenda View.
  - **Show Messages:** The number of read and unread email messages displays in Agenda View.
  - **Background:** A favorite photo becomes the Agenda View background. Check the Background box, tap the photo thumbnail, and then select a photo. Adjust the fade setting so that the text is easy to read against the photo.



You can customize your phone to display the most current Calendar event on the Main View in the Phone application. Press Phone/Send, open the Options menu, and then select General Preferences. Check the Show Calendar event box.



If you use Microsoft Exchange ActiveSync®, your email and calendar information synchronize directly with your company's Exchange server. You must retrieve email and calendar updates from the VersaMail application; they do not update when you synchronize with your computer. See "Working with Microsoft Exchange ActiveSync" on page 74 for more information. Your contacts, tasks, and memos sync with Palm Desktop software or Microsoft Outlook, depending on which desktop application you use.

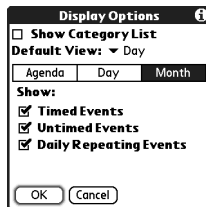
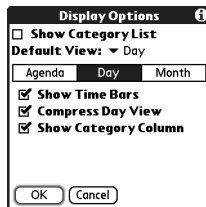
5. Select the Day box and set any of the following Day View options:

- **Show Category List:** The Category pick list displays in Day View.
- **Start Time and End Time:** The beginning and end of the day shown on the Calendar screens.
- **Show Time Bars:** The time bars appear in the Day View to show the duration of an event and to illustrate event conflicts.
- **Compress Day View:** When this box is checked, all time slots display. When this box is unchecked, start and end times display for each event, but blank time slots toward the bottom of the screen disappear to minimize scrolling.
- **Show Category Column:** The color-coded category marker appears between the time and description to indicate which category the event is filed under.


6. Select the Month box and set any of the following Month View options:

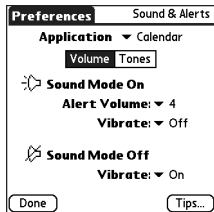
- **Show Category List:** The Category pick list appears in Month View.
- **Timed Events:** The events that are scheduled for a specific time appear in Month View.
- **Untimed Events:** The events that are scheduled for a specific date but not a specific time appear in Month View.
- **Daily Repeating Events:** The events that repeat every day appear in Month View.

7. Select OK.



## Selecting alarm tones

1. Open the menus .
2. Select Options, and then select Sound Preferences.
3. Select the Volume box.
4. Select each pick list and select an Alert Volume and Vibrate setting.
5. Select the Tones box.
6. Select tones from any of the following pick lists:
  - **Alarm Sound:** The tone played the first time your alarm goes off
  - **Reminder Sound:** The tone played if an alarm is not acknowledged and the alarm repeats itself
  - **Play Sound:** The number of times an alert tone will play during the alarm sequence
  - **Repeat Alarm:** The number of times the alarm repeats itself if the alarm is not acknowledged
  - **Every:** The interval between alarm repeats if the alarm is not acknowledged
  - **Alarm Preset:** A default for the number of minutes, hours, or days before the event for which the alarm goes off
7. Select Done.



You can also record, preview, delete, and send sounds on your phone. Go to Applications and select Sounds. Select Tones, and then select Manage. To record a sound, select New. To play a sound, select it and press Center. To delete a sound, select it and press Backspace, and to send a sound, select it, and then select Send.



# Tasks





You can set Tasks to record the date that you completed the task, and you can select to show or hide completed tasks. Completed tasks remain in the memory of your phone until you purge them.

You can display your tasks in your calendar. See “Customizing display options for your calendar” on page 107 details.


Open the menu to access other features such as importing phone numbers into the Tasks list.

You can use Tasks as a reminder of tasks you need to complete and to keep a record of complete tasks.

## Adding a task

1. Go to Applications  and select Tasks .
2. Select New to create a new task
3. Enter a description of the task. The text can be longer than one line.

Tasks	All	Date	Category
<input checked="" type="checkbox"/> 1	Distribute meeting notes	7/6	
<input type="checkbox"/> 1	Pick up dry cleaning	7/6†	
<input type="checkbox"/> 2	Buy tennis balls	7/8†	
<input type="checkbox"/> 2	Send CD to Eddy	7/9†	
<input type="checkbox"/> 2	Book hotel	7/10	
<input type="checkbox"/> 2	Renew passport	7/12	
<input checked="" type="checkbox"/> 1		-	





## Setting task priority, due date, and other details

The Details dialog box enables you to assign a priority level, due date, category, privacy flag, and note for each task.

1. Select the task to which you want to assign details.
2. Select Details.
3. Set any of the following:
  - **Priority:** Select the Priority number for this task (1 is most important). Later you can arrange your tasks based on the importance of each task.
  - **Category:** Assign the task to a specific category.
  - **Due Date:** Select the Due Date pick list and select a due date for the task.
  - **Alarm:** Set an alarm for this task.
  - **Repeat:** Indicate if the task occurs at regular intervals and how often it repeats.
  - **Private:** Check this box to mark this task private.
  - **Note:** Enter additional text you want to associate with the task.
4. Select OK.

**Task Details**

Priority: 1 2 3 4 5

Category: Unfiled

Due Date: Mon 7/12/04

Alarm: None

Repeat: None

Private:

OK Cancel Delete... P

**Tasks** All Date Category

<input checked="" type="checkbox"/>	1	Distribute meeting notes	7/6
<input type="checkbox"/>	1	Pick up dry cleaning	7/6
<input type="checkbox"/>	2	Buy tennis balls	7/8
<input type="checkbox"/>	2	Send CD to Eddy	7/9
<input type="checkbox"/>	2	Book hotel	7/10
<input type="checkbox"/>	1	Renew passport	7/12

2  
3  
4  
5

New Details... P



You can also set the priority by selecting the Priority number next to a task and then selecting a priority level from the list

If you turn on the Show Due Dates option in the Tasks Preferences screen, you can tap directly on the due date in the Tasks list to select a new date.



To uncheck the selected task, press Center.

Overdue tasks have an exclamation point (!) next to the due date.

To save memory, you can purge all completed tasks. Open the Record menu and select Purge. Select OK.

## Checking off a task

1. Select the task you want to check off.
2. Press Center to check off the task.

Tasks	All	Date	Category
<input checked="" type="checkbox"/> 1	Distribute meeting notes	7/6	
<input type="checkbox"/> 1	Pick up dry cleaning	7/6!	
<input type="checkbox"/> 2	Buy tennis balls	7/8!	
<input type="checkbox"/> 2	Send CD to Eddy	7/9!	
<input checked="" type="checkbox"/> 2	Book hotel	7/10	
<input type="checkbox"/> 1	Renew passport	7/12	

New Details... [P]

## Organizing your tasks

In the Tasks list, select one of these options:

- **All:** Displays all your tasks.
- **Date:** Displays tasks that are due in a specific time frame. Select the Category pick list (in the upper-right) to select Due Today, Last 7 Days, Next 7 Days, or Past Due.
- **Category:** Displays tasks that are assigned to the selected category. Select the Category pick list to select a different category.

Tasks	All	Date	Category
<input checked="" type="checkbox"/> 1	Distribute meeting notes	7/6	
<input type="checkbox"/> 1	Pick up dry cleaning	7/6!	
<input type="checkbox"/> 2	Buy tennis balls	7/8!	
<input type="checkbox"/> 2	Send CD to Eddy	7/9!	
<input checked="" type="checkbox"/> 2	Book hotel	7/10	
<input type="checkbox"/> 1	Renew passport	7/12	

New Details... [P]


Tasks	All	Date	Category
<input checked="" type="checkbox"/> 1	Distribute meeting notes	Due Today - 1	
<input type="checkbox"/> 1	Pick up dry cleaning	Lost 7 Days - 5	
<input type="checkbox"/> 2	Buy tennis balls	Next 7 Days - 1	
<input type="checkbox"/> 2	Send CD to Eddy	Past Due - 4	
<input checked="" type="checkbox"/> 2	Book hotel	7/9!	
		7/10	

New Details... [P]

Tasks	All	Date	Category
<input checked="" type="checkbox"/> 1	Distribute meeting notes	7/6	Business
<input type="checkbox"/> 1	Pick up dry cleaning	7/6!	Personal
<input type="checkbox"/> 2	Buy tennis balls	7/8!	Unfiled
<input type="checkbox"/> 2	Send CD to Eddy	7/9!	Edit Categories...
<input checked="" type="checkbox"/> 2	Book hotel	7/10	
<input type="checkbox"/> 1	Renew passport	7/12	

New Details... [P]

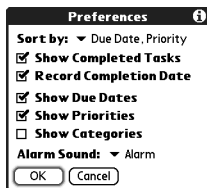
## Deleting a task

1. Select the task you want to delete.
2. Open the menu .
3. Select Delete Task on the Record menu.
4. Select OK.

## Customizing Tasks

The Tasks Preferences screen enables you to control the appearance of the Tasks list screen.

1. In the Tasks list screen, select Show.
2. Set any of the following preferences:



The screenshot shows a 'Preferences' dialog box with a title bar containing the word 'Preferences' and an information icon. The dialog contains the following settings:

- Sort by:** A dropdown menu currently set to 'Due Date, Priority'.
- Show Completed Tasks**
- Record Completion Date**
- Show Due Dates**
- Show Priorities**
- Show Categories**
- Alarm Sound:** A dropdown menu currently set to 'Alarm'.

At the bottom of the dialog are two buttons: 'OK' and 'Cancel'.

- **Sort by:** Indicates the order in which your tasks appear in the list.
  - **Show Completed Items:** Displays tasks you've checked off.
  - **Record Complete Date:** Replaces due date with the completion date when you complete (check) the task.
  - **Show Due Dates:** Displays task due date, and inserts an exclamation point (!) next to overdue tasks.
  - **Show Priorities:** Displays the priority setting for each task.
  - **Show Categories:** Displays the category for each task.
  - **Alarm Sound:** Sets the sound for the alarms you assign to your tasks.
3. Select OK.





# Memos





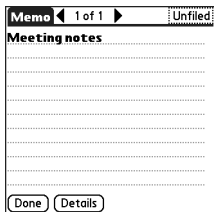
Each memo can include 4,096 characters of text.

You can assign categories to your memos. Open the item you want to change, select the category pick list at the top of the screen, and select a category.


Memos are a great way to store notes on your Treo 650 smartphone.

## Creating a memo

1. Go to Applications  and select Memos .
2. Enter the text you want to appear in the memo.
3. Select Done.



## Deleting a memo

1. Select the memo you want to delete.
2. Open the menu .
3. Select Delete Memo on the Record menu.
4. Select OK.

# Listening to music

You can listen to music through the speaker on the back of your phone or through a stereo headphone (stereo headphone adapter or 2.5mm stereo headphone required, sold separately).

## Transferring MP3 files from your computer

The RealOne software that comes with your phone is compatible with the popular MP3 audio file format as well as the Real Audio RA, RM, and RMJ file formats. If your songs are already on your computer's hard drive in one of these formats, you can use palmOne™ Quick Install software to transfer your songs to an expansion card (sold separately) so that you can listen to them on your phone.

If your songs are on a CD, you can use the RealPlayer desktop software on your Windows computer to convert the files and transfer them to an expansion card. See the RealPlayer desktop online Help for details. You can install the RealPlayer desktop software from the Software Essentials section on the Software Installation CD that came with your Treo.

If you want to download songs from the Real Music Store (additional fees may apply), you need to download and install a special version of RealPlayer for palmOne that is compatible with Real Music Store files. To download this special version, visit [www.real.com](http://www.real.com).



You must use an expansion card to listen to music on your phone. You cannot store music in your phone's internal memory.

You can also use a card reader accessory (sold separately) to transfer MP3 files from your computer to your expansion card. Create an SD\_Audio folder in the root directory of the card, and store your MP3 files in this folder.



On a Mac, use iTunes (included with OS X) to convert music from a CD to MP3 format. You can then follow the steps to transfer MP3 files onto your phone. For details on using the iTunes software, see the documentation that came with your Mac.

For tips on using RealPlayer on your computer, go to the Help menu in RealPlayer or visit [www.real.com](http://www.real.com).

1. Connect your Treo to your computer with the USB sync cable.
2. Insert an expansion card into your Treo.
3. Do one of the following:


- **Windows:** Drag and drop the file(s) or folder onto the palmOne Quick Install icon on the Windows desktop.
- **Mac:** Drag and drop the MP3 files onto the Send To Device droplet in the Palm folder.



4. Select your Username, the File name, and the Destination (card).
5. Click OK.
6. Synchronize your Treo with your computer. Be patient; transferring music to an expansion card can take several minutes.

## Transferring music from a CD to your phone



To transfer music from a CD to your phone, you must first install the RealPlayer desktop application onto your Windows computer. You must install this software from the Software Installation CD even if you already have a version of RealPlayer on your computer. After you install the software, follow these steps to transfer music to your phone.

1. Double-click the RealPlayer icon  on your computer desktop.
2. Insert the CD into your computer's CD drive.
3. If the track list doesn't appear, click Music & My Library, and then click CD/DVD in the View menu.

- Click Save Tracks, and follow the onscreen instructions to select and copy tracks.



- A. CD/DVD
- B. Save Tracks

- Go to Applications  and select Music .
- Connect your phone and your computer to the USB sync cable.
- In RealPlayer on your computer, click Burn/Transfer.
- If necessary, select palmOne Handheld from the Current Burn/Transfer Device drop-down list.



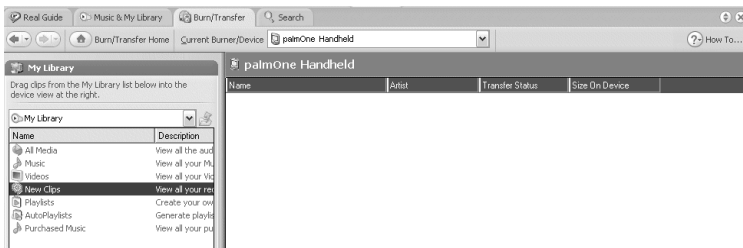
Do not press the HotSync® button on your cable. RealPlayer transfers the files, so there's no need to do anything.



You can customize your Treo so that pressing and holding the Side button on the side of your Treo opens RealPlayer. See "Button settings" on page 150 for details.

To view details for the song that is currently playing, open the Music menu and select Song Details.

9. Drag the song files you want from the My Library window on the left into the palmOne device window on the right.



10. Be sure your phone is on and that RealPlayer is open. If it is, a green Connected light appears in the lower-left corner of RealPlayer on your computer.
11. Click Start Transfer. When the transfer is complete, the tracks you selected should say "On Device."

## Listening to music on your Treo

1. Go to Applications and select RealPlayer .
2. Do any of the following:
  - To play (or pause) the current song, press Center or the Side button.
  - To play the next song, press Right .
  - To play the previous song, press Left .
  - To play a different song, use the stylus to select Songs and select a song from the list.
  - To select random or continuous playback, use the stylus to select the onscreen controls.
  - To adjust the volume during playback, press the Volume button.





- A. Progress indicator
- B. Continuous play
- C. Random play

RealPlayer continues playing until it reaches the end of your list or until you select Stop. Music continues to play even if you switch to another application or turn off your screen. If you want to stop playing music when you exit RealPlayer, open the Options menu and select Preferences. Uncheck the Enable Background Playback box, and then select OK.

## Creating a playlist

1. Select Playlists.
2. Select New.
3. Enter a Name for the playlist.
4. Select Add.
5. Check the box next to the songs you want to include on the playlist.
6. Select Done, and then select Done again.



To play songs from a playlist, select Playlists, select the playlist you want to play, and then select the first song you want to hear on that list.

To delete a playlist, select Playlists, select the playlist, and then select Delete.



## Editing a playlist

1. Select Playlists.
2. Select the playlist you want to edit.
3. Select Edit.
4. Do any of the following:
  - To delete a song from the playlist, select the song, and then select Remove.
  - To add a song, select Add, check a song's box, and then select Done.
  - To move a song up or down one slot, select a song, and then select the up or down arrow.
5. Select Done, and then select Done two more times.



# World Clock

World Clock displays the day and time in your home city and in two other cities around the globe. Whether you're travelling or at home, it's easy to keep track of the best time to reach your business associates, friends, and family in far away places.

## Setting your home city

The home city serves as a point of reference for your other city selections. The home city time reflects the current system time. The information displayed for the other cities is based on the day and time in your home city.

If the Enable Local Network Time box is checked in your Date & Time Preferences, your wireless service provider's network automatically sets the time and updates it when you travel.

1. Go to Applications  and select World Clock .
2. Select the City pick list at the top of the screen and select the city closest to your location (in the same time zone).
3. Select OK.



A. Home city



World Clock does not automatically update the system time for Daylight Savings Time.

Run your stylus over the map to see the time in other cities.

The shadow over the map represents nighttime moving across the globe.



To customize the alarm sound and volume, open the Options menu and select Alarm Preferences.

## Selecting remote cities

In addition to your home city, you can display the day and time for two other cities anywhere around the globe. These other cities are called remote cities.

- Select a pick list in the lower part of the World Clock screen, and then select the city closest to the city you want to display.

## Adding cities

If the city you want to display is not in the predefined list, you can add it.

1. Select a City pick list and select Edit Cities.
2. Select New.
3. Enter the city name and other information.
4. Select OK.




## Setting an alarm

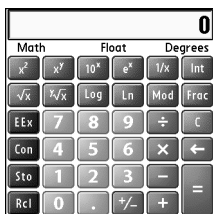
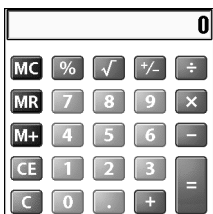
1. Select Off in the upper-right corner.
2. Select the time you want the alarm to sound.
3. Select OK.

# Calculator


Calculator includes a basic calculator, plus an advanced calculator with scientific, financial, and conversion functions.

## Switching between Basic and Advanced Calculator Modes

1. Go to Applications  and select Calculator .
2. Open the menus .
3. Select Options, and then select Advanced Mode or Basic Mode.






## Selecting functions in Advanced Calculator Mode

1. Switch to Advanced Calculator Mode (see above).
2. Open the menus .
3. Select Options, and then select the function you want to use:
  - **Math:** Advanced mathematical functions such as exponents, roots, and logarithms.
  - **Trig:** Trigonometric functions such as sine, cosine, tangent, and variants.
  - **Finance:** Financial calculator functions such as APR and amortization.





You can tap the screen or use the keyboard to input numbers.

In Basic Mode, you can also press Right  to switch to Advanced Mode. In Advanced Mode, press Right  to cycle between functions, and press Left  to return to Basic Mode.



Select **Sto** to store a number in one of ten memory slots. Select **Rcl** to recall a stored number.

Select **Con** to access a list of mathematical constants such as Avogadro's number or the speed of light.

- **Logic:** Hexadecimal characters in keypad, plus logic functions such as and, not, or and xor. In place of Float/Degrees (see below), this view includes options for class (bin, oct, SDec, UDec, hex) and bits (8, 16, 32).
  - **Statistics:** Statistical functions such as sum, factorial, and random number generator.
  - **Weight/Temp:** Weight and temperature conversions for metric and English values.
  - **Length:** Length conversions for metric and English values.
  - **Area:** Area conversions for metric, traditional, and English values.
  - **Volume:** Volume conversions for metric and English values.
4. Enter an integer for the number of decimal places to display.
  5. Open the menus .
  6. Select Pref, and then select the decimal display format: Float, Fixed x), Sci (x), or Eng (x).
  7. Open the menus .
  8. Select Pref, and then select the number display format: degrees, radians, or grads.

# Looking up contacts and other information




With the built-in search features on your Treo, you can find information quickly:

- **Lookup:** Enables you to dial your contacts by name. It locates people's phone numbers when you're in the Phone or Messaging applications.
- **Find:** Searches through the text in all the applications on your Treo.

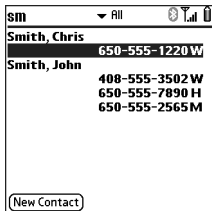
## Looking up contacts

You can look up contacts directly from the Contacts list. This feature helps you locate contacts quickly by entering just a few letters of a contact's name.

1. Press the Phone/Send  button.
2. Select the Contacts favorite button.
3. From the Contacts list, enter the first few letters of the contact you want to find.

You can enter:

- First name (JOH for John) or
- Last name (SMI for Smith) or
- First name initial and last name (JSM for John Smith)




If entering the first few letters doesn't start a search, go to Applications and select Contacts, and then try step 2 again. To set your Treo to search from the Main View of the Phone application, go to that view, open the Options menu, and select General Preferences. Then select the second pick list and select Typing starts contacts search.

To look up contacts in other applications, select the Lookup button if it appears.





For example, entering SM would display Smilla Anderson, John Smith, and Sally Martin. Entering JSM finds only John Smith.

4. Do one of the following:
  - Highlight the contact name, and then press Center to view the contents of the record.
  - Highlight any phone number, and then press Phone/Send  to dial.

## Using Find

The Find feature locates any text in the built-in applications and databases and in some third-party applications. The Find feature performs an exact search on a character string, including characters that are parts of words.

1. Press Option , and then press Shift/Find  to open the Find dialog box.
2. Enter the text you want to find.
3. Select OK to start the search.
4. In the search results, select the text you want to review, or select Find More to search additional applications.







# Beaming information

Your Treo is equipped with an IR (infrared) port that lets you beam information to another Palm Powered device with an IR port. The IR port is located on the top of your Treo, between the antenna and the ringer switch, behind the small dark shield.

## Beaming a record

1. Select the entry or category you want to beam. If a lock  appears next to the item, it can't be beamed.
2. Open the menus .
3. Select Record, and then select one of the following:
  - **Beam:** Sends an individual record.
  - **Beam Category:** Sends all entries in the current category.
4. When the Beam Status dialog box appears, point the IR port on your Treo directly at the IR port of the receiving device.
5. Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue using your Treo.



You can store a beamed application on your phone, or send it to an expansion card inserted in the expansion card slot.

Beam your business card in two key presses: From the Main View in the Phone application, open the menus, and then press M.

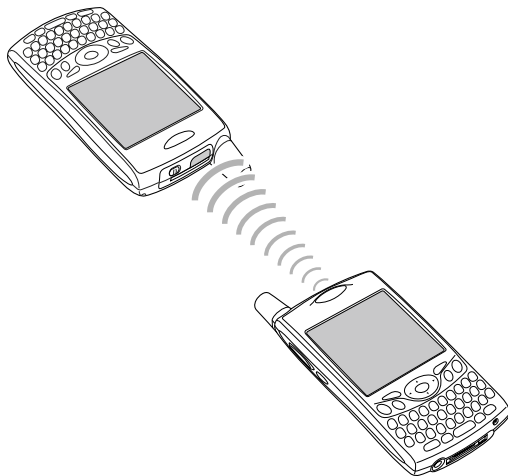
If you beam a bookmark or saved page from the Web browser, it beams the URL, not the contents of that page.




For best results, the path between the two devices must be clear of obstacles, and both devices kept stationary. If you have difficulty beaming, shorten the distance and avoid bright sunlight.



If you do not select a category upon receiving a beamed item, the item is placed in the Unfiled category.

If you can't receive beamed information, try a soft reset (see "Resetting your Treo" on page 168).



## Beaming an application

Not all applications can be beamed. A Lock icon  appears on the Beam screen next to applications that cannot be beamed.

1. Go to Applications .
2. Open the menu .
3. Select Beam on the App menu.
4. Select the Beam From pick list and select whether the application you want to beam is located on your Treo or on an expansion card.
5. Select the application you want to transfer.
6. Select Beam.

7. When the Beam Status dialog box appears, point the IR port on your Treo directly at the IR port of the receiving device.
8. Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue using your Treo.

## Receiving beamed information

1. Turn on your screen.
2. Point the IR port on your Treo directly at the IR port of the transmitting device to open the Beam Status dialog box.
3. When the Beam dialog box appears, select a category for the entry.
4. Press Up ▲ to receive the beam or press Down ▼ to refuse it.





first month:

# managing applications



On a Windows computer, you can also access palmOne™ Quick Install by selecting the Quick Install icon in Palm® Desktop software or on the Start menu in the Programs folder.

# Installing applications

Your Treo™ 650 smartphone comes with several built-in and ready to use applications. You can also install any of the bonus software included on the Software Installation CD as well as other third-party Palm OS® applications, such as business software, games, and more. To learn more, go to [www.palmOne.com/intl/software](http://www.palmOne.com/intl/software).

When you download an application to your computer, it is probably in a compressed format such as a .zip or .sit file. If the file is compressed, you need to use a decompression utility on your computer, such as Winzip or Unstuffit, before you install applications on your Treo.

These instructions tell you how to install basic .prc (Palm OS application) and .pdb (Palm OS database) files onto your Treo. Some Palm OS software uses an installer or wizard to guide you through the process. Consult the documentation that came with the software for details.

## Installing applications from the Internet

You can install Palm OS applications directly from the Internet, using the Web browser. When you download an application, it automatically installs on your Treo. Remember: Palm OS applications have .prc or .pdb at the end of their file names.

1. Open the Web browser (see “Viewing a web page” on page 84).
2. Go to the page that contains the link to the application you want to download.
3. Press Left ◀ or Right ▶ to highlight the link to the file, and then press Center to initiate the download process.

## Installing applications from a Windows computer

1. Drag and drop the file(s) onto the palmOne™ Quick Install icon on the Windows desktop.
2. Select your username from the list, and then click OK.
3. Synchronize your phone with your computer to install the application(s) on your Treo.



## Installing applications from a Mac computer

1. Drag and drop the file(s) onto the Send To Device droplet in the Palm folder.
2. Select your username from the list, and then click OK.
3. Synchronize your phone with your computer to install the application(s) on your Treo.

## Getting help with third-party applications

If you encounter a problem with a third-party application (such as an error message), contact the application's author or vendor. For general troubleshooting of third-party applications, see "Third-party applications" on page 186.



Before you can install an application from your computer to your Treo, you need to install Palm Desktop software on your computer (see "Installing the desktop synchronization software on your computer" on page 32).

To control whether files are installed on your phone or on an expansion card, double-click the palmOne Quick Install icon on a Windows computer or open the HotSync® menu and select Install Handheld files on a Mac. Select your username, click Add, and then select the files you want to install.



# Removing applications





Some applications are factory-installed in your phone and cannot be deleted. These are listed with a Lock icon next to them.

If you upgraded from a previous version of Palm Desktop software your backup folder may be located in the Palm folder.

Applications deleted from your phone are kept on your computer, in the Archive folder of your user folder.

If you decide that you no longer need an application, or you want to free up memory on your Treo, you can remove applications from your Treo or an expansion card (for more on expansion cards, see “Inserting and removing expansion cards” on page 136). You can remove only applications, patches, and extensions that you install; you cannot remove the built-in applications that reside in the ROM portion of your Treo.

1. Go to Applications .
2. Open the menu .
3. Select Options, and then select Delete.
4. If you want to remove an application from an expansion card, insert the card into your Treo.
5. Select the Delete From pick list and select the location of the application you want to remove.
6. Select the application that you want to remove.
7. Select Delete.
8. Synchronize to remove the application from the Backup folder on your computer.





If the application re-appears on your phone, you may need to manually delete it from your computer. Locate your Backup folder on your computer (Windows: C:\Program Files\palmOne\username; Mac: Mac HD\Applications\palmOne\Users\username). If you find a .prc or .pdb file for the application you just removed, delete the file from the Backup folder.

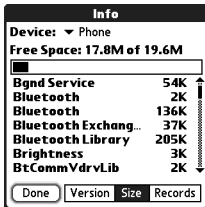


# Viewing application info



The Info screens display basic statistics about the applications on your Treo.

1. Go to Applications .
2. Open the menus .
3. Select Info on the App menu.
4. At the bottom of the screen, select the type of information you want to view:
  - **Version:** The version numbers of applications on your Treo.
  - **Size:** The size (in kilobytes) of applications and information on your Treo.
  - **Records:** The number of entries in different applications on your Treo.
5. Select Done.





# Using expansion cards



SD cards are faster than MultiMediaCard cards for reading and writing information.

When you're not using the expansion card, reinsert the dummy card to keep the expansion card slot clean.

The warranty does not cover damage by Secure Digital (SD) cards that do not meet SD Memory Card Specifications. SD cards that do not meet SD Memory Card Specifications may damage Treo 650. SD cards that do meet SD Memory Card Specifications are marked with the following logo:



The expansion card slot on your Treo enables you to add Secure Digital (SD) cards and MultiMediaCard cards to extend the storage capacity of your Treo. For example, SD or MultiMediaCard expansion cards can store:

- Photos
- MP3 audio files
- Email attachments
- Games
- eBooks
- Applications
- Databases
- ... and more

Your Treo is also compatible with Secure Digital input/output (SDIO) cards, which let you add accessories, such as a presentation module, to your phone.

Although expansion cards are sold separately, your Treo includes a dummy, non-functional card inside the expansion card slot. When you do not have a functioning card inside the expansion card slot, reinsert the dummy card to protect the slot opening.

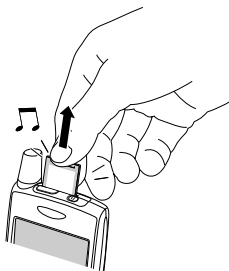
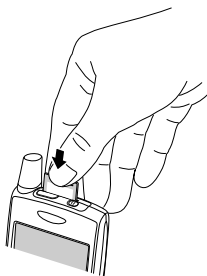
## Inserting and removing expansion cards

1. Press down and release the dummy card.
2. After you feel the expansion card slot eject the dummy card, remove the card from the slot.

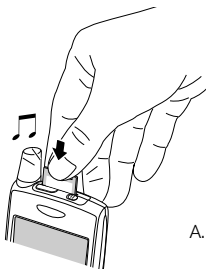
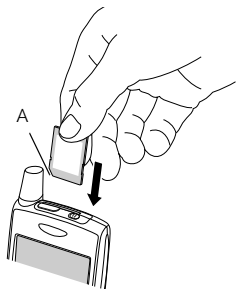


When you insert an expansion card, the card name appears as a category with a Card icon next to the name. To switch between the applications on the expansion card and your phone, select the category pick list at the top of the screen and select another category.

In order to run an application on an expansion card, you must have enough free space in the internal memory of your Treo to accommodate the program.



3. Hold your Treo with the screen facing you and the card with the label facing you. The notch on the card should be in the lower-left corner next to the antenna.
4. Insert the card into the expansion card slot until you feel it lock into place and hear the confirmation tone.



A. Notch

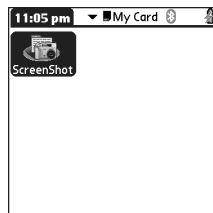


Before you copy an application to an expansion card, make sure that it is compatible with Palm OS version 5.4 or higher. Some applications do not work with expansion cards and do not allow you to store files in a location that is separate from the application.

## Opening applications on an expansion card



After you insert an expansion card in the expansion card slot, you can open any of the applications stored on the expansion card.

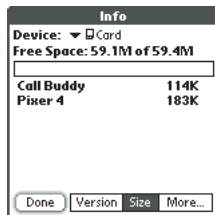
1. Insert the expansion card into the expansion card slot. The Applications View automatically appears.
2. Select the icon for the application you want to open.
3. Press Center to open the application.



## Copying applications to an expansion card



You can copy applications between your Treo and your expansion card.

1. Go to Applications .
2. Open the menu .
3. Select Copy on the App menu.
4. Select the Copy To pick list and select the destination: card name or Phone.
5. Select the From pick list and select the location of the application you want to copy: card name or Phone.
6. Highlight the application you want to copy.
7. Select Copy.





## Viewing expansion card information

The Card Info application displays general information about the expansion card that is currently in the expansion card slot.

- Go to Applications  and select Card Info .



## Renaming an expansion card

If you change the contents of an expansion card, you may at some point want to rename the card to better match its contents.

1. Insert the expansion card into the expansion card slot.
2. Select the category pick list at the top of the screen and select All.
3. Select Card Info .
4. Open the menus .
5. Select Rename Card on the Card menu.
6. Enter a new name for the card.
7. Select OK.

## Formatting an expansion card

Formatting an expansion card is similar to formatting a disk on a computer. When you format an expansion card, you erase all the information stored on the card.

1. Insert the expansion card into the expansion card slot.
2. Select the category pick list at the top of the screen and select All.
3. Select Card Info .
4. Open the menus .
5. Select Format Card on the Card menu.
6. Enter a new name for the card.
7. Select OK.



Before copying information to, renaming, or formatting an expansion card, make sure the card is not write-protected. See the instructions that came with your card for details.



when you're ready:  
customizing  
your Treo



# Phone settings





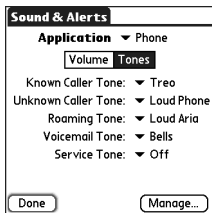
You can also record, preview, delete, and send sounds on your phone. Go to Applications and select Sounds. Select Tones, and then select Manage. To record a sound, select New. To play a sound, select it and press Center. To delete a sound, select it and press Backspace, and to send a sound, select it and then select Send.

Want more ringtones? You can download any compatible ringtone directly to your phone (see “Downloading files from a web page” on page 87). You can also download ringtones to your computer and then email them to your phone.

## Selecting ringtones

You can set different tones for different types of incoming phone calls and alerts.

1. Press the Phone/Send  button.
2. Open the menu .
3. Select Options, and then select Sound Preferences.
4. Select the Tones box.
5. Select ringtones and alerts from any of the following pick lists:
  - **Known Caller Tone:** An incoming call from someone in your Contacts or Favorites.
  - **Unknown Caller Tone:** An incoming call from someone identified by caller ID who is not in your Contacts or Favorites.
  - **Roaming Tone:** A special tone for incoming calls when you're outside your home mobile network.
  - **Voicemail Tone:** A new voicemail.
  - **Service Tone:** A warning of a service change, such as moving into and out of a mobile network coverage area.





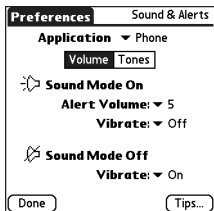
6. Select Done.





## Selecting Alert Volume and Vibrate settings

1. Press the Phone/Send  button.
2. Open the menus .
3. Select Options, and then select Sound Preferences.
4. Select the Alert Volume pick list and select a volume level.
5. Select the first Vibrate pick list and indicate if you want your phone to vibrate when you receive a call or alert and Sound Mode is on.
6. Select the second Vibrate pick list and indicate if you want your phone to vibrate when you receive a call or alert and Sound Mode is off.
7. Select Done.



## Adjusting call or music volume

While a call is in progress, press the Volume button on the side of your Treo™ 650 smartphone to adjust the call volume. While music is playing, press the Volume button to adjust the music volume.


## Adjusting ringer volume

When a call is not in progress and music is not playing, press the Volume button on the side of your Treo to adjust ringer volume, and then press the Side button to confirm your selection.



You can also adjust the ringer volume by pressing the Volume button when a call or music is not in progress.



## Assigning a caller ID photo

1. Press Phone/Send .
2. Select the Contacts favorites button.
3. Open the contact you want to give a photo caller ID.
4. Select the Picture box.
5. Select Camera to take a photo and add it to this contact entry when you save the photo (if your Treo includes a camera), or select Photos to add an existing photo to this contact entry.



6. Select the photo you want to assign to this contact.
7. Select Done.



## Assigning a caller ID ringtone

1. Press Phone/Send .
2. Select the favorite you want to give a ringtone.
3. Open the menus .
4. Select Edit Favorites on the Record menu.
5. Select the Ringtone pick list and select a tone for this contact entry.
6. Select OK.



## Selecting wallpaper for the Phone application

If you have images stored on your Treo, you can select different wallpaper for the Main View in the Phone application.

1. Press Phone/Send .
2. Open the menus .
3. Select Options, and then select General Preferences.
4. Select the pick list at the top of the screen and select Show Wallpaper.
5. Select the thumbnail image and select a wallpaper image for your Phone application.
6. Select OK.



If you prefer to use the onscreen Dial Pad, assign the Dial Pad as the default wallpaper.

If you remove the Dial Pad as the wallpaper, you can still access it quickly. Press Phone, and then press Center. Dial Pad is always the first selection in your redial list.

You can also set the background for the Calendar's Agenda View. See "Customizing display options for your calendar" on page 107 for details.



# System sound settings



If the ringer switch is set to no sound, the ringer setting overrides the sound settings and all sounds are turned off.

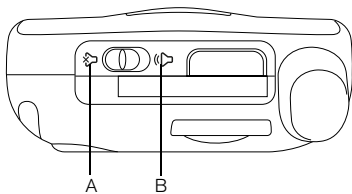
Your Treo includes a silent alarm that can vibrate even when the ringer switch is set to Sound Mode Off.

You can immediately silence all sounds on your Treo, including phone ringtones, Calendar alerts, and system sounds. This does not mute the speaker on your Treo during a phone call.

## Setting the ringer switch



1. Slide the ringer switch to Sound Mode Off.
2. To hear all sounds again, slide the ringer switch to Sound Mode On.

When you slide the ringer switch back to the Sound Mode On position, it restores the previous sound settings. For example, if the phone ring volume is set to 7 and you slide the ringer switch to Sound Mode Off, you will not hear the phone ring. When you move the ringer switch back to Sound Mode On, the phone ring volume is still set to 7.



- A. Sound Mode On
- B. Sound Mode Off

## Setting system volume levels





1. Go to Applications  and select Sounds .
2. Select the Application pick list and select General.
3. Select the System Volume and Game Volume pick lists and select a volume level.
4. Select Done.

# Display and appearance



## Adjusting the brightness

Depending on the lighting conditions in which you're using your Treo, you may need to adjust the brightness of the screen.


1. Press Option , and then press .
2. Press Left  and Right  to adjust the brightness.
3. Select Done.

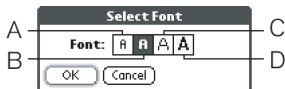


To automatically set the brightness to the preset low setting, press Option, and then press Right Shift.

## Changing the screen font

You can change the screen font in Calendar, Contacts, Memos, Messaging, and Tasks. The font styles may vary between applications.

1. Open the application in which you want to change the font.
2. Open the menus .
3. Select Options, and then select Font.
4. Select a font style.



- A. Small font
- B. Small bold font
- C. Large font
- D. Large bold font



5. Select OK.





You can also set the wallpaper for the Main View in the Phone application (see “Selecting wallpaper for the Phone application” on page 145) and the background for the Calendar’s Agenda View (see “Customizing display options for your calendar” on page 107).

## Aligning the screen

Occasionally, your Treo screen may need to be readjusted. If this occurs, you may see the wrong feature being activated when you tap the screen. To fix the problem, you can align the screen any time.

1. Go to Applications  and select Prefs .
2. Select Touchscreen.
3. Follow the onscreen instructions.
4. Select Done.

## Changing the system color scheme



1. Go to Applications  and select Prefs .
2. Select Color Theme.
3. Select a color scheme.
4. Select Done.

# Applications settings




## Arranging applications by category

You can assign an application to a category and then display a specific category of applications in the Applications View.

1. Go to Applications .
2. Open the menus .
3. Select Category on the App menu.
4. Select the pick list next to each application and select a category.
5. Select Done.

## Displaying applications by category

Do one of the following:

- Press Applications  repeatedly to cycle through the categories.
- Select the category pick list at the top of the screen and select a category.



The Applications View displays each application as an icon, or you can view them as a list.

1. Go to Applications.
2. Open the menus.
3. Select Options, and then select Preferences.
4. Select the View By pick list and select List.
5. Select OK.

To create a new category, select the category pick list and select Edit Categories. Select New, and then enter the category name. Select OK to close the dialog box, and then select OK.



# Button settings





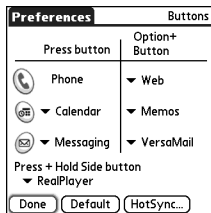
You can also pick an application to open with the HotSync® button on the USB sync cable.

To restore all the buttons and key combinations to their factory settings, select Default.

## Setting Buttons Preferences



Buttons Preferences lets you select which applications are associated with the buttons on your Treo.

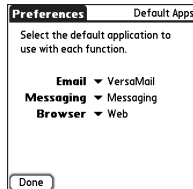
1. Go to Applications  and select Pref .
2. Select Buttons.
3. Select the pick list next to the button or key combination you want to re-assign and select an application.
4. Select Done.



## Setting default applications

Sometimes, one application looks for another application to handle information (for example, a mail application might open a browser when you select a link in an email message).

1. Go to Applications  and select Pref .
2. Select Default Apps.
3. Select each pick list and select the application you want to associate with that function.
4. Select Done.







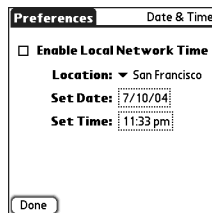
# Date and time settings



## Setting the date and time

Date & Time Preferences enables you to set the time, date, time zone, and Daylight Savings Time setting for your Treo.

1. Go to Applications  and select Prefs .
2. Select Date & Time.
3. Uncheck the Enable Local Network Time box.
4. Select the Location pick list and select the city closest to your current location. If a nearby city is not on the list, follow these steps to add a city:
  - Select Edit List.
  - Select Add.
  - Select a city in your time zone, and then select OK.
  - If necessary modify any of the settings in the Edit Location dialog box.
  - Select OK.
5. Select the Set Date box. Highlight the current year, month, and date, and then press Center to set the date.
6. Select the Set Time box, and then select the current time.
7. Select OK.
8. Select the Daylight Saving pick list and select On or Off.
9. Select Done.





If your wireless service provider supports this feature, you can check the Enable Local Network box to synchronize the date and time on your phone with the network. Then whenever your phone is on and you are inside a coverage area, the date and time are updated.



The Week starts setting controls the Day, Week, Month, Year, and List Views in Calendar and all other aspects of your phone that display a calendar.

## Setting date and time formats

Formats Preferences enables you to select number conventions based on geographic regions. For example, in the United Kingdom, time often is expressed using a 24-hour clock. In the United States, time is expressed using a 12-hour clock with an AM or PM suffix. All the built-in applications on your Treo use the Format Preferences settings.

1. Go to Applications  and select Prefs .
2. Select Select Formats.
3. Set any of the following preferences:



- **Preset to:** The standard number conventions for your country. When you select a country, the other Formats Preferences are automatically set to that country's conventions. You can also edit each option individually.
- **Time:** The time format. Select HH:MM to display a 24-hour clock.
- **Date:** The date format.
- **Week starts:** The first day of the week (usually Sunday or Monday).
- **Numbers:** The format for numbers with decimal points and commas.

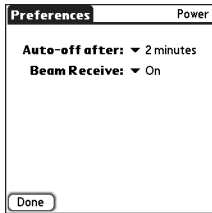
4. Select Done.

Preferences	Formats
<b>Preset to:</b>	United States
<b>Time:</b>	HH:MM am/pm 11:34 pm
<b>Date:</b>	M/D/Y 7/10/04 Jul 10, 2004
<b>Week starts:</b>	Sunday
<b>Numbers:</b>	1,000.00
<input type="button" value="Done"/>	

# Power Preferences



1. Go to Applications  and select Prefs .
2. Select Power.



3. Set any of the following preferences:
  - **Auto-off After:** The time that elapses before your screen turns off automatically.
  - **Beam Receive:** The setting for whether you want your Treo to receive beamed information.
4. Select Done.



# Locking your phone and info





To avoid accidentally pressing onscreen buttons while you're holding the phone up to your ear to speak, you can disable the screen's touch-sensitive feature during active calls. When the screen's touch-sensitive feature is disabled, you must use the 5-way navigator to access the buttons on the Active call screen. (See "Using Auto-Keyguard and touchscreen lockout" on page 155).

Your Treo includes several features that help you protect your phone from inadvertent use and keep your information private. The built-in security software enables you to use your Treo for emergency calls even if the handset is locked.

- **Keyguard:** Manually disables all buttons and the screen's touch-sensitive feature to prevent accidental presses in your briefcase or pocket.
- **Auto-Keyguard and touchscreen lockout:** Automatically enables Keyguard after a period of inactivity and lets you disable the screen's touch-sensitive feature during an active call or call alert.
- **Phone Lock:** Requires a password to make and receive calls with your SIM card.
- **System password lock:** Requires a password to see any information on your Treo.
- **Private records:** Masks or hides items marked as private and requires a password to view them.



## Using Keyguard

Your Treo includes a feature that locks the keyboard so that you don't accidentally press buttons or activate screen items while the phone is in a pocket or bag.

1. With the Treo screen on, press Option  and the Power/End  button to enable Keyguard.
2. To disable Keyguard, press Center.




## Using Auto-Keyguard and touchscreen lockout

Auto-Keyguard lets you automatically lock the keyboard after a period of inactivity.

1. Go to Applications  and select Prefs .
2. Select Keyguard.
3. Set either of the following preferences:
  - **Auto-Keyguard:** The period of inactivity that passes before the keyboard automatically locks.
  - **Disable touchscreen when:** The conditions that disable the screen's touch-sensitive feature.
4. Select Done.

## Using Phone Lock

You can lock your SIM card to prevent unauthorized use of your mobile account. When your SIM card is locked, you must enter the correct PIN to unlock it, even if you move it to a different phone.

1. Press Phone/Send .
2. Open the menus .
3. Select Options, and then select Phone Lock.
4. Check the Lock SIM box.
5. When prompted, enter the current PIN and select OK. Unless you changed your PIN, enter the default PIN, provided with your wireless service provider's account materials.
6. If you want to change the PIN, select Change PIN, enter a new PIN, and then select OK. Repeat this step to verify the new PIN.
7. Turn your phone off to activate the phone lock feature.
8. To turn your phone on again, press and hold the Power/End button , enter your PIN, and then select OK to unlock your phone.

Your SIM card locks again when you turn off your phone and then turn it back on.



To change your password, select the Password box, enter your current password, and then enter the new password. To delete your password, select the Password box, and then select Unassign.


**Important:** If your SIM card is locked and you enter the wrong PIN more than three times, your SIM will be blocked, and you must call your wireless service provider for your unique PUK (PIN unlock key).



Important: If you lock your system, you must enter the exact password to unlock it. If you forget the password, you need to perform a hard reset to resume using your phone. Performing a hard reset deletes all the entries in your phone. However, you can restore all previously synchronized info the next time you sync (see "Synchronizing contacts and other information" on page 33).



To lock your system manually, select Lock & Turn Off, and then select Off & Lock.

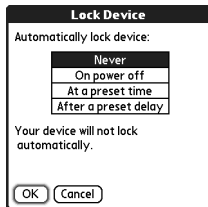
To permanently unlock your SIM card:

1. Open the menus .
2. Select Options, and then select Phone Lock.
3. Uncheck the Lock SIM box.
4. When prompted, enter the current PIN and select OK.

## Using system password lock



To protect your personal information, you can lock the system so that you need to enter your password to access any of your information or use other features of your Treo.

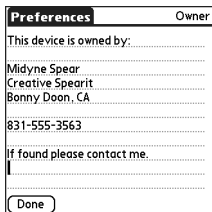
1. Go to Applications  and select Security .
2. Select the Password box.
3. Assign a password and a password hint.
4. Select the Auto Lock Device box.
5. When prompted, enter your password.
6. Select one of the following options:
  - **Never:** Prevents your Treo from locking automatically.
  - **On power off:** Locks your Treo when you turn off the screen, or when it shuts off with the Auto-off feature.
  - **At a preset time:** Locks your Treo at a specific time of day.
  - **After a preset delay:** Locks your Treo after a period of inactivity.



## Setting Owner Preferences

You can use Owner Preferences to record information that you want to associate with your Treo, such as your name, company name, and phone number. If you lock your keyboard, the Owner Preferences information appears on the screen that requests your password to unlock it, and you must also enter your password to change the Owner Preferences information.

1. Go to Applications  and select Prefs .
2. Select Owner.
3. If you assigned a password with the Security application, select Unlock, enter your password, and then select OK to continue.
4. Enter the text that you want to appear in the Owner Preferences screen.
5. Select Done.



Preferences Owner

This device is owned by: .....

Midyne Spear .....

Creative Sparit .....

Bonny Doon, CA .....

831-555-3563 .....

If found please contact me. ....

Done

## Working with private entries

In most applications you can mark individual entries as private. All private entries remain visible and accessible until you select the Security setting to hide or mask them. When you hide entries, they do not appear anywhere in the application. When you mask entries, a visual placeholder appears where the entry would normally appear. If you define a password, you must enter it to display private entries. If you do not define a password, you (or anyone else) can reveal private entries without a password.





As a security measure, masked Contacts entries are temporarily hidden when you perform a search. So you will not see a placeholder for masked entries when viewing the results of a Lookup or Find request.



1. Display the entry that you want to mark private.
2. Select Details.
3. Check the Private box.
4. Select OK.



## Hiding or masking all private records

Make sure the entries you want to mask are marked private.

1. Go to Applications  and select Security .
2. Select the Current Privacy pick list and select either Hide Records or Mask Records.


## Viewing all private records

Make sure the entries you want to mask are marked private.

1. Go to Applications  and select Security .
2. Select the Current Privacy pick list and select Show Records.
3. If the Show Private Records dialog box appears, enter your password, and then select OK.

## Viewing private entries in a specific application



Open the application that contains the private entries you want to display.

1. Open the menus .
2. Select Options, and then select Security.
3. Select the Current Privacy pick list and select Show Records.
4. Select OK.



## Security and Palm® Desktop software (Windows)

The Windows version of Palm Desktop software observes the security password for your Treo. If you forget your Treo password, you cannot view your information in Palm Desktop. You can change your password, but all entries marked as private will be deleted. You can restore these entries the next time you sync.

1. Go to Applications  and select Security .
2. Select the Password box.
3. Select the Lost Password box.
4. Select Yes.

If you want additional security for Palm Desktop files, you may wish to purchase a third-party solution.

## Connecting to a virtual private network

If you want to use your Treo to access your corporate email account or other files on your corporate server, you may need to set up a virtual private network (VPN) on your Treo. A VPN enables you to log in to your corporate server through the company's firewall (security layer). Without a VPN, you cannot break through the firewall to gain access to the server.





The Auto Sync feature in the VersaMail® application may not work with a VPN connection.



You need to set up a VPN to access a corporate server in either of the following two situations:

- Your company's wireless local area network (LAN) is located outside the firewall.
- Your company's wireless LAN is located inside the firewall, but you are trying to access the network from outside the firewall (for example, from a public location or at home).

Check with your company's system administrator to see if a VPN is required to access the corporate network. If you need a VPN, you must purchase and install a third-party VPN client to use this feature.

1. Install your third-party VPN client. See "Installing applications" on page 132 for details.
2. Go to Applications  and select Prefs .
3. Select VPN.
4. Enter the settings provided by your corporate system administrator.

if something happens:  
help

# ???



Always use the same language for your Treo, your operating system, and your desktop software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mix-and-match language setups.

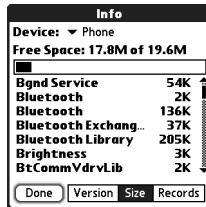
Some third-party utilities allow you to back up your old device's information onto an expansion card, and then transfer the info to your Treo. We do not recommend this method because any incompatible applications are also transferred to your Treo.

## Upgrading from another Palm Powered™ device

You can transfer all compatible applications and information from your previous device to your new Treo™ 650 smartphone. This includes your calendar events, contacts, memos, and to do items, as well as your application settings and any compatible third-party applications and files.

During the installation, some third-party applications may be quarantined because they are not compatible with the Palm OS® software version 5.4 on your new Treo. Quarantined files are not installed on your Treo nor are they deleted; these files are placed in a new folder on your computer.

1. Calculate how much space your applications and info occupy on your old device. From the Applications Launcher (on some devices this is called the Home screen), open the menus. Select Info on the App menu. At the bottom of the screen, select Size. Look at the numbers on the Free Space line and subtract the number on the left from the number on the right to calculate the space used. For example, on the device shown here,  $19.6 - 17.8 = 1.8$ . This means that 1.8MB of space is occupied on this device.
2. If the space occupied on your old device is less than 16MB, go to step 3. If more than 16MB is occupied, then do any of the following to free up some space before you go to the next step:
  - Delete any third-party applications that you no longer use.
  - Move large files, such as eBooks and images to an expansion card.





- Move third-party applications to an expansion card.
  - Purge old info in applications such as Calendar (Date Book), To Do, and email. Refer to the documentation that came with your old device for instructions on the items listed above.
3. Synchronize your old device with your old desktop software to back up your information one last time.
  4. Install the desktop synchronization software from the palmOne Software Installation CD (see “Installing the desktop synchronization software on your computer” on page 32).
  5. During the installation process, sync your new Treo with your new desktop software as instructed. When prompted to select a username for your new Treo, be sure to select the existing username for your old device.
  6. **(Mac users only)** If you have pictures on your old device, copy them from your old device to an expansion card or beam them to your new Treo 650.
  7. If you plan to continue using your old device, perform a hard reset (see “Performing a hard reset” on page 169) to remove its associated username. Each device you synchronize with your computer must have a unique name. The next time you synchronize with your old device, be sure to assign it a new username.








If any third-party applications are quarantined during the installation do not manually install any of the quarantined files. Contact the third-party developer for software updates and info about compatibility with your Treo 650.

## What's new on your Treo 650

After upgrading, there are a few things you need to know about your new Treo. If you're upgrading from a Treo 600, all of the following items apply to you. If you're upgrading from another device, some of these items may not apply to you.



To access a menu shortcut, open the menus, and then press the letter for the menu shortcut. Once you remember a shortcut letter, such as X for copy, you can simply press menu and the shortcut letter without viewing the menu item.

- **Address Book:** This application is now called Contacts. To open Contacts, press the Phone/Send  button, and then use the 5-way navigator to select the Contacts favorite (see "Defining favorite buttons" on page 53 for more info).
- **Date Book+:** This application is now called Calendar. To access this application, press the Calendar  button.
- **Applications:** Some previous Palm Powered devices called this the Home screen or Applications Launcher. To access this screen, press Applications .
- **Find:** Some previous Palm Powered devices opened this global search engine by tapping the Magnifying Glass icon in the Graffiti area. Now you can access it by pressing Option , and then pressing Shift/Find .
- **Menu items:** Users familiar with Graffiti's Menu command can now access system menus by pressing Menu  (see "Selecting menu items" on page 23).
- **Backlight:** Treo includes a keyboard backlight. The keyboard backlight activates automatically when the screen turns on. It shuts off automatically when the screen turns off and when an active call lasts longer than a minute.
- **Center button:** If you used a previous Treo phone, you probably pressed the Spacebar to activate commands or dial numbers. With this Treo phone, we recommend pressing Center to activate commands and pressing Phone/Send  to dial.
- **Power/End button:** The fourth button on the right is used to turn the wireless features on and off and to wake up and turn off the screen; it is not an application button.
- **Internet connection:** This Treo was designed to work on high-speed wireless data network, such as a GPRS or EDGE. When you sign up for a GPRS or an EDGE wireless data account, these settings are automatically configured on your Treo. If you prefer to use an older, manual dial-up connection, enter your Internet service provider's settings in Network Preferences.



- **5-way navigator compatibility:** Some Palm OS 5 applications are optimized for a 5-way navigator on devices other than Treo. You may notice inconsistencies with software that is not designed with Treo in mind.
- **Web browser bookmarks:** You can use the Web browser on your Treo 650 to store up to 100 bookmarks, but you cannot import or transfer bookmarks from other web browsers, such as Web Pro.
- **Photos:** You can use the Media Desktop application to transfer photos from your old device onto your Treo 650 (Windows only). To transfer photos from your old device onto your Treo 650, open the Media Desktop application, select your username, click Add Media and locate the files in the backup folder. The files may be located in any of the following folders:
  - C:\Program Files\palmOne\Treo Pictures\<(username)
  - C:\Program Files\Handspring\Treo Pictures\<(username)
  - C:\Program Files\Palm\Treo Pictures\<(username)

## Trouble upgrading?

If you experience problems with your Treo 650 after performing the upgrade steps in this section, you may have incompatible applications or settings that were not quarantined during the installation process. These files reside in your Backup subfolder. Incompatible applications or settings can lead to numerous issues, including system resets and freezes. If you experience problems after upgrading, follow these steps to correct the problem:

1. Locate your user folder on your computer:
  - **Windows:** If your username is one word, your user folder name is the same as your username. If your username is two words, your user folder name consists of the second word of your username followed by the first letter of the first word. For example, if your username is John Smith, your user folder is called SmithJ. Your user folder is usually located inside one of the following folders:



- C:\Program Files\palmOne\
  - C:\Program Files\Palm\
  - C:\Program Files\Handspring\
- **Mac:** Your user folder name is the same as your username and is usually found in this location:  
(Mac hard drive) : Users : (Your Mac username) : Documents : Palm : Users.
2. Make a copy of your user folder and store it in a safe place.
    - **Windows:** Copy the folder and then paste it to your Windows desktop.
    - **Mac:** Select the folder and Option-drag it to your Mac desktop.
  3. Confirm that your copy includes the Backup subfolder and that all the files in the original Backup subfolder are also in the copy of the Backup subfolder.
  4. Delete all files from the original Backup subfolder.
  5. Perform a hard reset on your Treo 650. See "Resetting your Treo" on page 168 for instructions.
  6. Sync your Treo 650 with your new desktop software and be sure to select your existing username.
  7. Reinstall third-party applications from the copy of your Backup subfolder. (See "Installing applications" on page 132 for instructions.) We recommend that you install one application at a time to help you identify the application that caused the problem. We also recommend that you DO NOT install any applications that fall into any of the following categories:
    - Modify phone functions, such as ring tones, dialing, or caller ID
    - Replace organizer applications, such as contacts or calendar
    - Set data connection features, such as activating or ending data connections
    - Web Clipping applications or files, such as PQA files
    - Instant Messaging applications

If you want to continue using these types of applications, please contact the third-party developer for software updates and info about compatibility with your Treo 650.



# Trouble installing the desktop software?



The palmOne Software Installation CD installs the software and drivers that let you synchronize with Palm Desktop software or Microsoft Outlook for Windows. If you want to synchronize with a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's author or vendor to learn if software is available for your Treo.

1. Restart your computer.
2. Quit any active applications, including virus scanners and Internet security applications.
3. Make sure you're installing the version of the software that came with your Treo on the palmOne Software Installation CD. Other versions may not work with this Treo.
4. Make sure your computer profile includes administrator rights to install software. In large organizations, these are usually granted by the system administrator.

???



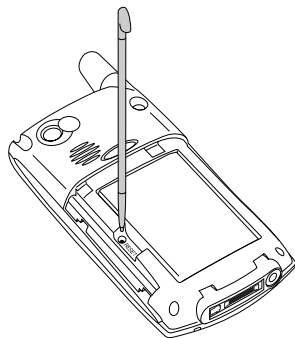
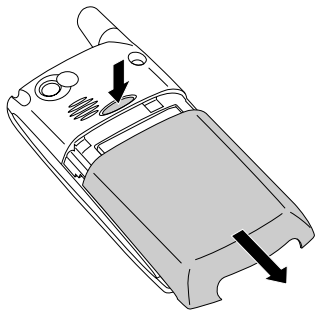
If you need to perform a system reset and disable conflicting applications, always end the process with a soft reset. This returns your Treo to normal operation.

# Resetting your Treo

## Performing a soft reset

A soft reset is similar to restarting a computer. If your Treo is not responding or you have trouble synchronizing with your computer, a soft reset may help.

1. Press the Battery Door Release button and slide the battery door downward to remove it from your Treo.
2. Use the stylus tip to gently press the reset button on the back of your Treo.



## Performing a system reset

A system reset, also called a safe or warm reset, tells your Treo to stop what it's doing and start over again without loading any system extras. If your Treo loops or freezes during a soft reset, a system reset may help. Performing a system reset allows you to get out of an endless loop in order to uninstall a third-party application causing the looping.

1. Press the Battery Door Release button and slide the battery door downward to remove it from your Treo.
2. While pressing and holding Up ▲, use the tip of the stylus to gently press the reset button on the back of your Treo.
3. When the Palm Powered logo appears, release Up ▲.
4. Delete the third-party application that you suspect is causing the problem.
5. Perform a soft reset. The wireless features of your phone are not available until you complete this step.

## Performing a hard reset

A hard reset erases all information and third-party software on your Treo. Never perform a hard reset without first trying a soft reset and a system reset. You can restore previously synchronized information the next time you sync.

A hard reset can tell you whether a problem stems from your Treo or from an application installed on it. If you do not experience the problem after you perform a hard reset, the problem may be related to software you installed. See “Third-party applications” on page 186 for suggestions on diagnosing third-party software issues.

1. Press the Battery Door Release button and slide the battery door downward to remove it from your Treo.
2. While pressing and holding Power/End Ⓜ, use the tip of the stylus to gently press the reset button on the back of your Treo.
3. Continue pressing and holding Power/End Ⓜ. First the palmOne logo appears with a progress bar, and then the circular Palm Powered logo appears. When the circular Palm Powered logo appears, release Power/End Ⓜ.
4. When the “Erase all data?” prompt appears, press Up ▲ to confirm the hard reset.
5. If a language selection screen appears, select the same language you selected for your desktop software.



Some third-party applications do not create a backup on your computer when you synchronize. If you perform a hard reset, you may lose data in these applications and you will need to reinstall the application after the hard reset. Please contact the developer to find out which data is backed up during synchronization.


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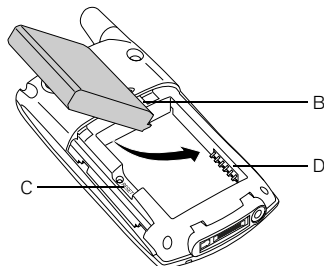
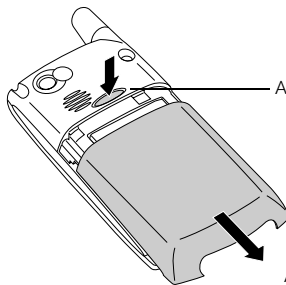


Be sure to dispose of your old battery properly. In some areas, disposal in household or business trash is prohibited.

## Replacing the battery

Your Treo 650 comes with a replaceable battery. Be sure to use a replacement battery that is compatible with Treo 650.

1. Press Power/End  to turn off the screen.
2. Press the Battery Door Release button and slide the battery door downward to remove it from your Treo.
3. Place a finger in the notch between the stylus and the battery and lift the battery up at a 45 degree angle.
4. Align the metal contacts on the battery with the contacts inside the battery compartment.
5. Insert the battery into the compartment at a 45 degree angle, pressing it into place. Slide the battery door onto the back of the phone until it clicks into place.
6. Wait for your Treo to turn on, and then enable the network time or set the date and time when prompted.



- A. Battery Door Release button
- B. Battery contacts
- C. Notch
- D. Phone contacts



# Screen



## The screen appears blank

1. When a call lasts longer than one minute, the screen automatically turns off. Press any key except Power/End to wake up the screen. Pressing Power/End hangs up the call.
2. Look closely at the screen. If you can see a dim image, try adjusting the screen brightness (see “Adjusting the brightness” on page 147).
3. If that doesn’t work, perform a soft reset (see “Performing a soft reset” on page 168).
4. If that doesn’t work, connect the Treo to the AC charger (see “Charging the battery” on page 12) and perform a soft reset again.
5. If that doesn’t work, perform a hard reset (see “Performing a hard reset” on page 169).

## The screen doesn’t respond accurately to taps or activates wrong features

1. Go to Applications  and select Prefs .
2. Select Touchscreen.
3. Follow the onscreen instructions to align the screen.
4. Select Done.



To find carrying cases that protect the screen and other useful accessories, visit [www.palmOne.com/intl](http://www.palmOne.com/intl).



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

# Network connection

## Signal strength is weak

1. If you're standing, move about 10 feet in any direction.
2. If you're in a building, move near a window. Open any metal blinds.
3. If you're in a building, move outdoors or to a more open area.
4. If you're outdoors, move away from large buildings, trees, or electrical wires.
5. If you're in a vehicle, move your Treo level with a window.

## Treo won't connect to the mobile network

1. Try the suggestions above for weak signals.
2. Turn off your phone and turn it on again (see "Turning your phone on and off" on page 15).
3. Remove the SIM card and re-insert it (see "Inserting the SIM card" on page 14).
4. Perform a soft reset (see "Performing a soft reset" on page 168).

## Treo hangs up when I hold it to my ear


You may be accidentally pressing the onscreen Hang Up button with your cheek. Try holding the phone so your face doesn't press against the screen. If this is not convenient, you may want to disable the screen's touch-sensitive feature during active calls (see "Using Auto-Keyguard and touchscreen lockout" on page 155).

## Treo seems to turn off by itself

If a system error and reset occur, Treo automatically turns the phone on if it was on before the reset. However, if Treo can't determine if your phone was on before the reset, it does not automatically turn on the phone (see "Turning your phone on and off" on page 15).



## Treo makes or answers calls when it's in a briefcase or pocket

Items in your briefcase or pocket may be pressing the onscreen Answer button or otherwise activating screen items. If this happens, be sure to press Power/End  to turn off the screen before placing your Treo in a briefcase or pocket. You may also want to disable the screen's touch-sensitive feature during incoming calls (see "Using Auto-Keyguard and touchscreen lockout" on page 155).

## I can't tell if data services are available

- The following icons indicate data services:



Your phone is on and a GPRS or EDGE network is within range.



Your phone is on but not connected to a GPRS or EDGE network.



Your phone is connected to a GPRS or EDGE network. When the arrows above the signal bars are green, you can still receive calls.



Your phone is actively using a dial-up, circuit-switched data (CSD) connection. When the arrows above the signal bars are black, you cannot receive calls.




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## Treo won't connect to the Internet

Treo supports GPRS and EDGE wireless data networks. To connect to the Internet, you must subscribe to and activate GPRS or EDGE data services with your wireless service provider.

- Contact your wireless service provider to verify that your subscription plan includes high-speed data services and that these services have been correctly activated. Your wireless service provider should also be able to tell you if there are any outages in your location.



- Press and hold the Power/End button  to turn off your phone. Then press and hold the same button to turn it back on again.
- Perform a soft reset (see “Performing a soft reset” on page 168).
- Confirm that high-speed data services are correctly configured on your Treo:
  1. Go to Applications  and select Prefs .
  2. Select Network.
  3. If the Service field says Untitled, select the Service pick list and select the appropriate data service for your wireless service provider.
  4. Select Done.

### **I can't send or receive text or multimedia messages**

- Make sure the SIM card is inserted correctly (see “Inserting the SIM card” on page 14) and your phone is turned on (see “Turning Treo on and off” on page 15).
- Contact your wireless service provider to verify that your plan includes messaging services, that these services have been correctly activated, and that they are available at your location (your wireless service provider should be able to tell you if messaging services have been experiencing transmission delays).
- If possible, contact the recipient or sender of the message, and make sure the receiving device can handle the type of file that is being sent.
- If an text message arrives but does not display an alert, perform a soft reset (see “Performing a soft reset” on page 168).

### **I can't make or receive calls using a hands-free device with Bluetooth technology**

Check all of the following:

- The Bluetooth setting is turned on in the Bluetooth application.
- Your device with Bluetooth wireless technology is charged and turned on.
- Your Treo is within range (30 feet) of the hands-free device.
- The Dialup Networking setting is turned off in the Bluetooth application.
- The Bluetooth application screen is closed.



# Synchronization (HotSync<sup>®</sup>)



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


Before you attempt to synchronize, make sure you've installed the desktop synchronization software from the palmOne Software Installation CD.




Every device needs a unique name. Never synchronize more than one device to the same username on your computer.

## Palm Desktop does not respond to HotSync attempt

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

1. Verify that the USB sync cable is securely connected at all points (see "Setting up your computer" on page 30).
2. Make sure that HotSync Manager is running:
  - **Windows:** Click the HotSync Manager icon  in the lower-right corner and make sure Local USB is checked. If you don't see the HotSync Manager icon, click Start, select Programs, select palmOne, and then select HotSync Manager.



- **Mac:** Find the Palm folder on your Mac hard drive. Double-click the HotSync Manager icon  in the Palm folder. In the Connection Settings panel, set the Local Setup Port to palmOne USB.



3. Verify with your computer hardware vendor that your operating system supports your internal USB controller.
4. Perform a soft reset (see “Performing a soft reset” on page 168).
5. If problems persist and you’re synchronizing through a USB hub, try connecting the sync cable to a different USB port or directly to your computer’s built-in USB port.
6. Uninstall palmOne software.
7. Reboot your computer.
8. Reinstall the palmOne Software Installation CD that came with your Treo 650.

### Synchronization starts but stops without finishing

If you upgraded from a previous Palm Powered device or received a system error, such as Sys0505, there may be conflicts with software on your phone. As you complete the following steps, sync after each step. If the synchronization is successful, you do not need to complete the remaining steps.

1. Locate your Backup folder and rename the folder (e.g. BackupOld):
  - **Windows:** C:\Program Files\palmOne\username
  - **Mac:** Mac HD\Applications\palmOne\Users\username
2. Synchronize.
3. Manually reinstall any third-party applications you want on your phone. If necessary, use the items in the old Backup folder you moved.
4. (Windows only) If the Windows New Hardware Wizard appears, the HotSync process may be timing out before the wizard completes its job. Follow all instructions in the New Hardware Wizard, and attempt another sync.
5. Uninstall palmOne software.
6. Reboot your computer.
7. Reinstall the palmOne Software Installation CD that came with your Treo 650.

## Synchronization finishes but info doesn't appear where it should

1. Make sure you're synchronizing with the intended desktop personal information manager (PIM). The palmOne Software Installation CD lets you synchronize with Palm Desktop or Microsoft Outlook for Windows. If you use a different PIM, you will need to install third-party software to synchronize. Consult the company that makes the PIM for more information.
2. If there are multiple Palm Powered devices synchronizing with your computer, make sure you are synchronizing with the correct username. If info is not appearing in Palm Desktop, make sure the correct username is selected in the toolbar of Palm Desktop.
3. Open HotSync Manager on your computer, and make sure the necessary conduits are set to Synchronize the files.
4. Uninstall palmOne software.
5. Reboot your computer.
6. Reinstall the palmOne Software Installation CD that came with your Treo 650.
7. (Outlook only) With the included software, your Treo can synchronize with the root folders of Contacts, Calendar, Tasks, and Notes. If you want to synchronize with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Outlook (right-click the addresses and select Add to Personal Address Book).
8. (Outlook only) Outlook subfolders and public folders are not accessible with the included software. You may wish to use a third-party solution instead.
9. (Outlook only) If you're trying to synchronize offline, be sure to set your Outlook Calendar, Contacts, Notes, and Tasks to be available offline.





## I have duplicate entries in Microsoft Outlook after I sync

1. Open Microsoft Outlook and delete the duplicate entries.
2. Manually enter any information you've added to your phone since the last time you synchronized.
3. Go to the conduit dialog box for the affected application, and select Desktop overwrites handheld.
4. Synchronize your phone and your computer.
5. Go to the conduit dialog box you selected in step 3, and select Synchronize the files.



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

### If you're using Microsoft Outlook:

1. Make sure that you installed the Microsoft Outlook conduit that came with your Treo 650. If you're not sure whether this software is installed, reinstall it.
2. Open Microsoft Outlook and correct the wrong entries.
3. Manually enter any information you've added to your phone since the last time you synchronized.
4. Go to the Calendar conduit dialog box, and select Desktop overwrites handheld.
5. Synchronize your phone and your computer.
6. Go to the conduit dialog box, and select Synchronize the files.

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

### If you're using Palm Desktop software:

1. On your phone, press Calendar .
2. Open the menus .
3. Select Options, and then select Preferences.
4. Uncheck the New events use time zones box (if it's checked).

5. On your computer, open Palm Desktop software and correct the wrong entries.
6. Manually enter any information you've added to your phone since the last time you synchronized.
7. Go to the Calendar conduit dialog box, and select Desktop overwrites handheld.
8. Synchronize your phone and your computer.
9. Go to the conduit dialog box, and select Synchronize the files.

To avoid this problem in the future, do not assign time zones to your events.

Palm Desktop software does not support time zones.





# Email

## I have problems using my account

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

- Verify both your password and your username for your email account.
- Some wireless service providers require you to be on their network to use your email account. If this is the case, be sure to use your provider's network as the connection type for the account.
- Some wireless service providers have other requirements specific to their service. For example, Yahoo! requires you to set up POP mail forwarding for your Yahoo! account to download email messages to your phone. Check with your service provider to see if any provider-specific requirements exist.
- Service provider settings frequently change. If your email account was working but you are currently experiencing problems, check with your service provider to see if any of the account settings have changed.

## I have problems sending and receiving email

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



## **Auto Sync is not working**

If Auto Sync is occurring and you turn your phone off or the connection to your email service provider is disconnected, the Auto Sync fails.

## **I have problems sending email**

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

- Make sure your ISP or email provider allows you to access email on a wireless phone. Several providers, like Hotmail, do not offer this option at all; other providers require an upgrade to access email on a wireless phone.
- Turn on ESMTP. Many services require authenticated access, or ESMTP, to use their SMTP servers.
- Enter the name of a different outgoing mail server for sending mail. Many ISPs, such as cable companies, require that you have an Internet connection to their network to send email through their servers. In this case, you can almost always receive email from these accounts, but if you want to send email, you must send it through another server.

## **I have problems synchronizing messages on my phone with messages on my computer**

Make sure you have chosen the same settings for the account on both your phone and your computer. For example, if the account is set up on your phone to use the POP protocol, check the HotSync Manager on your computer to make sure that POP is selected as the protocol for that account.



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

Palm Desktop software provides several features that work with email client software on a Windows computer. For these features to work correctly, the email client software must be properly set up. Follow these steps to check the settings:

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

## After I get messages, either manually or through Auto Sync, messages disappear from my Inbox

If you have an account that uses Microsoft Exchange ActiveSync<sup>®</sup>, when you perform an Auto Sync, the last seven days' worth of email messages are downloaded from your mail server to your Inbox. All messages older than seven days are deleted from your Inbox; they are not, however, deleted on the server.

You can change the setting in VersaMail<sup>®</sup> preferences to download fewer than seven days' worth of messages (in which case, more-recent messages will be deleted from your Inbox), or to download all messages regardless of the date (in which case all messages will continue to appear in your Inbox).



I am using Microsoft Exchange ActiveSync, but the last seven days of email messages and Calendar events are not downloading to my phone

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







# Web



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

## I can't access a page

First, make sure you have Internet access: Open the Web browser and try to view a web page you've loaded before. To ensure you're viewing the page directly from the Internet, open the menus , and then select Connect on the Page menu. After confirming your Internet connection, try to view the page in question again. If it comes up blank, open the menus , select Go, and then select Refresh.

If you're still having trouble, the page may contain elements that are not supported by the Web browser. These include Flash, Shockwave, VBScript, WML script, and other plugins.

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

## An image or map displays too small on the Treo screen

The Web browser has two modes: Optimized and Wide Page. Optimized Mode resizes all images and page elements to fit in a single column on the Treo screen. Switch to Wide Page Mode to see the full-size image (see "Creating a bookmark" on page 85).

## A secure site refuses to permit a transaction

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

# Camera

If your Treo does not have a built-in camera, then the information in this section about taking photos does not apply to you.

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

- Clean the camera's lens with a soft, lint-free cloth.
- Take photos in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- Hold the camera as still as possible. You may want to support your photo-taking arm against your body or a stationary object (such as a wall).
- Keep the subject of the photos still. Exposure time is longer with lower light levels, so you may see a blur.
- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Avoid taking indoor photos with the subject in front of a window or light.
- Make sure the subject is at least 18 inches away from the camera to ensure good focus.

Remember, when you synchronize, your Camera images are stored in the My Pictures/palmOne Photos folder on your hard drive (see "Viewing photos and videos on your computer" on page 97).

## The Camera preview image looks strange

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



Photos are 16-bit color at a maximum of 640 x 480 pixels (0.3 megapixels) in VGA resolution or 320 x 240 pixels in QVGA resolution. Videos are 352 x 288 pixels in CIF resolution or 176 x 144 pixels in QCIF resolution.



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

## Third-party applications

Sometimes, third-party applications can cause conflicts on your Treo. Third-party applications that modify wireless features may require extra troubleshooting. If you recently installed an application and your Treo seems to be stuck, try the following:

1. Perform a soft reset (see “Performing a soft reset” on page 168).
2. If the problem persists, perform a system reset (see “Performing a system reset” on page 168).
3. Delete the most recently installed application from your Treo (see “Removing applications” on page 134).
4. If the problem persists, perform another system reset.
5. If possible, synchronize to backup your most recent info.
6. If you're unable to perform the steps above or the problem persists, locate your Backup folder on your computer and rename the folder (e.g. BackupOld):
  - **Windows:** C:\Program Files\palmOne\username
  - **Mac:** Mac HD\Applications\palmOne\Users\username
7. Perform a hard reset (see “Performing a hard reset” on page 169).
8. Synchronize to restore the info in your built-in applications.
9. If the problem is resolved, begin reinstalling your third-party applications one at a time: double-click a single file in the original Backup folder that you renamed.
10. If the problem recurs, delete the last application you installed and report the problem to its developer.

### Getting more help



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

# Error messages



Your Treo is designed to minimize interruptions when a system error occurs. If Treo encounters a system error, it automatically resets itself and resumes functioning as normal. If possible, it even turns your phone back on if it was on before the error occurred.

Sometimes, you might want to know more about an error. Treo uses a special interface to show error messages in greater detail.

1. Press Phone/Send .
2. Press Center, and then select Dial Pad.
3. Enter # \* 377, and then press Phone/Send .
4. Review the screen with details about the conditions that lead up to the most recent automatic reset.
5. Select OK.

Please note that third-party developers create their own error messages. If you do not understand an error message, please contact the developer of the application for help.



# Making room on your Treo

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

- **VersaMail:** Emails that have large attachments can quickly consume memory on your Treo. Delete emails with large attachments. If you have hundreds of messages with or without attachments, you may wish to delete older messages to make room (see “Deleting selected messages from the Inbox” on page 70).
- **Camera:** Large size images take up a lot of memory. Move images to an expansion card or delete images from your Treo (see “Viewing photos and videos on your computer” on page 97).
- **Messaging:** Multimedia content can also consume excessive memory. Move multimedia content to an expansion card, or delete large files from your Treo (see “Managing your messages” on page 80).
- **Internet:** If you set a large Web browser cache, you may want to use the Web browser’s advanced Memory Management settings to clear all recent pages (see “Customizing your Web browser settings” on page 89).
- **Third-party applications:** You can delete infrequently used applications or move them to an expansion card (see “Copying applications to an expansion card” on page 138).

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

# Voice quality



## Is the other person hearing an echo?

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

## Are you hearing your own voice echo?

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

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

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



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






# Glossary

**ALS (Alternate Line Service):** A service that enables two phone numbers to coexist on one phone/SIM. The Treo™ 650 smartphone supports ALS, but be sure to contact your wireless service provider for regional availability of this service.

**Alt (alternative) **: A keyboard key. Enter a letter on the keyboard, and then press Alt  to access variations such as international characters and symbols.

**Applications **: The screen on your Treo from which you can open all applications.

**Auto-off interval:** The time of inactivity that passes before the screen on your Treo turns off. The wireless features on your phone are unaffected by this setting.

**Beam:** The process of sending or receiving an entry or application using the infrared port on your Treo.

**CSD (circuit-switched data):** A dial-up Internet connection. You pay for the connection time, not how much information you transfer. Contrast with GPRS.

**EDGE (Enhanced Data for GSM Environments):** An enhanced version of GPRS that delivers data speeds that

are up to three times faster than standard GPRS connections.

**GPRS (General Packet Radio Service):** A mobile Internet connectivity technology that allows persistent data connections. You pay for the amount of information you transfer, not the connection time.


**HotSync®:** The PalmSource technology that synchronizes your Treo and your computer with the simple press of a button.

**HotSync Manager:** The computer application that manages the synchronization with your Treo.

**Infrared (IR):** A way of transmitting information using light waves. The IR port on your Treo lets you transfer information between other IR devices within a short radius.

**Lithium Ion (Li-Ion):** The rechargeable battery technology used in Treo phones.


**MMS (Multimedia Messaging System):** An enhanced form of messaging that lets you send photos, animations, and ringtones almost instantly.

**Option key** : The keyboard button that lets you access the alternative feature that appears above the letter on each key.

**Palm® Desktop software**: A PIM application for computers that helps you manage your personal information and keep your personal information synchronized with your Treo.

**Palm OS®**: The operating system of your Treo phone. A trademark of PalmSource, Palm OS is known for its simplicity of use and for the large number of applications that can be added to your Treo.

**palmOne™ Quick Install**: The component on your Windows computer that enables you to install Palm OS applications and other information on your Treo.

**Phone/Send** : The application on your Treo that provides quick access to the most commonly used applications on your Treo.

**PIM (personal information manager)**: A genre of software that includes applications such as Palm Desktop software, Microsoft Outlook, Lotus Notes, and ACT!. PIMs generally store contacts, schedules, tasks, and memos.

**PIN (personal identification number)**: The four-digit password assigned to your SIM card by your wireless service provider. Turning on the PIN lock secures your wireless account. See also PUK.

**PUK (PIN unlock key)**: A special extended password assigned to your SIM card. If you enter the wrong PIN more than three times, your SIM will be blocked, and you must call your wireless service provider for the PUK.

**SIM (Subscriber Identity Module)**: The smartcard, inserted in your Treo, that contains your Global System for Mobile Communications (GSM) mobile account information. SIM cards are portable between GSM phones – your mobile subscriber information moves to whatever phone houses the SIM.

**SMS (Short Messaging Service)**: The service that exchanges short text messages almost instantly between mobile phones. These messages can usually include up to 160 characters. Treo phones can send and receive text messages while you are on a voice call.

**Username**: The name associated with your Treo that distinguishes it from other Palm Powered™ devices. When you first synchronize your Treo, you are asked to give it a username.

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

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

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

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

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

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

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

1. A palmOne™ brand body-worn accessory that has been tested for SAR compliance and is intended for use with this product.

2. An accessory that contains NO metal (snaps, clips, etc) and provides AT LEAST 1.5 cm of separation between the users body and the unit.

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

**Responsible party**

(North America)	(Europe)
palmOne, Inc.	Bornibus Francois
400 N. McCarthy Blvd.	Buckhurst Court
Milpitas, CA 95035	London Road
USA	Wokingham, Berkshire RG40 1PA,
<a href="http://www.palmOne.com/intl">www.palmOne.com/intl</a>	UK

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

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

Declaration of Conformity

Treo Model 650

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

Maximum Scaled SAR Values (W/kg)				
Band (MHz)	850	900	1800	1900
Head SAR:	1.51	1.39	.541	.943
Body SAR:	1.46	1.27	.421	.688
EMC:	EN 301 489	EN 301 419-1	(Apr 2000)	
	EN 310 420	(Dec 1999)	ANSI/IEEE C95.1	1992
	EN 50360	(July 2001)	EN 50361	(July 2001)
	FCC OET Bulletin 65 Supplement C			
	Safety: EN 60950: 2000 (Jan-2000)			
	Radiated Emissions: EN 55022 Immunity: EN 55024			

#### Using TTY

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

Your Treo 650 is compatible with select TTY devices. You can connect a TTY/TDD machine to your phone through the headset jack, but you cannot use your headset jack with a headset while this mode is enabled. Please check with the manufacturer of your TTY device for connectivity information and to ensure that the TTY device supports digital wireless transmission.

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

1. Press the Phone/Send button.
2. From the Dial Pad View, tap #\*TTY.
3. Select OK. A red "T" appears at the top of the Phone screen whenever TTY is enabled.

To disable TTY, repeat steps 1 and 2.

#### Operational Warnings

##### IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION.

Read this information before using your integrated multi-service portable radio.

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

**Potentially Unsafe Areas / Potentially explosive atmospheres** Obey all signs and instructions regarding turning off your smartphone. In particular, turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats), storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains, and dust) in the air.

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

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

independent research by the recommendations of Wireless Technology Research.

Persons with pacemakers should:

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

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

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

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

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

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

**Blackouts and Seizures** Blinking lights, such as those experienced with television or playing video games, may cause some people to experience blackout or seizure, even if never experienced before. In the event a smartphone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family

history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum of 15 minutes, use in a well lighted area, view the screen from the farthest distance and avoid exposure to blinking lights if you are tired.

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

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

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

#### Driving Safety Tips Overview

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

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

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

#### Driving Safety Tips Details

1. Get to know your smartphone and its features such as speed dial and redial. Carefully read your instruction manual and learn to take

advantage of valuable features most smartphones offer including, automatic redial and memory dial-most smartphones can store up to 99 numbers in memory dial. Also, work to memorize the smartphone keypad so you can use the speed dial function without taking your attention off the road.

2. When available, use a hands-free device. A number of hands-free smartphone accessories are readily available today. Whether you choose an installed mounted device for your smartphone or a speaker phone accessory, take advantage of these devices if available to you.
3. Position your smartphone within easy reach. Make sure you place your smartphone within easy reach and where you can grab it without removing your eyes from the road. If you get an incoming call at an inconvenient time, let your voice mail answer it for you.
4. Suspend conversations during hazardous driving conditions or situations. Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions. Rain, sleet, snow and ice can be hazardous, but so is heavy traffic. As a driver, your first responsibility is to pay attention to the road.
5. Do not take notes or look up phone numbers while driving. If you are reading an address book or business card while driving a car, or writing a "to do" list, then you are not watching where you are going. It's common sense. Don't get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.
6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan your calls before you begin your trip, or attempt to coincide your calls with times you may be stopped at a stop sign, red light or otherwise stationary. But if you need to dial while driving, follow this simple tip-dial only a few numbers, check the road and your mirrors, then continue.
7. Do not engage in stressful or emotional conversations that may be distracting. Stressful or emotional conversations and driving do not mix-they are distracting and even dangerous when you are behind the wheel. Make people you are talking with aware you are driving and if necessary, suspend phone conversations which have the potential to divert your attention from the road.
8. Use your smartphone to call for help. Your smartphone is one of the greatest tools you can own to protect yourself and your family in dangerous situations-with your smartphone on your side, help is only three numbers away. Dial 9-1-1 in the case of fire, traffic accident, road hazard, or medical emergencies. Remember, 9-1-1 is a free call on your smartphone!
9. Use your smartphone to help others in emergencies. Your smartphone provides you a perfect opportunity to be a "good Samaritan" in your community. If you see an auto accident, crime in progress, or other

serious emergency where lives are in danger, call 9-1-1, as you would want others to do for you.

10. Call roadside assistance or a special wireless non-emergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call to 9-1-1. But you can still use your smartphone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured, or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

#### NOTICE FOR CONSUMERS WITH HEARING DISABILITIES

Digital Wireless Phones to be Compatible with Hearing Aids

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

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

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

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

#### Making a Phone Call



When you receive a call on your wireless telephone, the message travels through the telephone network until it reaches a base station close to your wireless phone. Then the base station sends out radio waves that

are detected by a receiver in your telephone, where the signals are changed back into the sound of a voice.

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

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

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

#### Hands-Free Capability

All CTIA Certified portable products provide the consumer with a toll-free number for the purchase of a compatible hands-free device.

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# Specifications

Radio	<ul style="list-style-type: none"> <li>• GSM 850/900/1800/1900 quad band world phone</li> <li>• GPRS class 10, class B; also supports CSD</li> <li>• EDGE up to 170kbps</li> </ul>	
Phone features	<ul style="list-style-type: none"> <li>• Personal speakerphone</li> <li>• Hands-free headset jack (2.5 mm, 3-barrel connector)</li> </ul>	<ul style="list-style-type: none"> <li>• Microphone mute option</li> <li>• TTY compatible</li> <li>• 6-way calling</li> </ul>
Processor technology	<ul style="list-style-type: none"> <li>• Intel PXA270 312MHz processor</li> </ul>	
Expansion	<ul style="list-style-type: none"> <li>• SD/MultiMediaCard/SDIO card slot</li> </ul>	
Battery	<ul style="list-style-type: none"> <li>• Rechargeable Lithium Ion</li> <li>• Removable for replacement </li> </ul>	<ul style="list-style-type: none"> <li>• Up to 6 hours talk time</li> <li>• Up to 300 hours standby</li> <li>• 4 hours full charge time</li> </ul>
Palm OS® version	<ul style="list-style-type: none"> <li>• Palm OS 5.4</li> </ul>	
Camera (not included on all models)	<ul style="list-style-type: none"> <li>• VGA resolution (640 x 480), 0.3 megapixel</li> </ul>	<ul style="list-style-type: none"> <li>• Automatic light balance</li> </ul>
Size	<ul style="list-style-type: none"> <li>• 4.4 in x 2.3 in x 0.9 in (11.3 cm x 5.9 cm x 2.3 cm) with antenna</li> </ul>	
Weight	<ul style="list-style-type: none"> <li>• 6.3 ounces (178 grams)</li> </ul>	
IR	<ul style="list-style-type: none"> <li>• Yes</li> </ul>	
Display	<ul style="list-style-type: none"> <li>• Touch-sensitive LCD screen (includes stylus)</li> <li>• 65,536 colors (16-bit color)</li> </ul>	<ul style="list-style-type: none"> <li>• User-adjustable brightness</li> </ul>
Keyboard	<ul style="list-style-type: none"> <li>• Built-in QWERTY keyboard plus 5-way navigator</li> <li>• Backlight for low lighting conditions</li> </ul>	

# Specifications

Included software	<ul style="list-style-type: none"><li>• Phone (including Palm OS Contacts, Favorites, Dial Pad)</li><li>• Camera</li><li>• Messaging (text and multimedia)</li><li>• Web browser (Internet)</li><li>• VersaMail®</li><li>• Calendar</li></ul>	<ul style="list-style-type: none"><li>• Memos</li><li>• Tasks</li><li>• Calculator Basic and Advanced</li><li>• Palm® Desktop software and HotSync® Manager</li><li>• World Clock</li></ul>
System requirements	<ul style="list-style-type: none"><li>• Windows 2000 or XP with USB port</li><li>• Mac OS 10.2 –10.3 with USB port</li></ul>	<ul style="list-style-type: none"><li>• Later versions may also be supported</li></ul>
Operating and storage temperature range	<ul style="list-style-type: none"><li>• 32°F to 104°F (0°C to 40°C)</li><li>• 5% to 90% RH</li></ul>	