HandEra 330 User Guide

palm powered

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> ➢ **Important:** Please read the Palm End User License Agreement and HandEra's End User Software License Agreement contained in this User Guide before using the accompanying software program(s). Using any part of the software indicates that you accept the terms of these agreements.

Palm Desktop Software

Palm™ Desktop software is supplied on a CD-ROM disc. If you do not have access to a CD-ROM drive for your computer, you may download the Palm Desktop software from http://www.handera.com.

Revised: October 2002

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Chapter 1: Getting Started

This User Guide introduces some of the basic concepts of your HandEra 330, including its physical buttons and controls. The User Guide also explains how to use your handheld for the first time.

What is a HandEra handheld computer?

Your HandEra handheld computer is a very powerful tool – it allows you to:

- Schedule meetings and appointments in a Date Book. Schedule details can be viewed by the day, week, or month. An alarm can be set to remind you of important meetings or events.
- Enter contact names, addresses, telephone numbers, and other details in the Address Book.
- Keep track of your tasks and other items in a To Do List and assign tasks a due date.

Your HandEra handheld computer also supports expansion slots, which allow you to store data and make it possible to transfer data easily to a desktop computer.

Your HandEra Handheld
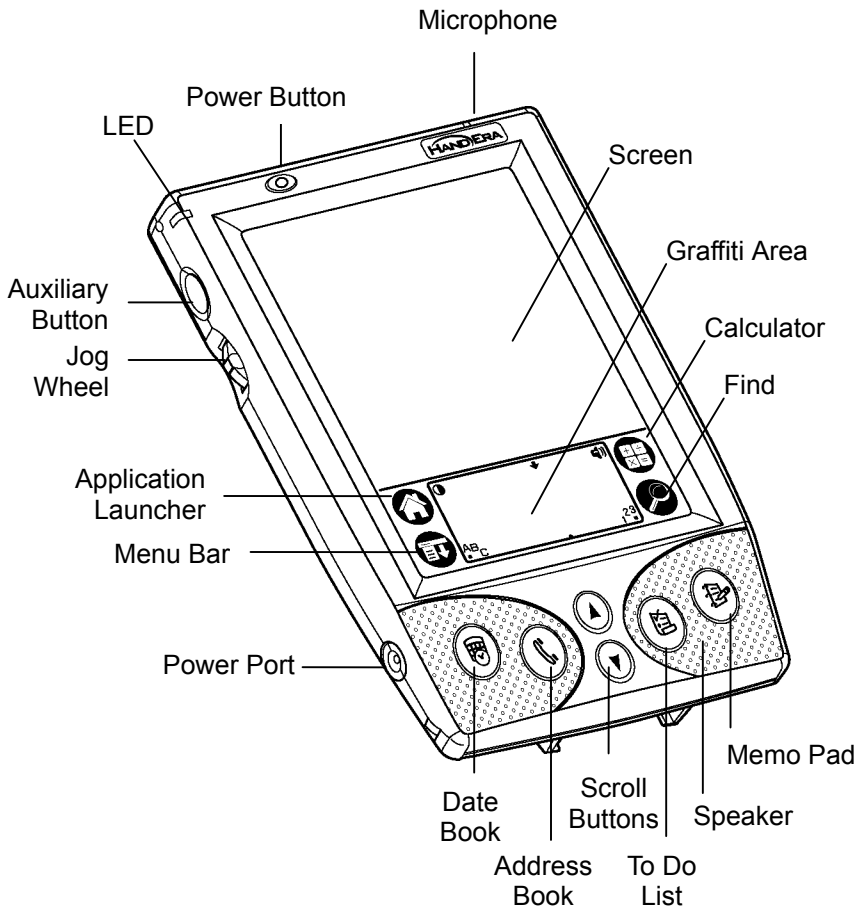
Figure 1-1. HandEra Front
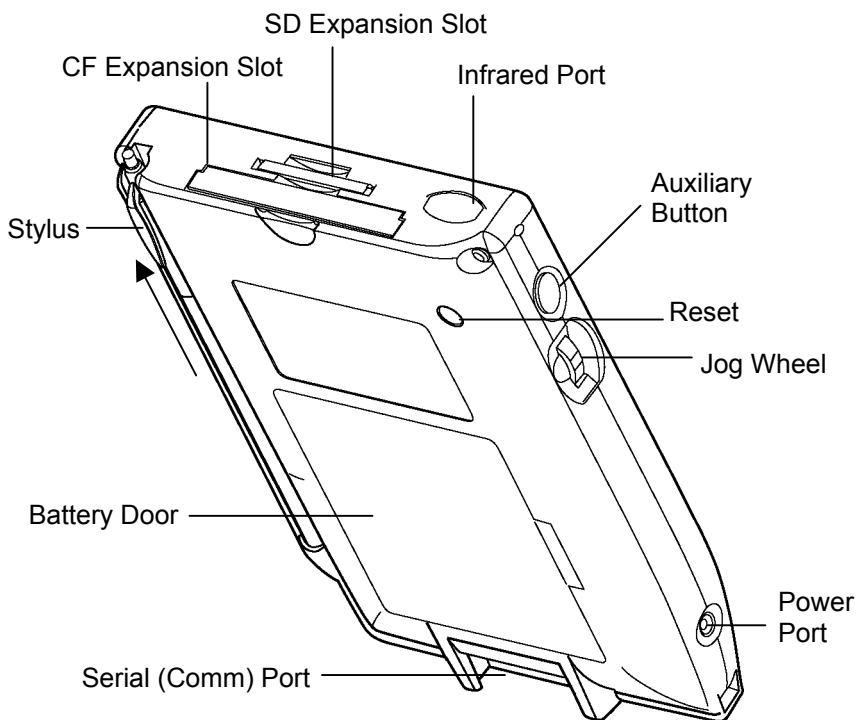
Figure 1-2. HandEra Back

What's Included with the Handheld

♦ The HandEra handheld.

♦ Palm Desktop software.

♦ HotSync cradle.

❖ **Note:** Accessories, such as a lithium ion battery pack and external A/C power supply, may be purchased from HandEra, Inc. at www.handera.com.

Installing Batteries

This section discusses how to install alkaline batteries.

1. Press the latch on the battery door and lift the battery door away from your HandEra handheld. Refer to Figure 1-3.

2. Install four AAA alkaline batteries into the battery compartment with the correct polarity. Figure 1-3 shows correct polarity for the batteries.

    ❖ **Note:** You may need to perform a soft reset when installing batteries for the first time.

3. Insert the battery door back into place flush with the back of your HandEra computer and click the door into position.

Push Tab Left to Open Battery Door
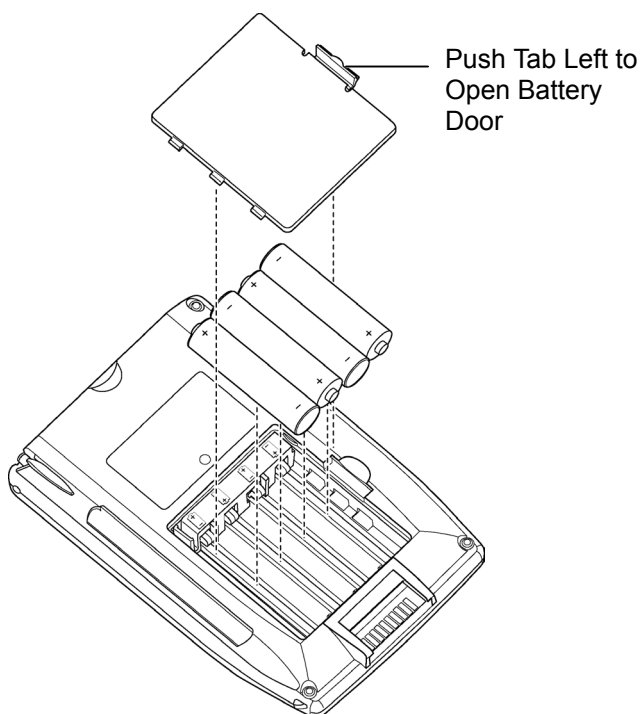
Figure 1-3. Battery Installation

➢ **Caution:** Do not force the battery door. When the batteries are correctly installed, the battery door clips smoothly into place. When changing the batteries, replace them immediately. The built-in backup power maintains memory of your data for **up to one minute**.

Setting up your Handheld Computer

1. Make sure the batteries are installed correctly. Refer to Figure 1-3.

2. Press the power button to turn on your unit.

3. Follow the instructions on the screen to set up your HandEra.

❖ **Note:** If your unit does not turn on, refer to Chapter 7, Frequently Asked Questions and the Palm Helpnote files located in the folder where you installed the Palm Desktop Software.

4. After you enter the time and date, tap Next to complete the Basic Skills tutorial.

✐ **Tip:** To access the Basic Skills tutorial later, tap the Welcome icon in the Applications launcher.

Connecting the HotSync Cradle

The HotSync cradle attaches to your desktop computer using a standard serial port connector. The associated COM port may not be shared with any other devices.

❖ **Note:** You may require an adapter to convert the 9-pin connector to a 25-pin.

To connect the HotSync cradle to the desktop computer:

1. Shut down and turn off your desktop computer.

2. Plug the HotSync cable into an unused serial (COM) port on your computer. Refer to Figure 1-4.
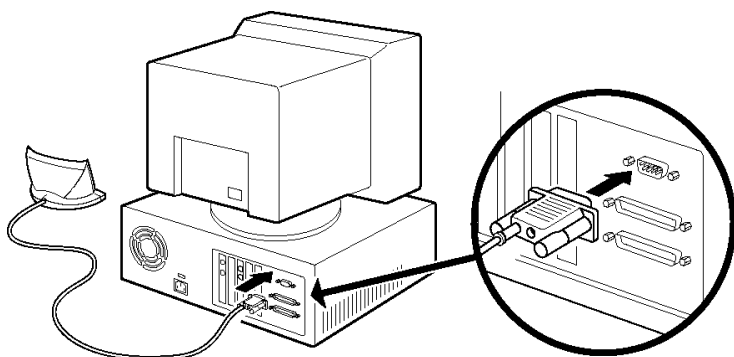
Figure 1-4. HotSync Cable

3. Refer to Performing a HotSync on page 1-9.

If your desktop computer includes USB ports, but no serial ports, you will need to order a Palm USB Connect Kit from www.palm.com.

If your desktop computer includes a serial port, you will need to ensure that is not shared with other devices, such as an internal modem.

> ❖ **Note:** If you are unsure about which serial or USB ports are available, refer to the manual supplied with your desktop computer.

Palm Desktop Software

The Palm Desktop software runs on your desktop computer. The Palm Desktop Software includes the desktop-equivalent versions of the applications found in your handheld computer, such as Date Book, Address Book, To Do List, and Memo Pad. You can use the HotSync Manager feature to backup and exchange data between your handheld computer and your desktop computer.

❖ **Note:** If you are using Microsoft Outlook or other organizer software instead of the Palm Desktop software, you are still required to install HotSync Manager, conduit software, and other features of Palm Desktop software.

Installing the Palm Desktop Software

1. Turn on your desktop computer.

2. Exit any open programs, including those that run automatically at startup such as Microsoft Office, virus-scanning software, utilities, or TSR (terminate-and-stay-resident) applications.

3. Insert the Palm Desktop CD-ROM into the CD-ROM drive.

❖ **Note:** If installation does not begin, click the Windows Start button, select Run, enter D:\autorun.exe, and then click OK. If necessary, replace "D:" with the drive letter assigned to your CD-ROM drive. Follow any on-screen instructions for installing the Palm Desktop software.

4. Follow the onscreen instructions to complete the installation. During installation, you may be asked to insert your HandEra to the HotSync cradle. Refer to Figure 1-5.
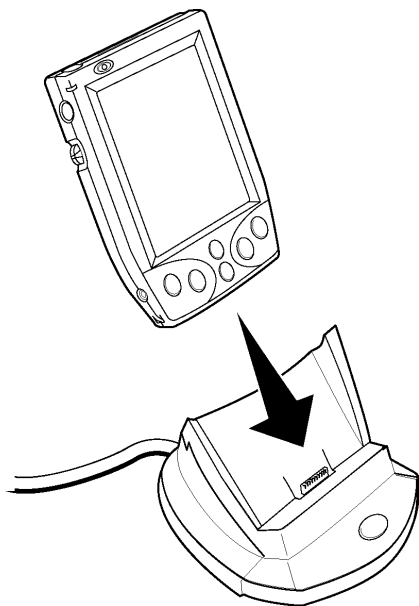
Figure 1-5. Cradle

Synchronizing Data

Performing a HotSync

The HotSync process automatically synchronizes data between your handheld and the Palm Desktop software. Synchronization is the process of exchanging and updating data that has changed between the handheld computer and the computer desktop. Changes you make on your handheld or Palm Desktop software appear in both places after a HotSync operation.

> ✎ **Tip:** If you have difficulty performing a successful HotSync operation, refer to "Why can't I complete a HotSync operation?" in Chapter 7.

1. Connect your HotSync cradle to your desktop computer. Refer to Connecting the HotSync Cradle on page 1-5.

2. Tap the Application icon on you handheld.

3. Tap the HotSync icon.

4. Tap Local.

5. Tap the Pick List and select Direct Serial. Refer to Figure 1-6.
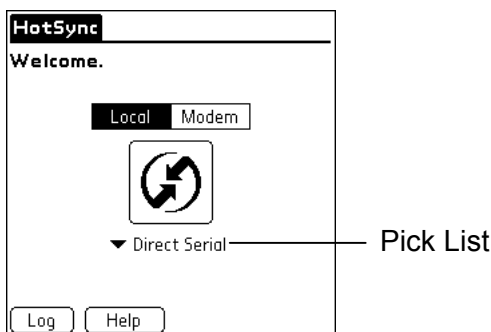
Figure 1-6. HotSync Settings

6. Place your handheld computer into the HotSync cradle.

7. Press the HotSync button on the cradle.

8. In the Users dialog box, select the user name you entered when you installed the Palm Desktop software.

Your user name serves as the connection between your handheld computer and your desktop computer. If you are sharing Palm Desktop software with another handheld user, you can change users by selecting a user name from the User list on the right side of the Palm Desktop window. Be sure you select the correct user name before entering data in the Palm Desktop software.

9. Remove the handheld from the cradle when the Complete message appears.

Other Information

To locate additional information on how to use the Palm Desktop software refer to:

♦ The Basic Skills tutorial on your handheld computer. To access this tutorial, go to the Applications Launcher and then tap the Welcome icon.

♦ The Technical Support section of www.handera.com.

♦ The online help for Palm Desktop software. To access the online help, go to the Help menu in Palm Desktop software.

♦ The Help Notes support information for Windows users. To access this information, open the Palm folder on your computer, open the Helpnote folder, and double-click the individual note files.

♦ Macintosh users – Refer to www.palm.com for information concerning Macintosh computers.

Chapter 2: Basics

Adjusting the Screen

If lighting conditions make it difficult to view the information on your HandEra handheld computer, use the Backlight and Contrast control to adjust your screen.

Using the Backlight

♦ To turn the Backlight **on**, press the power button for about two seconds. Release the button when the Backlight turns on.

♦ To turn the Backlight **off**, press the power button for about two seconds.

❖ **Note:** The Backlight also turns off automatically after a period of inactivity defined by the Auto-off setting. Refer to Setting Preferences on in Appendix A.

Adjusting the Contrast

You can adjust the contrast in two ways:

♦ Using the Adjust Contrast slider.

♦ Using the Jog Wheel and Scroll Buttons.

Adjusting the Contrast Using the Slider

1. Tap the Contrast icon in the upper-left corner of the Graffiti® writing area.

2. Adjust the contrast setting by pressing the Up or Down scroll buttons or by sliding the Contrast slider.

3. Tap Done.

Contrast Slider

Scroll Buttons

Contrast Icon
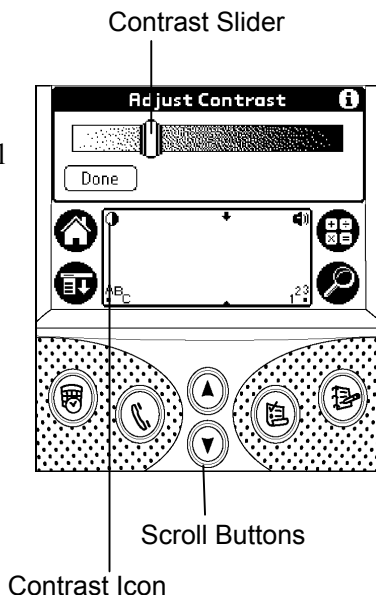
Adjusting the Contrast using Jog Wheel

If for some reason you cannot see your screen because it is too dark or too light, perform the following:

1. Press the Jog Wheel down and hold. You should hear a beep.

2. Press the Up and Down scroll buttons to adjust the contrast of your screen.
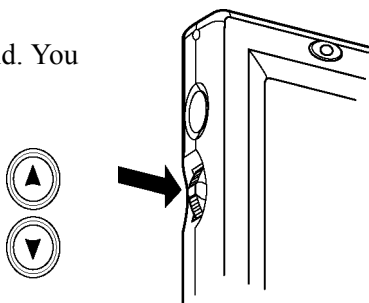
Application Basics

Several applications come pre-installed on your HandEra handheld, such as Address Book, Backup, To Do List, and Memo Pad. To launch one of these applications, tap on its icon.

> ❖ **Note:** Additional applications can be installed from the CD-ROM or from www.handera.com.
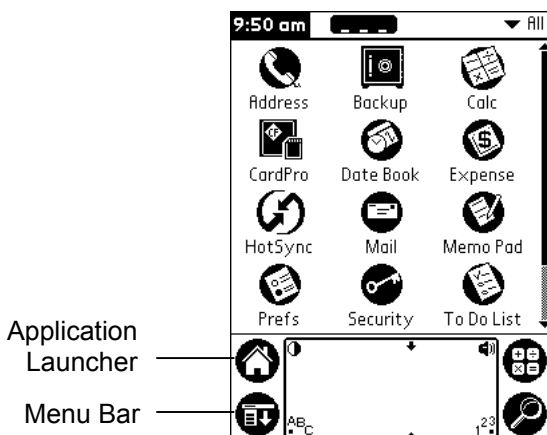
Figure 2-1. Application Launcher

To return to the Application Launcher, tap on its icon at the bottom of the screen. Refer to Figure 2-1.

> ✎ **Tip:** You can change the look of the Application Launcher by tapping the Menu Bar and selecting different options under Preferences.

Your HandEra handheld features the following applications.

Address Book – The Address Book enables you to store names, addresses, telephone numbers, and other information about your personal and business contacts.

Application Launcher – Displays applications currently installed in your handheld computer. Use the menu in the upper right hand corner to display different categories of applications.

Backup – Backup is an application that lets you back up your entire HandEra handheld computer to a memory card in one of the expansion slots.

Calculator –Use the Calculator to perform simple math calculations.

CardPro – CardPro is an application that lets you quickly and easily copy files between your HandEra handheld's memory and a memory card in one of the expansion slots.

Date Book – The Date Book lets you schedule appointments or events associated with a time and date.

Expense – The Expense application is designed to move Expense data from your HandEra handheld computer into a Microsoft Excel spreadsheet.

Find – Locate filed information in any application. For example, you can locate a name in the Address Book.

Graffiti – Specialized handwriting recognition system application used by your handheld. You must run Welcome before Graffiti is available.

HotSync – HotSync allows you to synchronize data between your handheld computer and your desktop computer.

Mail – Mail lets you manage the e-mail that you send and receive through the e-mail application on your personal computer.

Memo Pad – Memo Pad provides a place to store information that is not associated with the Date Book, Address Book, or To Do List. A record in Memo Pad is called a "memo."

Menu Bar – All of the built-in applications contain menus that allow you to select preferences, change layout features, or find out additional information. Simply tap on the menu icon to display an application's menu.

Prefs – You can set a number of preferences which affect how your handheld performs, such as its auto shutoff interval and sounds.

Scroll Buttons – The Scroll buttons cycle up and down through multiple screens instead of using the stylus to tap.

Security – You can secure data by marking individual records as private and by locking your handheld when you turn it off.

To Do List – The To Do List is a convenient place to create reminders and prioritize the tasks that you have to do. A record in the To Do List is called an "item."

Voice Pad – Use Voice Pad to record and play your audio messages. Voice Pad functions like a tape recorder.

Welcome – Basic skills tutorial. Run the Welcome tutorial if you are a new user or desire to activate Graffiti help.

Changing Fonts

In most applications, you can change the font style to make text easier to read. You can choose a different font style for each application.

1. Start the application and tap the Menu icon.

2. Tap Options.

3. Tap Font.

4. Tap the desired Font and tap OK.
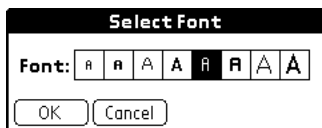
Entering Data

Applications may require you to enter information, such as a name or phone number. There are a number of different methods for entering alphanumeric characters.

- ♦ Entering Data with the Onscreen Keyboards.
- ♦ Entering Data with Graffiti Writing.
- ♦ Entering Data with the Palm Desktop Software.
- ♦ Entering Data with an External Keyboard.

Entering Data with the Onscreen Keyboards

1. Open any application such as the Address Book.

2. Tap any record or tap New.

3. Tap ABC or tap 123 to open an onscreen keyboard.
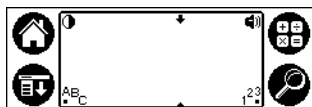
4. Tap the characters to enter text and numbers.
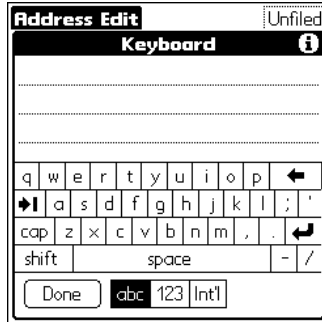
Figure 2-2. Letters Keyboard
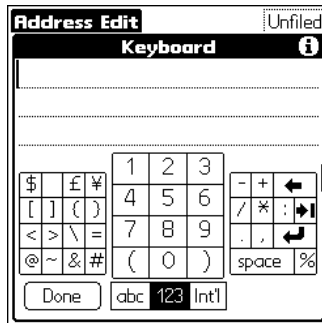
Figure 2-3. Numbers Keyboard
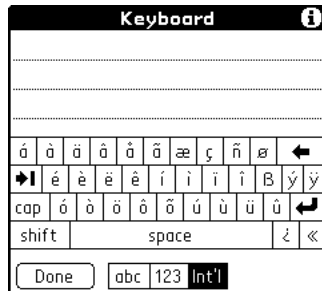
Figure 2-4. International Keyboard

Entering Data with Graffiti Writing

Graffiti characters are similar to uppercase letters that are formed with a single-stroke. Your writing turns into text wherever the blinking cursor appears on the screen. Graffiti writing is easy, fun, accurate, and fast (up to 30 words per minute).

1. Open an application. Tap a record or tap New.

2. Tap the line where you want the text to appear.

3. Write Graffiti characters in the Graffiti writing area.

Write Letters   Write Numbers
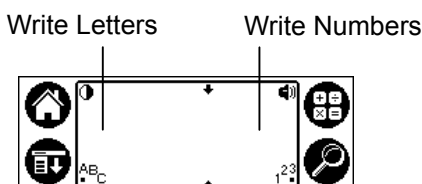
Figure 2-5. Graffiti Writing Area

Graffiti Tips

♦ Write big and press firmly. Draw strokes that nearly fill the Graffiti writing area to improve accuracy.

♦ To delete characters, set the insertion point to the right of the character you want to delete and make the backspace stroke in the Graffiti writing area.

♦ Write at natural speed. Writing too slowly can generate errors.

♦ Do not write on a slant. Vertical strokes should be parallel to the sides of the Graffiti writing area.

♦ Drag the stylus from the Graffiti writing area into the Application area to display the Graffiti help displayed in Figure 2-6.

Figure 2-6. Graffiti Help

Other Methods for Entering Data

Palm Desktop Software – You can use a desktop computer keyboard to enter or import information. Launch the Palm Desktop software, then enter the information in your desktop computer. After you perform a HotSync operation, the information will be imported into your handheld computer.

External Keyboard – You can connect an optional keyboard accessory to the serial connector on your handheld computer and type data directly into your applications. This accessory is very helpful if you need to enter large amounts of data quickly while away from your desktop computer. Refer to www.handera.com for information on external keyboards.

Batteries

To maximize battery life, limit your use of the backlight and lower the Auto-off setting. When the batteries become low, an alert will pop up on your screen.

When you need to replace your batteries, perform the following steps:

1. Perform a Backup or HotSync operation to save your data.

2. Remove the original batteries.

3. Install the new batteries. Refer to Figure 1-3. The built-in backup power of your handheld maintains the memory data for up to one minute after the batteries have been removed. After that, memory data can be corrupted. If you have any difficulties installing the new batteries, reinstall the old batteries and allow the unit to recharge the built-in backup circuitry for a few minutes. Then reinstall the new batteries.

4. Properly dispose of the original batteries.

If your unit doesn't turn on …

If you press the Power button on your handheld, and the unit does not turn on, press the Reset button. If your unit still does not respond, you need to replace the batteries. It is possible that your original batteries had enough residual energy to preserve the memory data. If, however, your data has been corrupted, you need to perform a restore operation using Backup or HotSync.

Resizing Applications

It is possible to run expanded versions of the applications, such as the Address Book, Date Book, Memo Pad, and To Do List. These larger versions allow additional information to display.
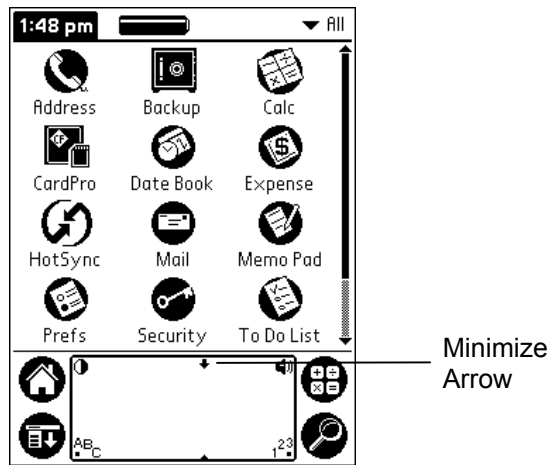
Figure 2-7. Minimize Arrow

To see an example of this, tap the Application icon. Now, tap on the Minimize arrow in the Graffiti area. Refer to Figure 2-7.

Application Launcher —

Menu Bar —
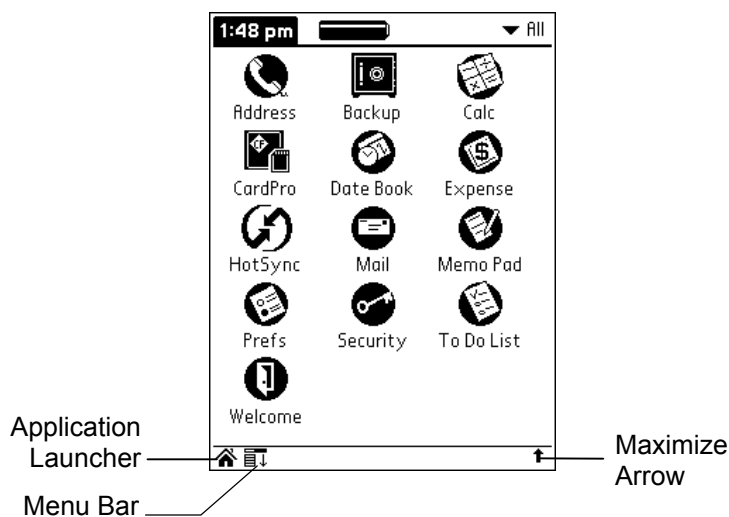
Maximize Arrow

Figure 2-8. Maximize Arrow

You should now see a screen similar to the one shown in Figure 2-8. In this example, the Welcome icon now appears. The Applications and Menu icons have been minimized, but still function. The Graffiti area, however, is no longer available.

To return the display to its previous state, tap on the Maximize arrow.

Using the Jog Wheel and Auxiliary Button

The built-in applications, such as the Application Launcher, Address Book, Date Book, Memo Pad, and To Do List, have been designed as **one-hand** applications. These applications allow you to hold the computer in one hand, and operate the unit with the same hand.
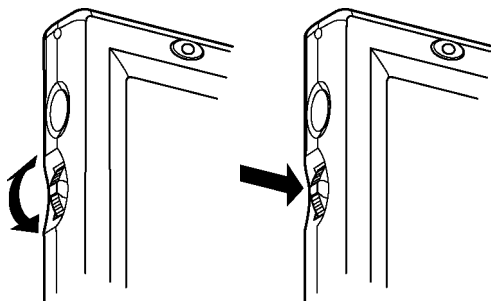
Figure 2-9. Jog Wheel

The Jog Wheel on the side of your HandEra handheld can be used to help navigate through an application. Rotating the wheel up or down scrolls up or down through a list or table. Pressing the Jog Wheel selects an entry. To change the default settings, refer to Appendix A, Preferences.

The **Auxiliary** button is immediately above the Jog Wheel. The Auxiliary button responds by default as an Escape character. By default, the Auxiliary button exits the current action and returns you to the previous form, dialog, or event. To change the default settings, refer to Appendix A, Preferences.

> ✍ **Tip:** You can customize these buttons to perform different functions. Tap on Side Buttons in the Preferences panel for details.

Chapter 3: Cards and Expansion Slots

Your HandEra handheld computer features two expansion slots. These slots are located on the top of the unit.

♦   The smaller slot supports Secure Digital (SD) cards.

♦   The larger slot supports CompactFlash (CF) cards.

Secure Digital (SD) Expansion Slot

CompactFlash (CF) Expansion Slot
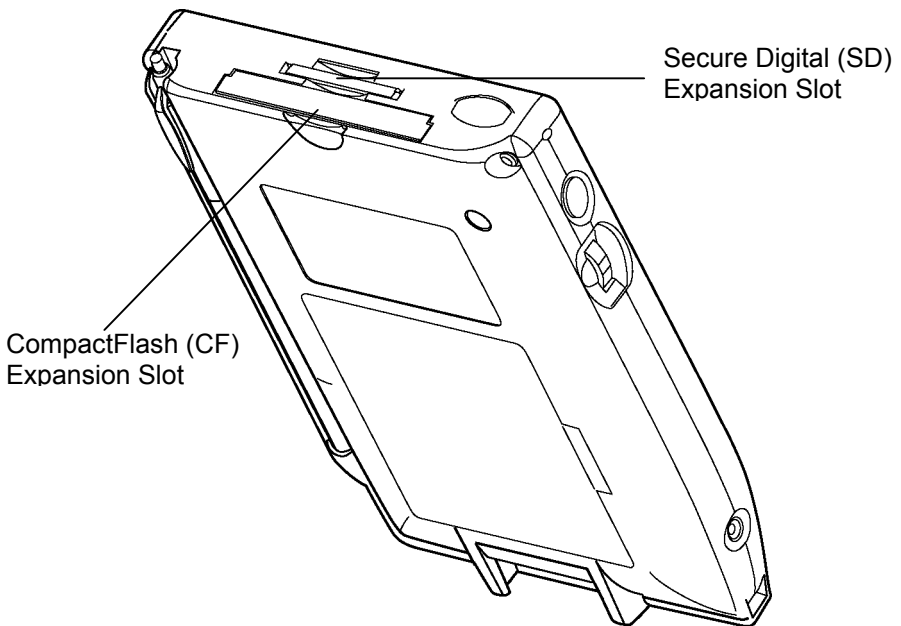
Figure 3-1. Expansion Slots

SD and CF refer to recognized industry standards of physical shape and size used for expansion options. The most popular expansion option, for both the SD and CF format, is the memory card. Memory cards allow additional storage for handheld computers.

❖   **Note:** The SD slot also supports Multimedia (MMC) cards.
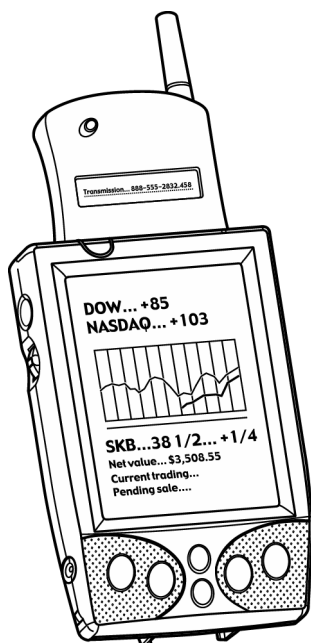
Figure 3-2. Wireless Modem

In addition to memory cards, the expansion slots also support other SD and CF devices, such as Ethernet cards and wireless modems. Refer to www.handera.com for additional information, such as where to order compatible SD and CF cards for your expansion slots.

❖ **Note:** Your HandEra ships with a plastic stabilizer card in each of the expansion slots. **Do not throw these away.** Leave the plastic stabilizer cards in place if you are not using a CF or SD card.
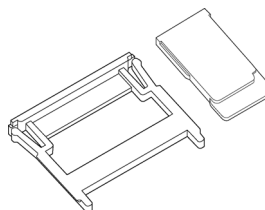
Inserting a CompactFlash (CF) Card
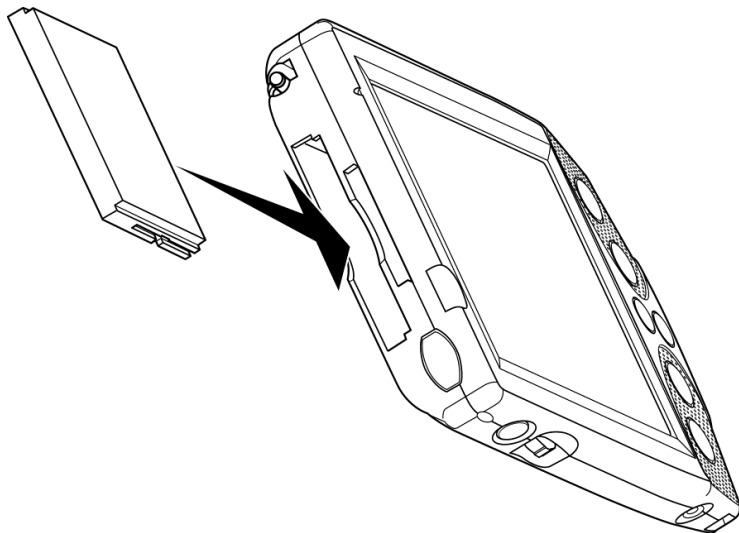
Figure 3-3. Inserting the CompactFlash Card

To insert a CF card in the Expansion Slot:

1. Place the CF card onto the rails of the slot and attempt to slide it into the unit.

2. Slide the CF card all the way into the slot until it fully mates with the connector.

   ❖ **Note:** The grooved sides of the CF card only allow it to be inserted into the slot one way. If the card does not slide in correctly, flip the CF card around, making sure the connector-side is still facing into the slot.

Removing a CompactFlash (CF) Card
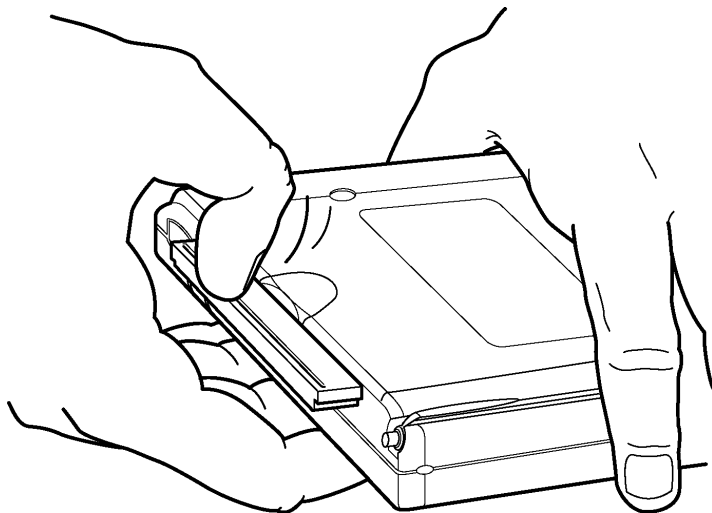
Figure 3-4. Removing the CompactFlash Card

To remove a CF card from the Expansion Slot:

1. Orient the handheld computer so the screen is facing away from you.

2. Position the thumbnail of your other hand on the lip of the card.

3. Slowly press against the lip, drawing the card away from the unit.

4. Replace with a CF card or the stabilizer card.

Inserting a Secure Digital (SD) Card

To insert an SD card in the Expansion Slot:

1. Orient the card so its metal tabs are pointed into the unit, and the tabs are positioned towards the back of the unit. The card's label should be facing the front.
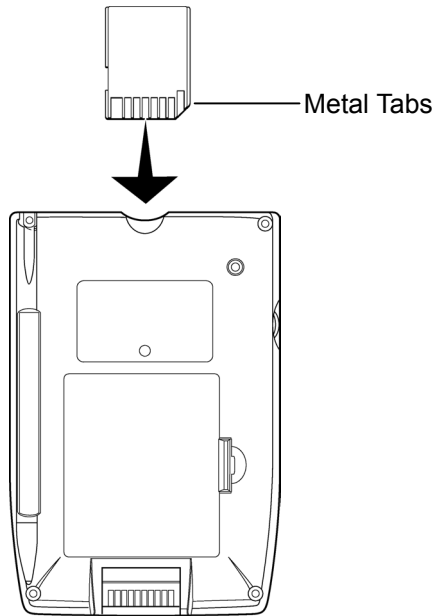
Figure 3-5. Secure Digital Card

2. Press the card in until it is **flush** with the top of the unit. Refer to Figure 3-6 and Figure 3-7.
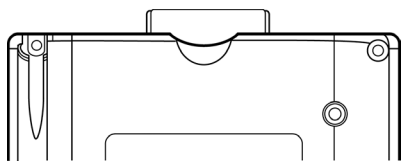
Figure 3-6. Incorrect
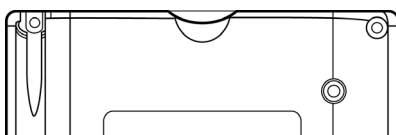
Figure 3-7. Correct

Removing an Secure Digital (SD) Card

To remove an SD card from the Expansion Slot:

1. Press down on the card and release. This should cause the card to eject.

2. Slide the card from the unit.

3. Replace with an SD card or the stabilizer card.

Backup

Backup is an application that lets you back up your entire HandEra handheld computer to a memory card in one of the expansion slots.

In Backup, you can do the following:

- ♦ Backup your important data even if you do not have access to a HotSync cradle and a desktop computer.
- ♦ Store the backed up data on a memory card separately from your HandEra handheld computer.
- ♦ Use Backup to quickly restore your programs and databases if your HandEra computer loses its data due to a battery failure.

Backing Up Data

1. Tap the Applications icon.

2. Tap the Backup icon.

3. Select the Media.
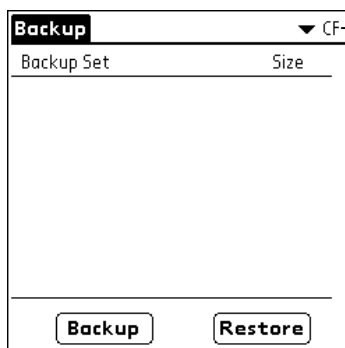
Figure 3-8. Backup

4. Tap on the Backup button to back up the entire contents of the HandEra handheld computer.

5. Use the default name, which is derived from the current time and date, or enter a different name and tap Backup.
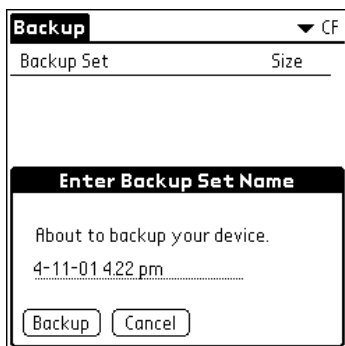
Figure 3-9. Backup Name

Restoring Data

1. Tap the Applications icon.

2. Tap the Backup icon.

3. Select the Media.
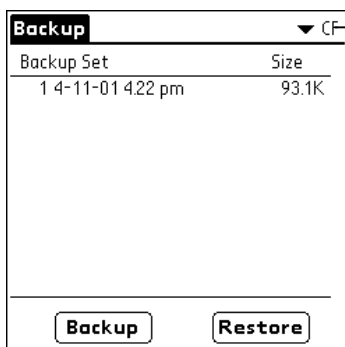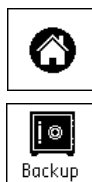
Figure 3-10. Backup Sets

4. Tap on a Backup Set to select it.
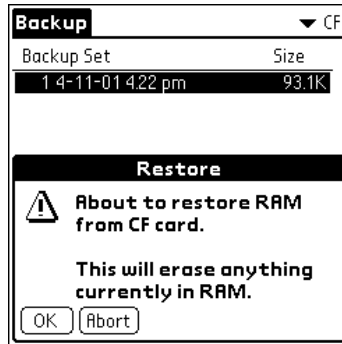
Figure 3-11. Backup Warning

5. Tap the Restore button. A dialog box warns you that RAM is about to be overwritten.

6. If you are certain you have selected the correct Backup Set, tap OK to continue. After restoring the data, the unit resets.

Backup Tools Menu
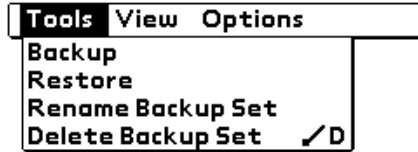
Figure 3-12. Backup Tools Menu

Backup – Starts a backup operation.

Restore – Starts a restore operation.

Rename Backup Set – Prompts you for a new name for the selected
backup set.

Delete Backup Set – Deletes the selected backup set.

Backup View Menu

Figure 3-13. Backup View Menu

Individual Databases – Switches the view to display individual
database names.
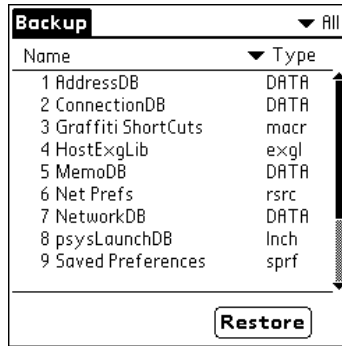
Figure 3-14. Individual Databases

Backup Options Menu

Figure 3-15. Backup Options Menu.

Font – Sets the font used when displaying the backup sets.

Preferences – Sets the preferences associated with Backup.

About Backup – Displays the version information for Backup.

Deleting a Backup

1. Tap the Applications icon.

2. Tap the Backup icon.

3. Tap the backup set you desire to delete.

4. Tap the Menu icon.

5. Tap Delete Backup Set for the Tools menu.

CardPro

CardPro is an application that lets you quickly and easily copy files between your handheld's memory and a memory card in one of the expansion slots.

In CardPro, you can perform the following:

♦ Store less frequently used applications and large databases on removable cards when they are not in use to free system memory.

♦ Copy important data to a memory card in an expansion slot. This data is unaffected by battery loss or unit failure.

♦ Transfer files between your handheld computer and a desktop computer. CardPro implements an industry-standard file system used by Windows-based personal computers.

➢ **Caution:** This utility is for advanced users only. Do not use this utility if you are unfamiliar with files and folders. For detailed instructions concerning CardPro, refer to the technical support section at www.handera.com.

To launch CardPro:

1. Tap the Applications icon.

2. Continue tapping the Applications icon until the CardPro icon appears.

3. Tap the CardPro icon.

After CardPro is launched, the main RAM view displays. This view displays all files (programs and databases) currently in RAM. The list of files can be sorted by name, size, creator, or version.

Tapping on the CF button switches CardPro to CF view. This view displays all the applications and databases currently on the CF memory card.

Tapping on the SD button switches CardPro to SD view. This view displays all the applications and databases currently stored on the SD memory card.

CardPro Tools Menu (RAM view)

```
┌─────────────────────────┐
│ Tools  Edit  Options    │
├─────────────────────────┤
│ Delete from RAM         │
│ ·····················   │
│ Copy to CF              │
│ Move to CF              │
│ ·····················   │
│ Copy to SD              │
│ Move to SD              │
│ ·····················   │
│ Format CF               │
│ Format SD               │
└─────────────────────────┘
```
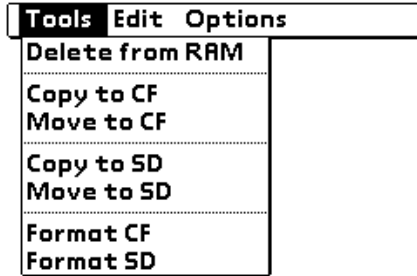
Figure 3-16. CardPro Tools Menu

Delete from RAM – Deletes the selected file from RAM.

Copy to CF – Copies the selected files from RAM to the Compact Flash card. The original files remain in RAM.

Move to CF – Moves the selected files from RAM to the Compact Flash card. The original files are deleted.

Copy to SD – Copies the selected files from RAM to the Secure Digital card. The original files remain in RAM.

Move to SD – Moves the selected files from RAM to the Secure Digital card. The original files are deleted.

Format CF – Formats the CF memory card. This erases any data you have on the card. A new card must be formatted before it can be used.

Format SD – Formats the SD memory card. This erases any you have on the card. A new card must formatted before it can be used.

Formatting a Memory Card

❖ **Note:** Memory cards should be formatted before storing data or backups on them. However, keep in mind that formatting a memory card deletes all data stored on that card.

1. Insert the memory card into the appropriate slot. Refer to Chapter 3, Cards and Expansion Slots on page 3-1.

2. Tap the Applications icon.

3. Tap the CardPro icon.

4. Tap the Menu icon.

5. Tap Format CF or Format SD from the Tools menu.

6. If you are sure that the data on the memory card is not required, Tap OK.

CardPro Tools Menu (Card View)
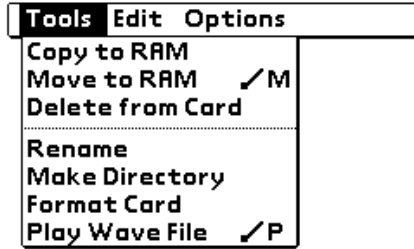
Figure 3-17. CardPro Tools Menu

Copy to RAM – Copies the selected files from the card to RAM. The original files remain on the card.

Copy to RAM as… – Copies the selected files from the card to RAM, but prompts you for the filename(s) to use. The original files remain on the card.

Move to Card – Moves the selected files from the card to RAM. The original files are deleted.

Delete from Card – Deletes the selected files from the card.

Make Directory – Creates a new folder (or subdirectory) on the card.

Format Card – Formats the selected memory card. This erases any data you have on the card. A new card must be formatted before it can be used.

Play Wave file – Plays the selected Wave file.

CardPro Edit Menu
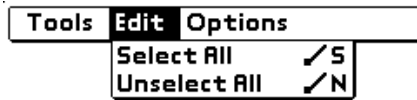
Figure 3-18. CardPro Edit Menu

Select All – Selects all files in the current list. Individual files may then be unselected.

Unselect All – Unselects all files in the current list. Individual files may then be selected.
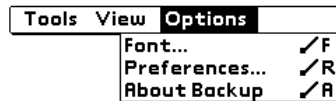
CardPro Options Menu
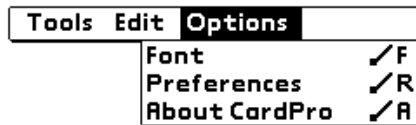
Figure 3-19. CardPro Options Menu

Font – Sets the font used when displaying files.

Preferences – Sets the preferences associated with CardPro.

About Backup – Displays the version information for CardPro.

CardPro Preferences
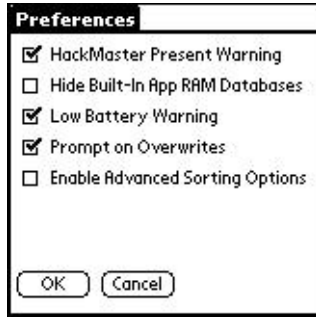
Figure 3-20. CardPro Preferences

Hackmaster Present Warning – If enabled, warns you if CardPro
detects Hackmaster is installed. It is recommended that this
option remain enabled.

Hide Built-In App RAM Databases – If enabled, CardPro does not
display the databases associated with the built-in apps, such as
the Address Book or Date Book.

Low Battery Warning – If enabled, CardPro warns you if the
battery level is too low to safely perform CardPro copy
operations.

Prompt on Overwrites – If enabled, CardPro warns you before
overwriting a file.

Enable Advanced Sorting Options – If enabled, files can be sorted
by size, creator, type or name.

Example: Copying Files using CardPro

This section describes how to copy your applications and databases using CardPro. Begin by inserting a CF memory card into your handheld computer. Then perform the following steps:
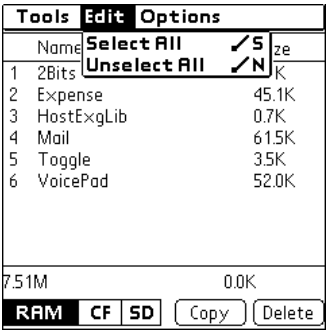
Figure 3-21. CardPro Edit

1. Launch CardPro. A list of the applications and databases in memory display.

2. Tap on the Menus icon.

3. Tap the Edit Menu.

4. Tap Select All to copy all of the files.
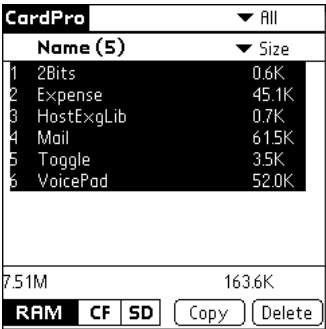
Figure 3-22. CardPro Select All

5. Tap the Copy button to begin.

Figure 3-23. Copy

6. A verification dialog displays. Tap OK.

7. A progress gauge displays during the copy process.
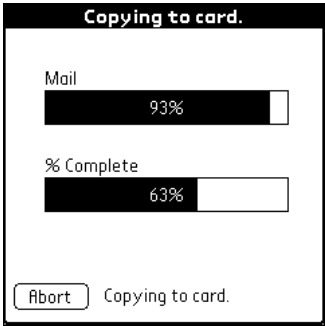
Figure 3-24. CardPro Progress Gauge

8. When complete, tap the CF button to verify that the files were successfully copied to the CF card.

Figure 3-25. Complete

Example: Copy Files Back to RAM

If you want to copy an application or database back to RAM, perform these steps:

1. Tap the name of the application or database.

2. Tap the Copy button.

Figure 3-26. CardPro Copy

3. A process gauge displays during the copy process.
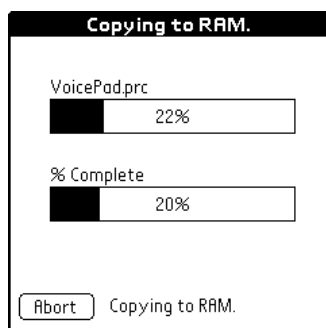
Figure 3-27. CardPro Progress Gauge

4. Tap the RAM button to confirm the file was successfully copied
to memory.
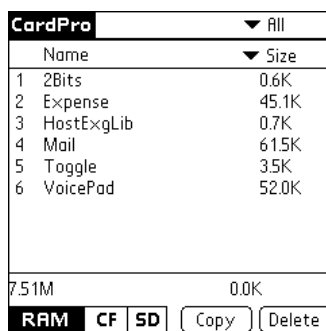
Figure 3-28. RAM Copy

Chapter 4: Audio

Your HandEra handheld includes enhanced sound capabilities. Audio includes a microphone at the top of the unit for speech-recording. Your handheld also includes a higher-fidelity speaker and drive electronics that allow for improved audio performance. The speaker can play speech quality sound and deliver significant volume for alarms.
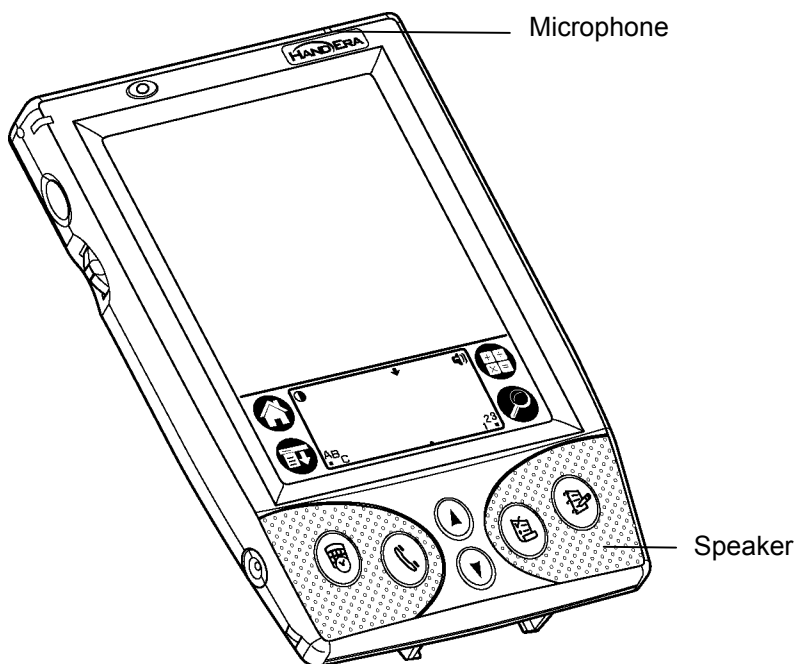
Figure 4-1. Audio

Adjusting the Volume

1. Tap the Volume icon in the upper-right corner of the Graffiti® writing area.

2. Adjust the volume setting by pressing the Up or Down scroll buttons or by sliding the Volume slider.

3. Tap Done.

Volume Slider

Scroll Buttons   Volume Icon
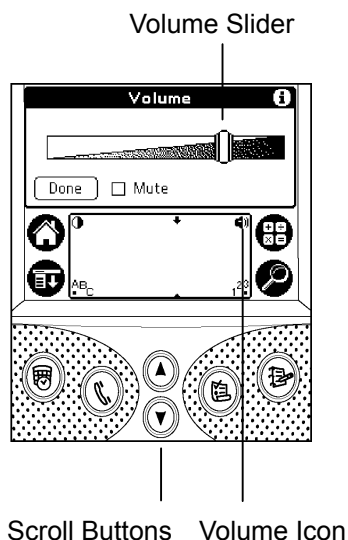
System, Alarm, and Game Sounds

Your handheld computer features a variety of sounds. The System, Alarm, and Game Sound settings enable you to turn the sounds on or off, and to adjust the volume level associated with each type of sound.

To set the system and alarm sounds:

1. Tap the Preferences application icon in the Application Launcher.

2. Tap the pick list in the upper-right hand corner and select General.
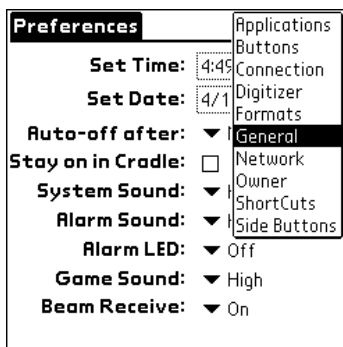
Figure 4-2. General Prefernces

3. Tap the System Sound pick list and select the sound level.

  ❖ **Note:** When you turn off the System Sounds, you also turn off the "chime" tones associated with the HotSync operation.

4. Tap the Alarm Sound pick list and select the sound level.

5. Tap the Game Sound pick list and select the sound level.

❖ **Note:** The Game Sound setting works only with games that are programmed to respond to this setting. Older games typically do not respond to this setting.

Volume Levels

The High, Medium, and Low settings for the System, Alarm, and Game Sounds are proportional to the setting for the Volume level.

If any of the individual Sounds (System, Alarm, or Game) is set to Off, then this setting will not be affected by the Volume level.
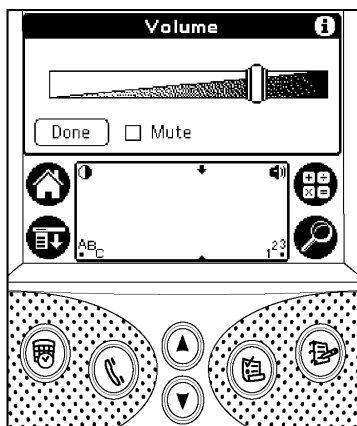
Figure 4-3. Volume Level

Voice Pad

Voice Pad is an application that can record and play back audio messages. Voice Pad functions like a digital tape recorder or dictation machine. The number of messages you can store is dependent only on the memory available in your handheld computer or in one of the expansion slots.

Voice Pad uses the sound format commonly used with Microsoft Windows, waveform audio. Waveform filenames include the .WAV extension. The waveform refers to the vibrations associated with translating sound into electric current. The amplitude of the waveform is its loudness. The frequency is the pitch.

Figure 4-4. Record

Voice Pad supports the recording of waveform audio files with a sampling rate of 8 KHz. The sampling rate refers to the maximum frequency of sound that can be digitized for a given sample. The sampling size for waveform audio files is 8-bit mono. The size determines the dynamic range of a sample.

Voice Pad supports the playback of waveform audio files with sampling rates of 44.1 KHz, 22.05 KHz, 11.025 KHz, and 8 KHz. The only sampling size supported is 8-bit mono.

> ❖ **Note**: .WAV files can be shared with your desktop machine. Simply transfer the files via a CF or SD memory card.

Recording on Voice Pad

1. Tap Applications.

2. Tap Voice Pad.

3. Tap the Media pick list and select where you desire to store the file.
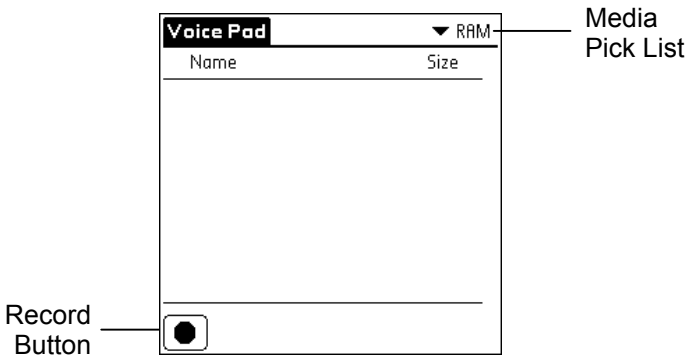
Figure 4-5. Recording a Voice Pad File

4. Tap Record or press the Auxiliary button.

5. Speak into the microphone.

6. Tap Stop or press the Auxiliary button.

Playing a Voice Pad Audio File

To play a Voice Pad audio file (.wav):

1. Tap Applications.

2. Tap Voice Pad.

3. Tap the Media pick list in the upper right corner to select the media.

4. Tap the audio (.wav) file to which you desire to listen.
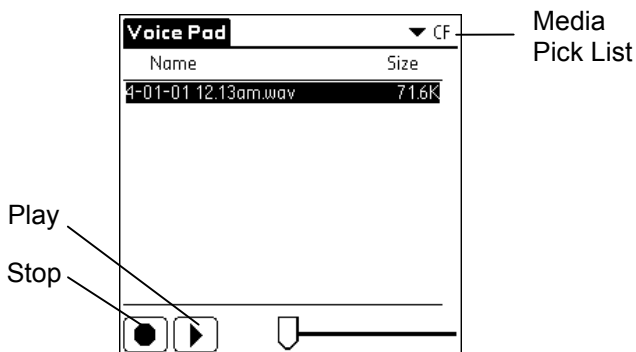
Figure 4-6. Playingan Audio File

5. Tap Play.

6. Tap Stop or Pause.
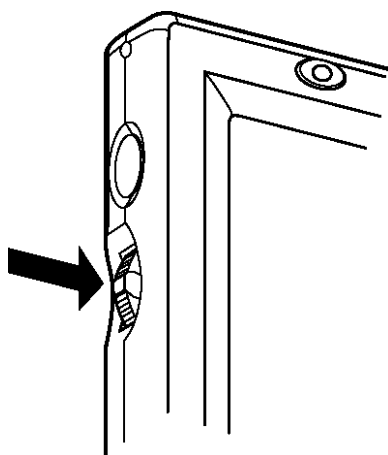
Figure 4-7. Jog Wheel

❖ **Note:** You can also use the Jog Wheel to select and begin playing an audio file.

Voice Pad File Menu
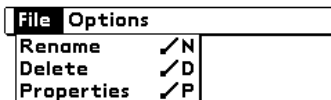
Figure 4-8. File Menu

Rename – Prompts you for a new filename.

Delete – Deletes the selected file.

Properties – Displays the properties of the selected file.

Voice Pad Options Menu
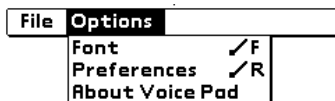
Figure 4-9. Voice Pad Options Menu

Font – Sets the font used for displaying the file list.

Preferences – Sets preferences associated with Voice Pad.

About Voice Pad – Shows version information for Voice Pad.

Deleting a Voice Pad Audio File

To delete a Voice Pad audio file (.wav):

1. Tap Applications.

2. Tap Voice Pad.

3. Tap the audio (.wav) file that you desire to delete.

4. Tap the Menu icon.

5. Tap Delete.

6. Tap OK.

Voice Pad Audio Properties

To view a Voice Pad audio file's (.wav) properties:

1. Tap Applications.

2. Tap Voice Pad.

3. Tap the audio (.wav) file to which you desire to view the Properties.

4. Tap the Menu icon.

5. Tap Properties.

Figure 4-10. Voice Pad Properties

Filename – Name of the audio file.

Length – Length of the audio file.

Sample rate – Rate at which the audio file was sampled.

Format – Current format of the audio file.

Supported – If the audio file is supported or not.

6. Tap OK.

Chapter 5: Applications

Address Book

The Address Book enables you to store names, addresses, telephone numbers, and other information about your personal and business contacts.

In Address Book, you can do the following:

♦ Quickly look up or enter names, addresses, phone numbers, and other information.

♦ Enter up to five phone numbers (home, work, fax, car, etc.) or e-mail addresses for each name.

♦ Define which phone number appears in the Address List for each Address Book entry.

♦ Attach a note to each Address Book entry, in which you can enter additional information about the entry.

♦ Assign Address Book entries to categories so that you can organize and view them in logical groups.

Creating an Address Book Entry

1. Press the Address Book button, or tap the Address Book application icon in the Application Launcher.

2. Tap New.

3. Tap ABC or use the Graffiti area to enter the information you want to add.

4. After you finish entering information, tap Done.

❖ **Note:** Your handheld computer automatically capitalizes the first letter of most fields.

❖ **Note:** As you enter letters in the Look Up field, matching entries in your Address Book appear. For example, if you have Van Meter and Vatria in your Address Book and you enter "V," Van Meter appears. As you enter "a" and "t", Vatria replaces Van Meter.
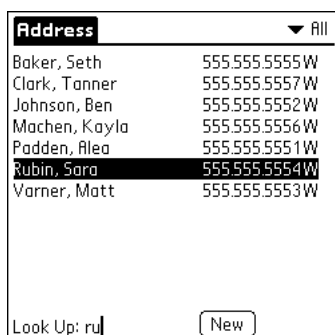
Figure 5-1. Address Book

✍ **Tip:** You can also import a database into the Palm Desktop software and transfer it to your handheld computer during the next HotSync operation. Refer to the Palm Desktop online help for more information.

Viewing and Changing an Address Book Entry

1. Tap the entry you want to view or edit.

2. Tap Edit.

3. Edit any information.

4. Tap Done.

Address Book Entry Details

Address Book entry details define what displays in the listing, where it is filed, and if the entry is private. To edit Address Book details:

```
Address Edit                    Unfiled
Last name: Clark
First name: Katie
     Title: Pesident
  Company: Candle Club, Inc.
  ▼ Work: 555.555.5558
  ▼ Home: 444.444.4444
   ▼ Fax: 555.555.0000
  ▼ Other:
  [Done] [Details...] [Note]        ⬙
```

1. Tap the entry you want to edit.

2. Tap Edit.

3. Tap Details.

```
  Address Entry Details   ⓘ
Show in List: ▼ Work
   Category: ▼ Unfiled
    Private: ☐
[OK] [Cancel] [Delete...] [Note]
```

4. Edit any information.

5. Tap OK.

Show In List – What information displays in the address book entry.

Category – Where this entry is filed.

Private – Hide this entry when Security is turned on.

Deleting an Address Book Entry

1. Tap the entry you want to delete.

2. Tap the Address View menu.

3. Tap Delete Address.

❖ **Note:** To save a copy of the deleted item to an archive file in the Palm Desktop software, select the "Save archive copy on PC" checkbox in the confirmation dialog box.

```
Address View              Unfiled
Barbie Clark

Work:    555.555.5559
Home:    444.444.0000




 Done    Edit    New
```

```
        Delete Address      ⓘ
 ⑦    Delete selected
      Address entry?

    ☑ Save archive copy on PC
  OK    Cancel
```
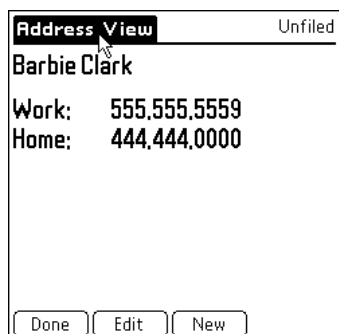
4. Tap OK.

✎ **Tip:** You can also delete an entry by opening the Address Entry Details dialog box, tapping Delete, then tap OK.

Date Book

The   Date Book lets you schedule appointments or
events associated with a time and date.

In Date Book, you can do the following:

- ♦ Enter a description of your appointment and assign it to a
  specific time and date.
- ♦ Display a chart of your appointments for an entire week. The
  Week View makes it easy to spot available times and any
  potential scheduling overlaps or conflicts.
- ♦ Display a monthly calendar to quickly spot days where you
  have morning, lunch, or afternoon appointments.
- ♦ Set an alarm to sound or flash the LED prior to the scheduled
  activity.
- ♦ Create reminders for events that are based on a particular date,
  rather than time of day. Birthdays and anniversaries are easy to
  track with your handheld computer.
- ♦ Attach notes to individual events for a description or
  clarification of the entry in your Date Book.

Creating an Event

1. Press the Date Book button, or tap the Date Book application
    icon in the Application Launcher.

2. Tap the Go To button on your handheld computer.

3. Tap the Date you desire for the event.
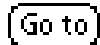
Figure 5-2. Date Book

4. Tap the line for the time the event begins and enter a description.
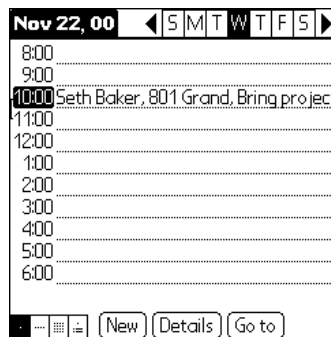
Figure 5-3. Enter Event

5. If the event is longer or shorter than an hour or you need to enter other information, tap Details.

6. Enter any required information, then tap OK.
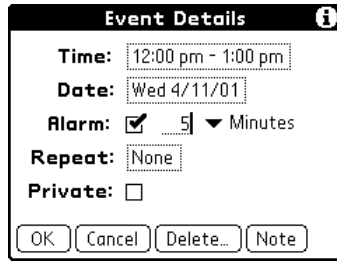
Figure 5-4. Event Detail

> ✎ **Tip:** You can define the default duration for All Day events in Date Book Preferences.

7. Tap a blank area of the screen to deselect the event. A time bar appears next to the time, indicating the duration of the event.

Setting an Event Alarm

An event can be set to sound an alarm or flash the LED to remind you of the event. To set an event alarm:

1. Tap Date Book or press the Date Book button.

2. Select the Event.

3. Tap Details.

Figure 5-5. Event Details – Alarm

4. Tap Alarm to select the checkbox. Refer to Figure 5-5.

> ❖ **Note:** You can change the sound of the alarm in the Date Book Preferences. You can set up the Alarm LED in General Preferences (see the Appendix for details).

5. Tap Minutes.

Figure 5-6. Event Details – Alarm Intervals

6. Tap Minutes, Hours, or Days to select when you would like the alarm to sound. Refer to Figure 5-6.

7. Enter the number of Minutes, Hours, or Days in the data field next to the Alarm checkbox. Refer to Figure 5-5.

8. Tap OK.

❖ **Note:** An alarm icon ⏰ displays on the event's entry line.

Creating an Untimed Event

It is possible to schedule events in your Date Book that occur on a particular date but have no specific start or end times, such as birthdays, holidays, and anniversaries. These are referred to as "untimed events." Untimed events appear at the top of the list of times, and are marked with a diamond ◆. You can have more than one untimed event on a particular date.

1. Select the date that you desire for the event.

2. Tap New.

3. Tap No Time, so that no start or end times are defined for the event.

Figure 5-7. Set Time

> ✎ **Tip:** You can also create a new untimed event by verifying no event is selected and writing in the Graffiti writing area.

4. Enter a description of the event.
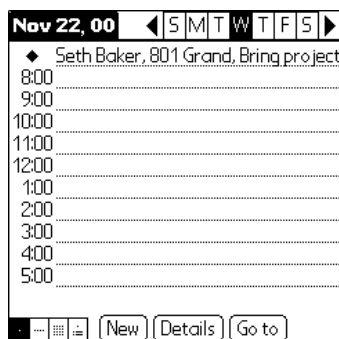
Figure 5-8. Event

5. Tap a blank area on the screen to deselect the untimed event.

> ✎ **Tip:** If you create an event and decide there is no start or end time, you can change it to an untimed event. Tap the time of the event in the Date Book screen, tap No Time, then tap OK.

Creating a Repeating or Continuous Event

The Repeat function allows you to schedule events that reoccur at regular intervals or extend over a period of consecutive days.

♦ An anniversary is a good example of an event that repeats annually. A second example is a weekly computer class that falls on the same day of the week and the same time of day.

♦ A business trip or a vacation is an example of a continuous event.

1. Tap the event.

2. Tap Details.

3. Tap the Repeat dialog box.

Event Details

Time: 12:00 pm - 1:00 pm
Date: Wed 4/11/01
Alarm: ☑ 5 ▼ Minutes
Repeat: None
Private: ☐

[OK] [Cancel] [Delete...] [Note]

Figure 5-9. Event Details Repeat

4. Tap Day, Week, Month, or Year to set how often the event repeats.

Figure 5-10. Change Repeat

> ✎ **Tip:** For a continuous event, tap Day.

5. Enter a number on the Every Day, Week, Month, or Year line to indicate the frequency. For example, if you select Month and enter the number 2, the event repeats every other month.

6. To specify an end date, tap the End on pick list and tap Choose Date. Use the date picker to select an end date.

7. Tap OK. A repeat icon ▫ appears to the far right of the event.

Rescheduling an Event

1. Tap the event you desire to reschedule.

2. Tap Details.

3. To change the time, tap the Time box and select a new time.

4. To change the date, tap the Date box and select a new date.

5. Tap OK.

Changing the Date Book View

In addition to displaying the time list for a specific day, you can also display a whole week, a month, or an agenda.

1. Tap a view icon to display another view.
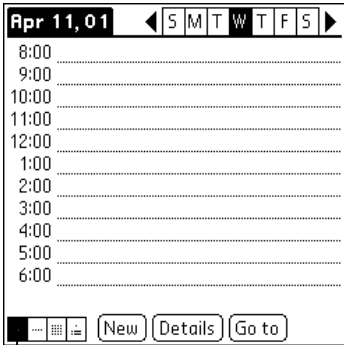
Date Book Hourly View

Date Book Weekly View

Feb 2001						◀ ▶
S	M	T	W	T	F	S
				1	⁝2	⁝3 ⁝
4	⁝5	⁝6	⁝7	⁝8	9	10
11	12	⁝13	,14	15	16	17
18	19	20	,**21**	⁝22	,23	24
25	26	27	,28			

· ⁝ ⁝⁝ ⁝ ⁝≡   (Go to)

Date Book Monthly View

12:01 pm	◀ Wed, Feb 21 ▶

8:00 Mgr Meeting
9:00 Work on sales presentation
11:00 Working lunch with Sara
1:30 Meet Seth for sales data
2:30 weekly report due
4:00 return calls and email
                                        ▼ All

☐ **1** Pick up dog
☑ **1** Call Mom
☐ **1** Write thank you to Vickie
☐ **2** pick up rice

· ⁝ ⁝⁝ ⁝ ⁝≡   (Go to)
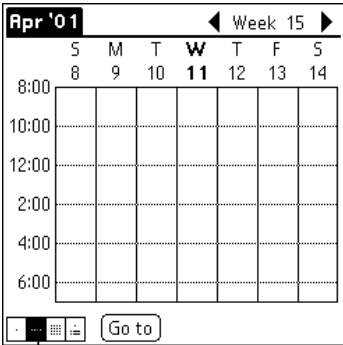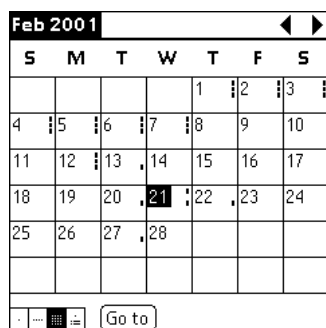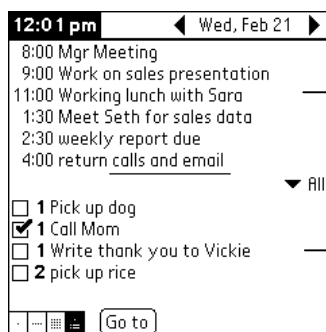
— Appointments

— To Do Items

Date Book Agenda View

✎ **Tip:** You can also press the Date Book application button
repeatedly to display the next view.

Deleting an Event

1. Tap the event you want to delete.

2. Tap the Menu icon.

3. Tap Delete Event.

4. If you are deleting a repeating event, tap one of the following:
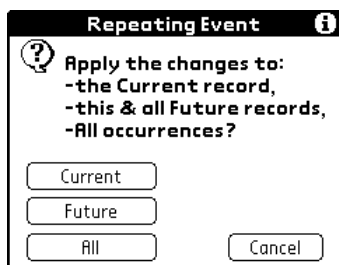
Figure 5-11. Repeating Event

Current – Deletes only the current event item.

Future – Deletes the current and all future event items and resets the
end date of the repeating event to the last shown date.

All – Deletes all occurrences of the repeating event.

❖ **Note:** To save a copy of the deleted item to an archive file
in Palm Desktop software, select the checkbox in the
confirmation dialog box.

5. Tap OK.

✎ **Tip:** You can also delete an event by deleting the text, or by
opening the Event Details dialog box, tapping Delete, then
tapping OK.

Security

Your handheld computer comes with a Security application so that unauthorized users cannot view the entries you desire to protect.

In Security, you can turn off and lock your handheld computer so that it does not operate until you enter the correct password.

You can also hide records that you mark as private. You can hide private records with or without a Password. Without a Password, private records are hidden until you set the Security application to show them. With a Password, you must enter the Password to view the private entries.

Assigning a Password

You can assign a Password to protect your private records and to lock your handheld computer.

To assign a password:

1. Tap the Applications icon.

2. Tap the Security icon.

3. Tap the Password box.
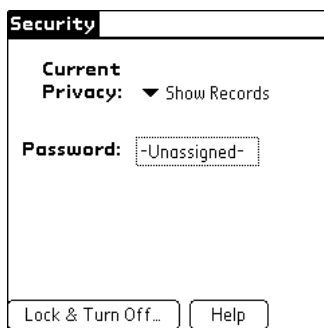
Figure 5-12. Security

4. Enter a Password.
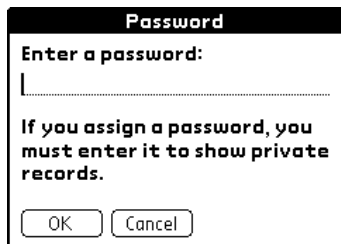
Figure 5-13. Enter a password

5. Tap OK.

6. Enter the same Password a second time, and tap OK.
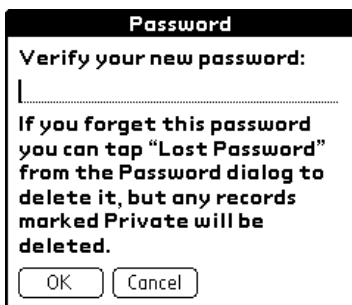
Figure 5-14. Verify Password

Changing or Deleting a Password

Once you define a Password for your handheld computer, you can change or delete it at any time. You must enter the current Password before you can change or delete it.

To change or delete your Password:

1. Tap the Password box.
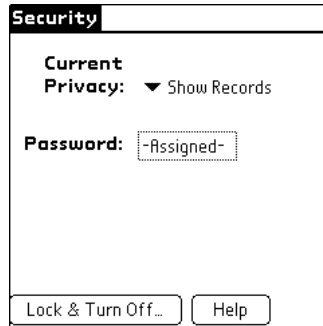
Figure 5-15. Assigned Password

2. Enter the current password and tap OK.

Figure 5-16. Enter your current password

3. Do one of the following:

  ♦ To change the Password, enter the new Password, and tap
    OK.

  ♦ To delete the Password, tap Delete.

Figure 5-17. Change or Delete Password

Locking your Handheld Computer

You can lock your handheld computer so that you need to enter your password to operate it.

> ✎ **Tip:** If you lock your handheld computer, you must enter the exact password to re-activate your unit. If you forget the password, you need to perform a hard reset to resume using your handheld computer. Performing a hard reset deletes all the records in your unit; however, you can restore all synchronized data at the next HotSync operation. Refer to Performing a Hard Reset in Chapter 7 for more information.

To lock your handheld computer with a password:

1. Perform a HotSync operation to synchronize the data between your handheld computer and your computer.

2. Assign a Password. Refer to Assigning a Password on page 5-16.

3. Tap Lock & Turn Off.

Figure 5-18. Lock & Turn Off

---

4. Tap Off & Lock.

System Lockout

(i) **This feature turns off your handheld and prevents others from using it without the password.**

Entering the password the next time you turn on your handheld will unlock it.

[Off & Lock] [Cancel]
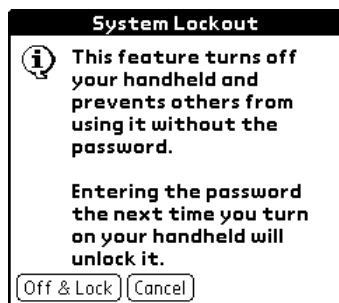
Figure 5-19. System Lockout

5. To start your handheld computer, turn it on, and then enter the password.

Recovering from a Forgotten Password

If you activated the Off & Lock feature and you forget your password, you can delete the password from your handheld computer. **Deleting a forgotten password also deletes all entries and files marked as Private.**

> ✎ **Tip:** If you synchronize with your computer before deleting a forgotten password, your handheld computer restores your private entries the next time you perform a HotSync operation, but it does not restore the password.

To delete a forgotten password:

1. Tap Password Assigned. Refer to Figure 5-15.

2. Tap Lost Password.

3. Tap Yes.
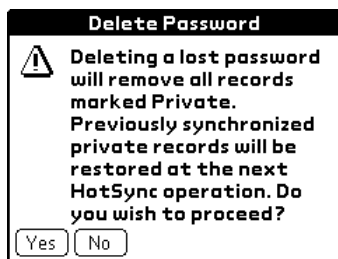
Figure 5-20. Delete Password

4. Perform a HotSync to restore your private entries.

To Do List

The To Do List is a convenient place to create reminders and prioritize the tasks that you have to do. A record in the To Do List is called an "item."

In To Do List, you can do the following:

♦ Make a quick and convenient list of things to do.

♦ Assign a priority level to each task.

♦ Assign a due date for any or all of your To Do List items.

♦ Assign To Do List items to categories so that you can organize and view them in logical groups.

♦ Sort your To Do List items either by due date, priority level, or category.

♦ Attach notes to individual To Do List items for a description or clarification of the task.

Creating a To Do List Item

1. Press the To Do List button, or tap the To Do List application icon in the Application Launcher.

2. Tap New.

3. Enter a description. The text can be longer than one line.

4. Tap the Priority number on the left side of the item and set the Priority number (1 is most important).
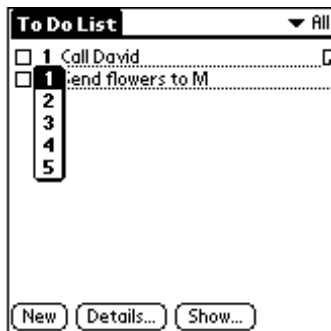
Figure 5-21. To Do List

❖ **Note:** When you create a new To Do List item, its Priority is automatically set to level 1. If you select another item first; however, the item you create appears beneath the selected item with the same Priority as the selected item.

5. Tap anywhere on the screen to deselect the To Do List item.

✎ **Tip:** You can also create a new item by writing in the Graffiti writing area while no other To Do List item is selected.

Changing a To Do List Item

1. Tap the text of the item you desire to change.

2. Tap Details.

To Do Item Details

Priority: **1** 2 3 4 5
Category: ▼ Unfiled
Due Date: ▼ No Date
Private: ☐

(OK) (Cancel) (Delete…) (Note)

Figure 5-22. To Do Item Detail

3. Edit any information required.

Priority − Sets the Priority of the item. 1 is the highest Priority.

Category − Files the item in the selected Category.

Due Date − Date the item is due to be finished.

Private − Hides the item when Hide Records is selected in the Security Application.

4. Tap OK.

✎ **Tip:** If you turn on the Show Due Dates option in the To Do Show Options dialog box, you can tap directly on the due date in the To Do List to open the Due Dates pick list.

Marking a To Do List Item Complete

To mark a To Do List item as
complete:

1. Tap the checkbox on the left
side of the Priority field.

ℨ **Tip:** You can set the To Do List Show Options to record the
date you completed an item, and you can choose to show or
hide completed items.

Deleting a To Do List Item

1. Select the item you want to delete.

2. Tap the Menu icon.

3. Tap Delete Item.

❖ **Note:** If you want to save a copy of the deleted item to an
archive file in Palm Desktop software, select the checkbox in
the confirmation dialog box.

4. Tap OK.

ℨ **Tip:** You can also delete an item by opening the To Do Item
Details dialog box, tapping Delete, and then tapping OK.

Memo Pad

Memo Pad provides a place to store information
that is not associated with the Date Book, Address
Book, or To Do List. A record in Memo Pad is
called a "memo." Each memo can contain up to
4000 characters. The number of memos you can
store is dependent only on the memory available
on your handheld computer.

In Memo Pad, you can do the following:

- ♦ Take notes or write any kind of message on your handheld
  computer .
- ♦ Drag and drop memos into popular personal computer
  applications like Microsoft Word when you synchronize using
  Palm™ Desktop software and HotSync® technology.
- ♦ Assign memos to categories so that you can organize and view
  them in logical groups.
- ♦ Write down phone numbers and other types of information.
  Later, you can copy and paste this information to other
  applications.

1. Press the Memo Pad button, or tap the Memo Pad icon in the
Application Launcher.

2. Tap New.

Figure 5-23. Memo

3. Using the Keyboard or the Graffiti writing area, enter the text you want to appear in the memo.

❖ **Note:** The first letter automatically capitalizes.
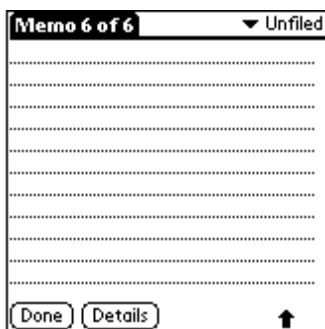
Figure 5-24. Memo

4. Tap Done.

✍ **Tip:** You can also create a new memo by writing in the Graffiti writing area from the Memo list screen.

Reviewing and Changing a Memo

1. In the Memo list, tap the text of the memo.

Figure 5-25. Memo List
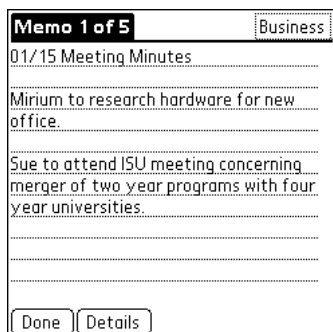
Figure 5-26. Memo Detail

2. Review or edit the text in the memo.

3. Tap Done.

Deleting a Memo

1. Select the memo you want to delete.

2. Tap the Menu Pad icon.

3. Tap Delete Memo.

   ❖ **Note:** If you want to save a copy of the deleted memo to an archive file in Palm Desktop software, select the checkbox in the confirmation dialog box.

4. Tap OK.

   ✎ **Tip:** You can also delete a memo by opening the Memo Details dialog box, tapping Delete, and then tapping OK.

Common Tasks

The tasks described in this section use the term "records" to refer to an individual item in any of the basic applications: a single Date Book event, Address Book entry, To Do List item, Memo Pad memo, or Expense item.

Creating Records

You can use the following procedure to create a new record in Date Book, Address Book, To Do List, Memo Pad, and Expense.

To create a record:

1. Select the application in which you want to create a record.

2. Tap New.

3. In Date Book only: Select start and end times for your appointment and tap OK.

4. Enter text for the record.

5. (Optional) Tap Details to select attributes for the record.

6. In Address Book and Memo Pad only: Tap Done.

There is no need to save the record because your handheld computer saves it automatically.

Editing Records

After you create a record, you can change, delete, or enter new text at any time. Two screen features tell you when your handheld computer is in editing mode:

- ♦ A blinking cursor
- ♦ One or more edit lines

Edit Menu

The Edit menu is available with any screen where you enter or edit text. In general, commands available in the Edit menu apply to text that you select in an application.

To select text in an application:

1. Tap the beginning of the text that you want to select.

2. Drag the stylus over the text to highlight it (in black).

> ❖ **Note:** You can drag across the text to select additional words, or drag down to select a group of lines.

The following commands may appear in an Edit menu:

Undo – Reverses the action of the last edit command. For example, if you used Cut to remove text, Undo restores the text you removed. Undo also reverses deletions done by using backspace.

Cut – Removes the selected text and stores it temporarily in the memory of your handheld computer. You can Paste the text you Cut into another area of the current application or into a different application.

Copy – Copies the selected text and stores it temporarily in the memory of your handheld computer. You can Paste the text that you Copy into another area of the current application or into a different application.

Paste – Inserts the text that you cut or copied at the selected point in a record. The text you Paste replaces any selected text. If you did not previously Cut or Copy text, Paste does nothing.

Select All – Selects all of the text in the current record or screen. This enables you to Cut or Copy all of the text and Paste it elsewhere.

Keyboard – Opens the onscreen keyboard. When you finish with the onscreen keyboard, tap Done.

Graffiti Help – Opens screens that show all the Graffiti character strokes. Use this command anytime you forget a stroke for a character.

Deleting Records

To delete a record in any of the basic applications:

1. Select the record you want to delete.

2. Tap the Menu icon.

3. Tap Record, then tap the Delete command:
   ♦ Date Book: Delete Event
   ♦ Address Book: Delete Address
   ♦ To Do List: Delete Item
   ♦ Memo Pad: Delete Memo
   ♦ Expense: Delete Item

A confirmation dialog box appears. If you want to save a copy of the deleted item to an archive file in Palm Desktop software, be sure that the checkbox is checked. If you do not want to save a copy, tap the checkbox to remove the check.

4. Tap OK.

If you choose to save a copy of the selected item, your handheld computer transfers it to the archive file on your desktop the next time you perform a HotSync operation.

Other Ways to Delete Records

You can also delete records in the following ways:

♦ In the Details dialog box of the application, tap Delete, and then tap OK.

♦ Delete the text of the record.

❖ **Note:** In Date Book, if you delete the text of a repeating event, you delete all instances of that event.

Purging Records

Over time, as you use Date Book, To Do List, and Expense, you accumulate records in these applications that have outlived their usefulness. For example, events that occurred months ago remain in the Date Book, and To Do List items that you marked as completed remain in the list, as do Expense items.

All these outdated records take up memory on your handheld computer, so it is a good idea to remove them by using Purge. If you think Date Book or To Do List records might prove useful later, you can purge them from your handheld computer and save them in an archive file.

Purging is not available in Address Book or Memo Pad, so delete outdated records from these applications.

To purge records:

1. Open the application.

2. Tap the Menu icon.

3. Tap Record, and then tap Purge.

4. A confirmation dialog box appears.

Date Book – Tap the pick list and select how old a record must be to be purged. Purge deletes repeating events if the last of the series ends before the date that you purge records.

> **Date Book, To Do List** – If you want to save a copy of the
> purged records to an archive file on your desktop, be sure
> that the checkbox is checked. If you do not want to save a
> copy, tap the checkbox to remove the checkbox.

5. Tap OK.

If you chose to save a copy of the purged records, your handheld
computer transfers them to an archive file on your desktop the next
time you perform a HotSync operation.

> ❖ **Note:** Purging does not happen automatically. You must tap
> the command to make it happen.

Chapter 6: Add-On Applications and Databases

Several applications come pre-installed on your HandEra handheld, including Address Book, Date Book, To Do List, and Memo Pad. Additional applications can be installed on your handheld. Your HandEra 330 supports thousands of third-party applications developed for Palm Powered devices.

There are three methods for installing add-on applications and databases – via HotSync, one of the expansion slots, or the IR Port.

Installing via HotSync

Copy or download the application you want to install into the Add-on folder in your Palm Desktop directory on your computer. If the application is compressed, expand it into the Add-on folder in your Palm Desktop directory

1. Double-click the Palm Desktop icon on your desktop.

2. Click Install.
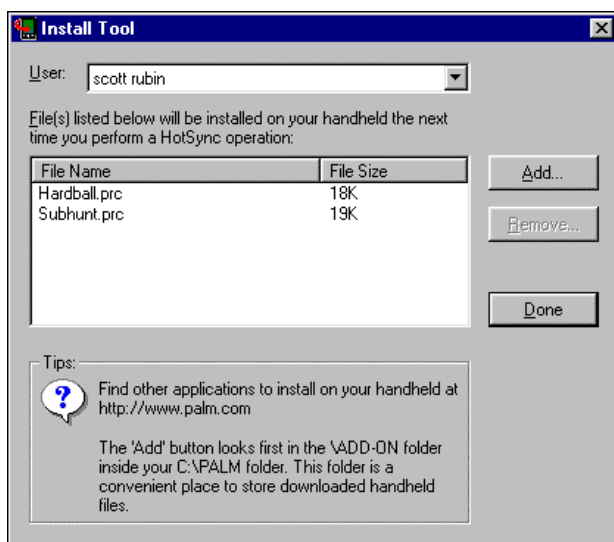
Figure 6-1. Install Tool

> ✎ **Tip:** You can also access the Install Tool dialog by selecting Install Tool from the Palm Desktop program group or by double-clicking any file with a PRC, PDB, or PNC file extension.

3. When the Open dialog box appears, select the application(s) you want to install on your handheld computer and then click Open.

4. Perform a HotSync operation to install the selected application(s) on your handheld computer.

The CD-ROM included with your purchase contains add-on applications for your HandEra handheld computer. Follow the onscreen instructions for installing these applications via HotSync.

Installing via the Expansion Slots

Using a CF Card or SD Card with your Computer

You can access a CF or SD memory card directly from a desktop computer. To access these cards, you need an SD or CF reader attached to your desktop computer. Refer to www.handera.com for information on obtaining one of these readers.
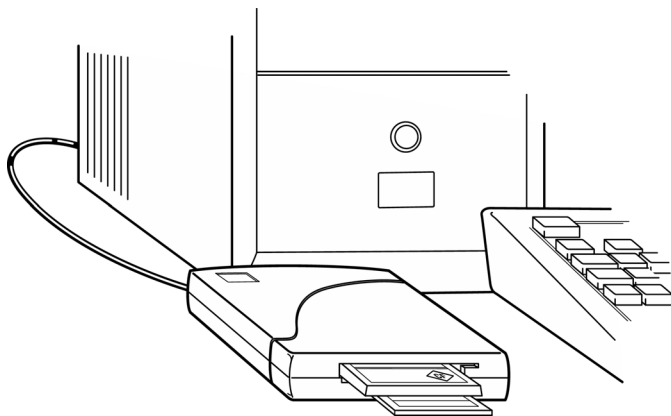
Figure 6-2. CF/SD Reader

In addition, special adapters are available which allow you to read CF and SD memory cards in your desktop's or laptop's drives. For example, a CF card with a Type II adapter can be inserted in a PC Card (PCMCIA) slot on a laptop. Refer to Figure 6-3.
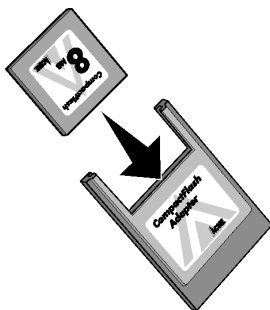
Figure 6-3. PCMCIA Adapter

After the CF or SD card has successfully been installed in one of these devices, the card can be accessed as a standard Windows drive. Click on the icon in the My Computer folder to display a listing of its files. You can then use CardPro to move an application into your handheld's memory.

Installing via the IR Port

You can use the IR (infrared) port on your HandEra handheld to beam applications and databases to another Palm powered device that is in close proximity and also has an IR port. You can beam:

♦ The record currently displayed the in Date Book, Address Book, To Do List, Note Pad (if installed on the other handheld), or Memo Pad.

♦ All records in the category currently displayed in the Address Book, To Do List, Note Pad (if installed on the other handheld), or Memo Pad.

♦ A special Address Book record you designate as your business card.

♦ An application installed in RAM memory.

❖ **Note:** You can also perform HotSync operations using the infrared port.

Beaming Data

To beam your record, category, or business card:

1. Locate the record or category you want to beam.

2. Tap the Menu icon.

3. Tap Record.

4. Tap the appropriate Beam command.

5. When the Beam Status dialog box appears, point the IR port on the top of your handheld at the IR port of the receiving handheld.

Wait for the Beam Status dialog box to indicate the transfer is finished.

❖ **Note:** You can beam your designated business card by pressing and holding the Address Book button until the Beam Status dialog box displays.

Beaming Applications

1. Tap the Applications icon.

2. Tap the Menu icon.

3. Tap Beam.

4. Tap the application you want to transfer.

   ❖ **Note:** Copy Protected applications display with a locked icon 🔒 and cannot be beamed.

5. Tap Beam.

6. When the Beam Status dialog box appears, point the IR port on the top of your HandEra at the IR port of the receiving handheld. Refer to Figure 6-4.

7. Wait for the Beam Status dialog box to indicate the transfer is finished.

Figure 6-4. Beaming Applications

Receiving Beamed Information

1.   Turn on your unit.

2.   Point the IR port on the top of your handheld at the IR port of the transmitting handheld.

3.   Tap Yes.

4.   Wait for the Beam Status dialog to indicate that the transfer is complete and tap OK.

Creating Your Business Card

You can create a customized business card for yourself and beam it to others so they do not have to manually enter your data.

1.   Create an Address Book record that contains the information you desire on your business card.

2.   Tap the Menu Bar icon.

3.   Tap Record.

4.   Tap Select Business Card.

5.   Tap Yes.

   ❖   **Note:** You can beam your designated business card by pressing and holding the Address Book button until the Beam Status dialog box displays.

Beaming Tips

♦ For best results, handhelds should be between 10 centimeters (approximately 4 inches) and 1 meter (approximately 39 inches) apart, and the path between the two handhelds must be clear of obstacles. Beaming distance to other Palm Powered handhelds may be different.

♦ Some applications are copy-protected and cannot be beamed. These applications display a lock icon.

♦ You can set the full-screen pen stroke to beam the current entry.

♦ You can draw the Graffiti Command stroke to activate the Command toolbar, and then tap the Beam icon.

♦ You can use the Graffiti Command stroke /B to beam the current entry.

Third-Party Applications

When selecting a third-party application, first look for any mention that the software supports the HandEra 330's QVGA high-resolution screen. If there is no mention that an application is low or high-resolution, then in all likelihood it is low-resolution. Your handheld supports most low-resolution applications, but high-resolution applications provide you with the best look and performance.

Screen Problems and Incompatible Third-Party Applications

Some low-resolution applications are incompatible with the current generation of Palm Powered devices. Such applications may appear garbled or corrupted on the display. These applications were developed for previous generations of Palm Powered devices, which had less memory and processing power. Developers would create applications that were hardware-dependent, geared for one specific unit. Unfortunately, such applications have become incompatible over time.

Methods for Handling Incompatible Applications

To handle incompatible applications, you may have to upgrade the application or run the application in a different Compatibility Mode.

Determining an Application's Version

Contact the developer and make sure you have the most recent version of the application.

1. Tap Applications.

2. Tap the application's icon.

3. Tap the Menu Bar icon.

4. Select the About option in one of the menu bars.

5. Write down the version number.

6. Contact the developer, and see whether a compatible version is available.

If a version is not available, you may wish to run the Application in Compatibility Mode, which draws the application in a smaller subsection of the display.

Compatibility Mode

It is possible to run certain applications in a different Compatibility Mode, which draws the application in a smaller subsection of the display.

1. Tap Applications.

2. Tap Prefs.

3. Tap the drop-down list in the top right corner and tap Applications.
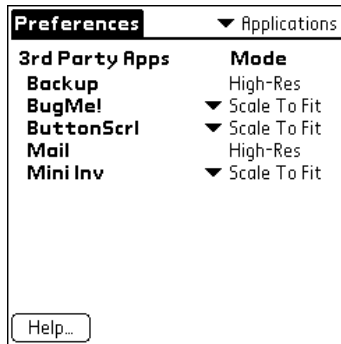
Figure 6-5. Application Preferences

4. Locate the incompatible application. Tap the drop-down list and select either **Upper Left** or **Centered**.
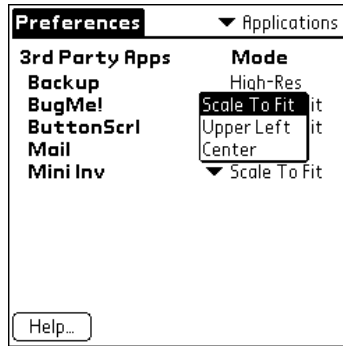
Figure 6-6. Mode

❖ **Note:** You may have to try both options to see if they work.

5. Tap the Application icon.

6. Tap the application's icon.

The application should now be running in a subsection corner or centered on the display.

Expense and Mails Add-On Applications

Two of the add-on applications contained on the CD-ROM included with your purchase are Expense and Mail. Follow the onscreen instructions for installing these applications to your HandEra handheld.

Expense

Expense is an application that enables you to record the date, expense type, and the amount that you spent. A record in Expense is called an "item." You can sort your Expense items into categories or add other information that you want to associate with the item.

To create an Expense item:

1. Tap the Applications icon.

2. Tap Expense.

3. Tap New.
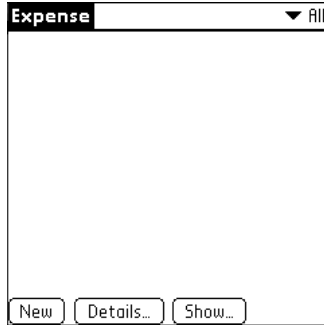
Figure 6-7. Expense

> ✎ **Tip:** You can also create a new Expense item by writing on
> the number side of the Graffiti writing area while in the
> Expense List screen. The first number you write begins your
> new Expense item.

4. Enter the amount of the expense.

Figure 6-8. New Expense

5. Tap the Expense type pick list and select a type from the list.

Figure 6-9. Expense type

❖ **Note:** As soon as you select an Expense type, your handheld computer saves your entry. If you do not select an Expense type, it does not save the entry.

✎ **Tip:** A quick way to create a new Expense item is to make sure that no Expense item is selected in the Expense List, write the first letter(s) of the expense type, and then write the numerical amount of the Expense item. This technique takes advantage of the automatic fill feature.

Changing the Date of an Expense Item

Initially, Expense items appear with the date on which you entered the item. You can use Expense to change the date associated with any Expense item.

To change the date of an Expense item:

1. Tap the Expense item you want to change.

2. Tap the date of the selected item. Refer to Figure 6-8.
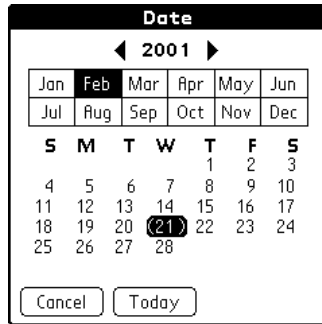
Figure 6-10. Calendar

3. Tap the new date. Refer to Figure 6-10.

Entering Receipt Details

Expense provides a variety of options that you can associate
with an item. These options appear in the Receipt Details
dialog box.

To open the Receipt Details dialog box:

1. Tap the Expense item to which you want to assign details.

2. Tap Details.
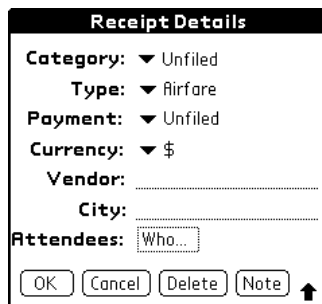
Figure 6-11. Receipt Details

Select any of the following options:

Category – Filing location.

Type – Opens a pick list of Expense types.

Payment – Lets you choose the payment method used to pay the
   Expense item. If the item is prepaid (such as airline tickets
   supplied by your company), you can choose Prepaid to place
   your expense in the appropriate company-paid cell of your
   printed expense report spreadsheet.

Currency – Enables you to choose the type of currency used to pay
   the Expense item. The default currency unit is defined in the
   Preferences dialog. You can also display up to four other
   common types of currency.

Vendor and City – Lets you record the name of the vendor (usually
   a company) associated with the expense and the city where the
   expense was incurred. For example, a business lunch might be at
   Rosie's Cafe (Vendor) in San Francisco (City).

Attendees – Add names to expense records.

Customizing the Currency Pick List

You can select the currencies and symbols that appear in the
Currency pick list.

To customize the Currency pick list:

1. Tap the Currency pick list in the Receipt Details dialog box, and
then select Edit currencies.
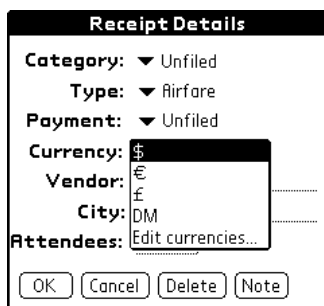
Figure 6-12. Currency

2. Tap each Currency pick list and select the country whose
currency you want to display on that line.

Figure 6-13. Edit Currencies

3. Tap OK to close the Select Currencies dialog box.

4. Tap OK.

Defining a Custom Currency Symbol

If the currency you want to use is not in the list of countries, you can create your own custom country and currency symbol.

To define a custom currency symbol:

1. Tap the Menu icon.

2. Tap Options, then tap Custom Currencies.

Figure 6-14. Custom Currencies

3. Tap one of the four Country boxes.
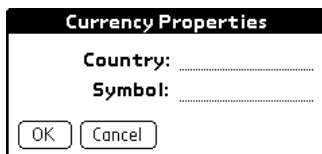
Figure 6-15. Currency Properties

4. Enter the name of the Country and the Symbol that you want to appear in Expense.

5. Tap OK to close the Currency Properties dialog box.

6. Tap OK.

❖ **Note:** If you want to use your custom currency symbol as the default for all Expense items, select the symbol in the Preferences dialog box. If you want to use your custom currency symbol only for a particular Expense item, select the symbol in the Receipt Details dialog box associated with that item.

Show Options

Show Options define the sort order and other settings that relate to your Expense items.

To open the Show Options dialog box:

1. In the Expense List, tap Show.

2. Select any of the options.
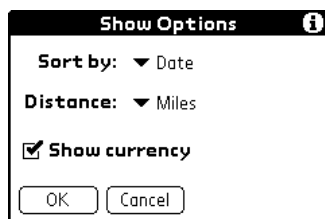
Figure 6-16. Show Options

Sort by – Enables you to sort expense items by Date or Type.

Distance – Enables you to display Mileage entries in Miles or Kilometers.

Show currency – Shows or hides the currency symbol in the Expense List.

Transferring your Data to Microsoft Excel

After you enter your expenses into the Expense application on your handheld computer, Palm Desktop software enables you to view and print the data with your personal computer.

> ❖ **Note:** You need Microsoft Excel version 5.0 (or later) to view and print your Expense data using one of the provided templates. Microsoft Excel is not included with the handheld computer package. The procedures in this section also assume that you have installed Palm Desktop software.

Creating or Printing an Expense Report

Palm Desktop software makes it quick and easy to view and print your Expense data in a Microsoft Excel spreadsheet.

To create or print an expense report:

1. Perform a HotSync operation to transfer your latest Expense data to your personal computer.

2. Click Expense in Palm Desktop software to open Microsoft Excel and the Expense Report configuration dialog box.

> ❖ **Note:** If you launch Expense from the Start menu instead of Palm Desktop software, you must first choose your handheld computer user name.

3. Click the expense category.
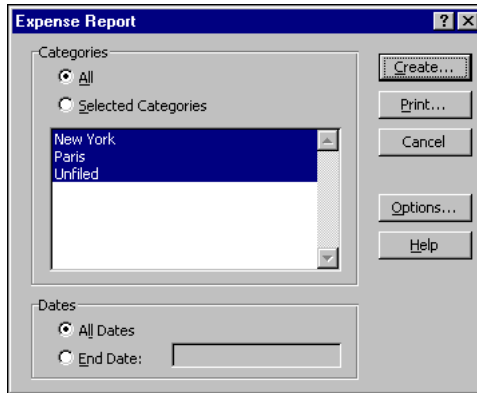
Figure 6-17. Expense Report

 ✑ **Tip:** To print the expenses associated with all of your Expense categories, select All in the Categories group.

4. If you want to define an end date for the expense report, enter the date in the End Date box.

 ❖ **Note:** If you do not specify an End Date, all expense entries for the selected categories appear — up to the date of the last HotSync operation.

Do one of the following:

♦ **Print** – Display the expense report in the Print Preview window, and then click Print in the Microsoft Excel window to print your expense report.

♦ **Create** – Display a Microsoft Excel spreadsheet containing your expense data. Your data appears in Microsoft Excel spreadsheet form. You can enter information, make formatting changes, and save and print the file in the normal manner.

Using Expense Report Templates

Palm Desktop software includes several expense report
templates. When you use one of these templates, you can
edit your expense data in Microsoft Excel.

The templates have the extension .xlt and are stored in the template
folder in the Palm Desktop software directory on your personal
computer. To see what a template looks like before you use it, open
the template in Microsoft Excel. For example, the template
Sample2.xlt looks like Figure 6-18.

Figure 6-18. Expense Report Example

If you want to streamline or customize your expense reports, you can change these templates. For example, you can add your company name to a template.

To view the expense data using a Microsoft Excel template:

1. Display your expense data in a Microsoft Excel spreadsheet as described in the previous procedure.

2. Click Options.
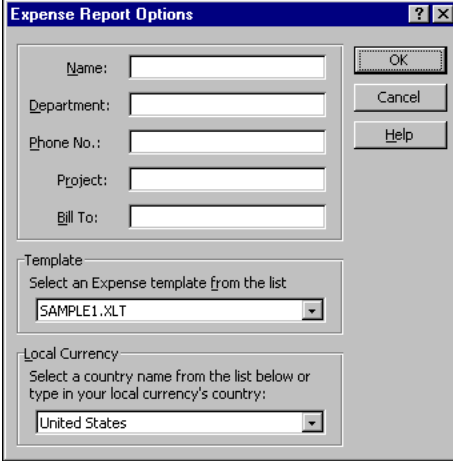
Figure 6-19. Expense Report Options

3. Enter Name, Department, and other information as necessary for your expense report.

4. Click the Template drop-down menu; then select an expense template.

  ❖ **Note:** It is possible to create your own custom expense template and have it appear in the Templates menu.

5. Click OK.

Expense Menus

Expense menus are shown here for your reference, and Expense features that are not explained elsewhere in this book are described here.

Record Menu

```
| Record | Edit  Options |
| Delete Item...    ✓D |
| Purge             ✓E |
```

Options Menu

```
| Record  Edit  Options |
|   Preferences...        ✓R |
|   Custom Currencies...  ✓Y |
|   About Expense             |
```
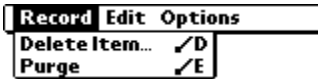
Preferences

Use automatic fill – Select an Expense type by writing the first letter of an Expense type in the Graffiti writing area. For example, if you write the letter "T," it enters the "Taxi" Expense type. Writing "T" and then "E" enters "Telephone" which is the first Expense type beginning with the letters "TE."

```
| Preferences       ℹ |
| ☑ Use automatic fill when |
|     entering data         |
| Default Currency: ▼ $     |
| ( OK )  ( Cancel )        |
```
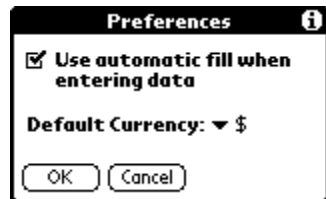
Default currency – Sets the default currency symbol for Expense.

About Expense – Shows version information for Expense.

Mail

This section details the Mail application. Using your handheld computer, you can read, reply to, compose, and delete e-mail from your desktop e-mail application while you are away from your desk.

Mail lets you manage the e-mail that you send and receive through the e-mail application on your personal computer. You can read, reply to, compose, and delete e-mail on your handheld computer. To send or receive e-mail, you must perform a HotSync operation either locally, using the cradle, or remotely, using a modem.

The key to Mail is that it truly synchronizes the mail in the Inbox of your desktop e-mail application with the mail on your handheld computer.

For example, if you delete e-mail items from Mail, your next HotSync operation also deletes the e-mail items from your desktop e-mail application, so you never have to delete e-mail items twice. Similarly, if you read an e-mail item on your handheld computer and leave it in your Inbox, your next HotSync operation marks it as read in your desktop e-mail application.

In Mail, you can perform the following:

- ♦ View, delete, file, and reply to incoming mail.
- ♦ Create outgoing e-mail items and drafts of e-mail items.
- ♦ Create simple or complex filters, which allow you to decide the type of e-mail that your handheld computer retrieves from your desktop e-mail application.
- ♦ Use your handheld computer in its cradle to send and retrieve e-mail items from your desktop e-mail application.

Setting up Mail on the Desktop

Before you use Mail for the first time, make sure your desktop e-mail application is up and running. You must also set up Palm Desktop software for use with your desktop e-mail application.

Your handheld computer supports a number of desktop e-mail applications, such as Microsoft Exchange (version 4.0 or higher), Eudora (version 3.0.3 or higher), and Lotus cc:Mail (versions 2.5, 6.0, and 7.0). You can see the full list of the supported applications when you set up Mail.

If your desktop e-mail application does not appear on the list, you may still be able to manage your desktop e-mail application from your handheld computer by means of special connection software, called a conduit, that lets you synchronize your desktop e-mail application and your handheld computer. Contact the vendor of your e-mail application for more information.

> ❖ **Note:** The following instructions assume that you have already installed Palm Desktop software on your personal computer and that you did not set up Mail during the installation. If you have not yet installed the Palm Desktop software, the installation procedure prompts you to set up Mail as part of the Palm Desktop software installation.

To set up Mail:

1. Click Start in the Windows taskbar.

2. Select>Programs>Palm Desktop>Mail Setup to begin setup.

3. Follow the instructions onscreen to set up your handheld computer for use with your desktop e-mail application.

To select the HotSync options:

Click the HotSync icon in the Windows system tray (bottom-right corner of the taskbar).

1. Choose Custom.

    ✎ **Tip:** You can also choose Custom from the HotSync menu in Palm Desktop software.

2. Select Mail in the list box.

3. Click Change.
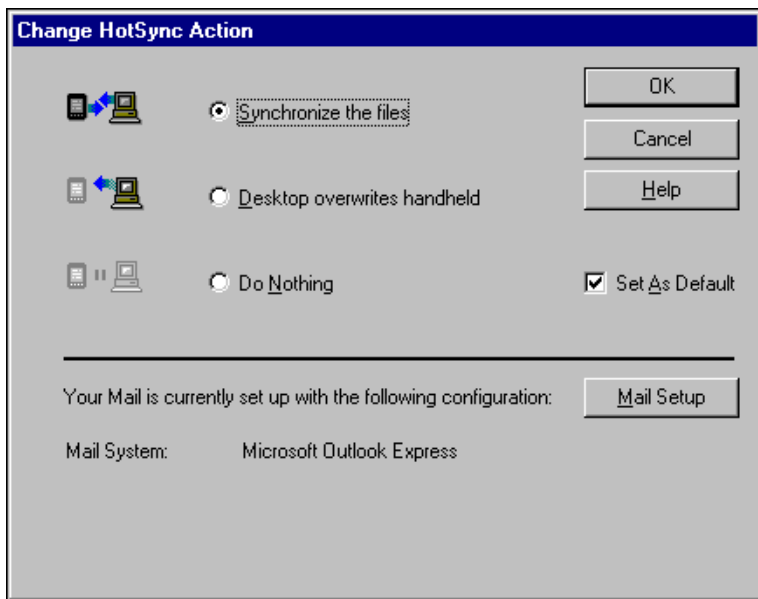
Figure 6-20. Change HotSync Action

4. Click one of the following settings:

    Synchronize the files – Synchronizes the mail on your handheld computer and your desktop e-mail application.

Desktop overwrites handheld – Replaces the mail on your
handheld computer with the mail in your desktop e-mail
application. You should use this option only if, for some
reason, the two inboxes get out of sync. This setting applies
for only one HotSync operation and then reverts back to the
default setting.

Do Nothing – Turns off communication between your handheld
computer and desktop e-mail application. This setting
applies for only one HotSync operation and then reverts back
to the default setting.

Set As Default – Changes the default setting on an ongoing
basis. (When you first set up Mail, Synchronize the files is
the default setting.)

✎ **Tip:** To turn off Mail, select Do Nothing and then select the
Set As Default checkbox.

To change your Mail setup options:

1. Click the HotSync icon in the Windows system tray.

2. Choose Custom.

✎ **Tip:** You can also choose Custom from the HotSync menu in
Palm Desktop software.

3. Select Mail in the list box.

4. Click Change.

5. Modify your settings as needed.

6. Click OK.

Synchronizing Mail with your E-mail Application

After you enable and configure Mail, you need to perform a
HotSync operation to synchronize Mail with your desktop
e-mail application.

Opening the Mail Application on your Handheld Computer

To open Mail:

1. Tap the Applications icon.

2. Tap the Mail icon.

Viewing E-mail Items

The Message List displays a list of your incoming e-mail items, who
sent them, and the date they were received. Mail indicators include:

♦ E-mail items you have read have a check next to them.

♦ High-priority e-mail items appear in bold.

Figure 6-21. Mail List

To open an e-mail item:

Mail

1. Tap an e-mail item to open it.

Header icons
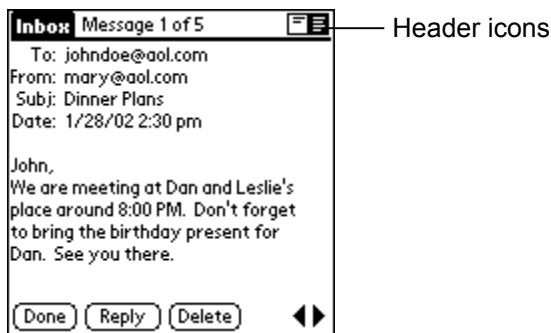
Figure 6-22. Inbox Message

To close an e-mail item:

1. Tap Done to close the e-mail item.

Displaying Full Header Information

By default, Mail displays abbreviated header information, which comprises only the From: and Subj: fields. The full header provides complete information about the sender, receiver, and copied recipients, in addition to the subject and date that the e-mail item was created. Mail uses the header type you select for all your e-mail items.

To display full header information:

1. Open an e-mail item.

2. Tap the Complete Header icon.

> ✍ **Tip:** To redisplay the abbreviated header, tap the Abbreviated Header icon.

Creating E-mail Items

You create e-mail items with your handheld computer the same way you create e-mail with your desktop e-mail application: you identify the recipient(s) of the e-mail item, define a subject, and create the body of the e-mail item.

You create original e-mail items and replies in the New Message screen. All e-mail items must, at the very least, contain information in the To: and Subj: fields.

To create an e-mail item:

1. Tap New.

Figure 6-23. Mail

   ✎ **Tip:** You can also create an e-mail item by tapping New from the Message menu.

2. Enter the e-mail address of the recipient in the To: field.

Figure 6-24. New Message

❖ **Note:** Enter the address as if you were entering it from your desktop e-mail application. For example, network users sending an e-mail item to a user on the same network do not need to add Internet information, such as @mycorp.com.

3. To send a copy of this e-mail item to additional recipients, tap the CC: field, and then enter the e-mail addresses of the additional recipients, separating the addresses with a comma followed by a space.

4. Tap the Subj: field and enter a subject for your e-mail item.

5. Tap the Body: field and enter the text of your e-mail item.

✎ **Tip:** If the address, CC, subject, or body exceeds the capacity of the screen display, tap the name of the field (for example, tap "To:") to expand that field. Tap the Done button to return to the New Message screen.

To reply to an e-mail item:

Tap an e-mail item in the Message List to display it onscreen.

1. Tap Reply.

2. Select whom you want to receive the reply: Sender only, All recipients, or someone who did not see the original e-mail item (Forward).

Figure 6-25. Reply Options

3. Select whether you want to Include original text or Comment original text.

4. Tap OK.

5. Enter the text of your reply.

   ✍ **Tip:** You have several options including setting the priority.

6. Tap Send to place your reply in the Outbox.

Looking up an Address

To identify the recipient of an e-mail item, you need to enter that person's e-mail address. You can do this either by entering the data directly into the field or by using the Look Up command to access the information in your Address Book.

To look up an e-mail address:

1. Tap either the To: or CC: field name to expand it.

2. Enter the first few letters of the last name of the person whose address you want to find.

3. Tap Lookup.

Figure 6-26. Lookup

4. If the letters you enter identify a unique listing from your Address Book, your handheld computer completes the address for you. If not, the Lookup dialog box appears and lists all records that contain information in an E-mail field.
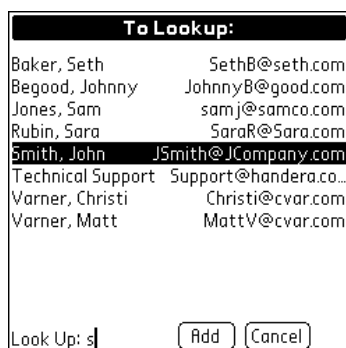
Figure 6-27. Mail Lookup

✎ **Tip:** You can also open the Look Up dialog box in the New Message screen by tapping Lookup from the Options menu or by using the Graffiti Command stroke /L.

5. Enter the first letter of the entry you want to find to scroll to the first entry that begins with that letter. If you write an additional letter, the list scrolls to the first entry that starts with those two letters. For example, writing an "s" scrolls to "Sanders," and writing "sm" scrolls to "Smith."

6. Tap an address to select it.

7. Tap Add.

Adding Details to E-mail Items

Before you send your e-mail item, you can attach additional attributes to it, such as a Signature or a Priority level. These features are dependent on the desktop e-mail application you use. If your application does not support the attribute you select, your handheld computer cannot attach that attribute to the e-mail item.

The following details are available:

Priority – Flags an e-mail item as High, Normal, or Low priority.

BCC – Creates a blind carbon copy field in the New Message screen.

Signature – Attaches previously defined text as the closing of an e-mail item.

Confirm Read – Requests a confirmation telling you when the e-mail item was read.

Confirm Delivery – Requests a confirmation telling you when the e-mail item was delivered.

> ❖ **Note:** The Priority and BCC settings are valid only for the current e-mail item and must be set for each item you create.

Setting a Priority

To set a Priority for your e-mail item:

1. In the New Message screen, tap Details.

New Message

To:	
CC:	
Subj:	
Body:	

(Send) (Cancel) (Details…)

Figure 6-28. Details

2. Tap the Priority pick list and select the priority you want.

Message Details ℹ

Priority:	▼ Normal
BCC:	☐
Signature:	☐
Confirm Read:	☐
Confirm Delivery:	☐

(OK) (Cancel)

Figure 6-29. Message Details

Figure 6-30. Priority

3. Tap OK.

⊳ **Tip:** Your handheld computer can flag e-mail items with a specific Priority only if your desktop e-mail application supports this feature.

Sending a Blind Carbon Copy

To add a BCC field to your e-mail item:

1. In the New Message screen, tap Details.

2. Tap the BCC checkbox to select it.

3. Tap OK.
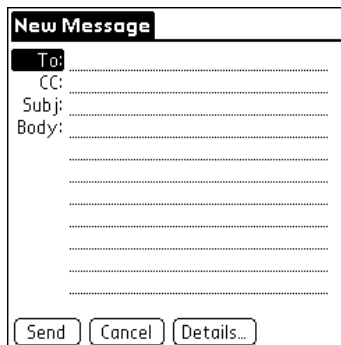
Figure 6-31. BCC

4. Tap the BCC: field and enter an address.

Adding a Signature to Your E-Mail Item

A signature consists of information about yourself that is appended to your e-mail item as its closing. For example, a signature can contain your name, address, phone and fax numbers, and any other text you want to include. By defining such information as a signature, you save yourself the trouble of having to enter it every time you create an e-mail item.

Adding a signature to your message is a two-part process. First, you create your signature. Then you select the Signature option.

To create a Signature:

1. Tap the Menu icon.

2. Tap Options, and then tap Preferences.

3. Tap the Signature text field and enter the text of your signature.
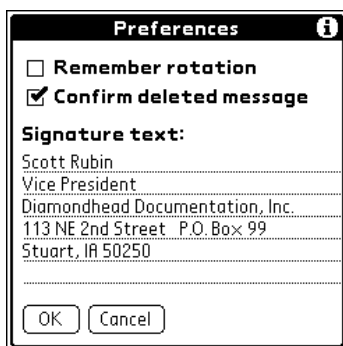
Figure 6-32. Signature

4. Tap OK.

To add a signature to your e-mail item:

1. In the New Message screen, tap Details.

2. Tap the Signature checkbox to select it and add your signature to the e-mail item.

> ❖ **Note:** The checkbox stays selected, so all subsequent e-mail items you create will also contain your signature until you deselect the Signature option.

3. Tap OK.

> ❖ **Note:** The signature does not display in your e-mail item; only your recipient sees the signature.

Requesting Confirmations

To receive a confirmation when your e-mail item is read:

1. In the New Message screen, tap Details.

2. Tap the Confirm Read checkbox to select it.

3. Tap OK.

To receive a confirmation when your e-mail item is delivered:

1. In the New Message screen, tap Details.

2. Select the Confirm Delivery checkbox to select it.

3. Tap OK.

Storing E-mail to be Sent Later

When you send e-mail from your handheld computer, it actually
stores the e-mail in the Outbox folder until the next time you
synchronize your handheld computer with your personal computer.
During synchronization, all e-mail stored in the Outbox folder is
transferred to the Outbox folder in your desktop e-mail application.
E-mail created on your handheld computer is sent out the next time
that you send mail from your desktop e-mail application.

To send e-mail:

1. After you create an e-mail item, tap Send.

Editing Unsent E-mail

You can make changes to an e-mail that has not yet been
sent, as long as you have not yet performed a HotSync
operation. When you edit an e-mail item, your handheld
computer removes the item from the Outbox folder and takes you
back to the New Message screen, where you can edit the item and
resend it, save it as a draft, or delete the item.

To retrieve an e-mail item:

1. In the Message List, tap Outbox from the pick list in the upper-
right corner.
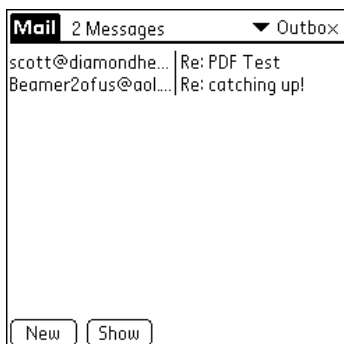
Figure 6-33. Outbox

2. Tap the e-mail item you want to retrieve.

3. Tap Edit.

```
┌─────────────────────────────────┐
│ Outbox                      ▉▤  │
│ Subj: Re: PDF Test            ▲ │
│                               ┃ │
│ Scott Rubin wrote on 4/10/01 8:30 am: │
│                               ┃ │
│ Let me know the results of the PDF │
│ test.                         ┃ │
│                               ┃ │
│ Scott Rubin                   ┃ │
│ Vice President                ┃ │
│ Diamondhead Documentation, Inc. ▼│
│ ┌─────┐ ┌──────┐ ┌──────┐      │
│ │Done │ │ Edit │ │Delete│  ◀ ▶ │
│ └─────┘ └──────┘ └──────┘      │
└─────────────────────────────────┘
```
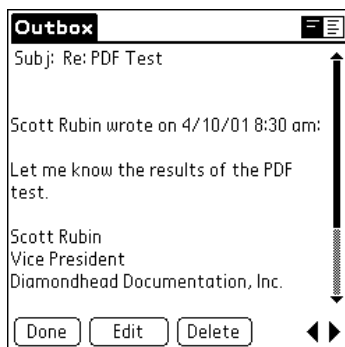
Figure 6-34. Edit Message

Draft E-mail

Sometimes you may not want to send an e-mail item immediately. For example, you may want to add additional information before sending it. Your handheld computer stores such e-mail items in the Draft folder until you are ready to edit them again.

❖ **Note:** When you're creating or editing an e-mail item, you can also save the item as a draft by canceling it. When you cancel an item, your handheld computer opens a dialog asking if you want to save the e-mail item. If you tap Yes, your handheld computer saves the item in the Draft folder.

To save an e-mail item as a draft:

1. Create an e-mail item.

2. Tap the Menu icon.

3. Tap Message, and then tap Save Draft.

To edit an e-mail item saved as a draft:

Mail

1. In the Message List, tap Draft from the pick list in the upper-right corner.

Figure 6-35. Draft

2. Tap the draft you want to display.
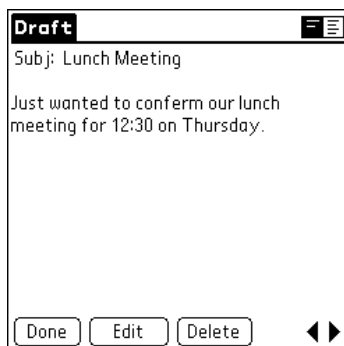
Figure 6-36. Draft Message

3. Tap Edit.

4. Enter your changes; then either save the e-mail item again as a draft, or tap Send to move the item to your Outbox folder.

Filing E-mail

Your handheld computer can store e-mail you receive or create in the Filed folder. The contents of this folder do not automatically synchronize with your desktop e-mail application during a HotSync operation. Your handheld computer, however, stores a backup copy of the Filed folder on your personal computer's hard disk.

To file e-mail:

1. Open an e-mail item.

2. Tap the Menu icon.

3. Tap Message, and then tap File.

4. Tap No to save the e-mail item and move it to the Filed folder, or tap Yes to file the item and keep a copy in the Inbox.

To remove e-mail from the Filed folder:

1. In the Message List, tap Filed from the pick list in the upper-right corner.

2. Tap the e-mail item you want to restore.

3. Tap Edit to display and modify the item.

    ✎ **Tip:** After you display and modify the e-mail item, you can send it, save it as a draft, or return it to the Filed folder.

Deleting E-mail

Your handheld computer stores deleted e-mail in the Deleted folder until you perform the next HotSync operation. If you delete an e-mail item from the handheld computer, it is also deleted from your desktop e-mail application when you perform the next HotSync operation.

To delete e-mail:

1. Open the e-mail item you want to delete.

2. Tap Delete.

3. If you selected the Preferences option to confirm deletion, tap Yes.

Removing E-mail from the Deleted Folder

You can reverse the deletion of an e-mail item (by removing it from the Deleted folder) as long as you have not performed a HotSync operation or purged the contents of the Deleted folder.

To remove an e-mail item you received from the Deleted folder:

1. In the Message List, tap Deleted from the pick list in the upper-right corner.

2. Tap the e-mail item you want to restore.

3. Tap Undelete to move the selected item to the Inbox and mark it as read.

To remove an e-mail item you created from the Deleted folder:

1. In the Message List, tap Deleted from the pick list in the upper-right corner.

2. Tap the e-mail item you want to restore.

3. Tap Edit to display and modify the item.

    ❖ **Note:** After you display and modify the e-mail item, you can send it or save it as a draft.

Purging Deleted E-mail

Because your handheld computer stores deleted e-mail in the Deleted folder until you perform a HotSync operation, deleted e-mail can monopolize storage space. To avoid or correct this problem, purge the contents of your Deleted folder. E-mail that you purge is still deleted from your desktop e-mail application when you perform the next HotSync operation.

To purge the contents of the Deleted folder:

1. Tap the Menu icon.

2. Tap Message, and then tap Purge Deleted.

3. Tap Yes.

    ❖ **Note:** You cannot restore e-mail items after you purge them.

Message List Options

Message List options enable you to manage the way the Message List displays information.

Folders

Your handheld computer provides folders for categorizing your mail. The Message List displays the e-mail items in the folder you select.

To select a folder:

1. Tap the pick list in the upper-right corner to open the list of folders:

   Inbox – Contains the e-mail from your desktop e-mail application Inbox, minus any that you have excluded using filtering options.

   Outbox – Contains the e-mail you created and sent on the handheld computer since the last HotSync operation.

   Deleted – Contains the e-mail you deleted since the last HotSync operation.

   Filed – Contains the e-mail you want to store on the handheld computer.

   Draft – Contains the e-mail you created using the handheld computer but are not yet ready to send.

2. Select the folder you want to display in the Message List screen.

Date Column

The Date column is optional in the Message List. By default, the Date column is hidden to increase the available screen space.

To show the Date column:

1. In the Message List, tap Show.
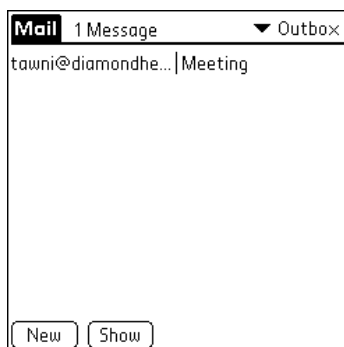
Figure 6-37. Message List

2. Tap the Show Date checkbox to select it.

Figure 6-38. Show Options

3. Tap OK.

Sorting the Message List

You can sort e-mail items by the date sent, by sender, or by subject.

> ❖ **Note:** High-priority e-mail items always appear first, no matter how you sort the list.

To sort the Message List:

1. In the Message List, tap Show.

2. Tap the Sort by pick list and select one of the following options:

    Date – Sorts e-mail by date and displays the most recent e-mail item at the top of the screen.

    Sender – Sorts e-mail by the sender's user name and displays items in ascending alphabetical order, based on the first word of the From: field.

    Subject – Sorts e-mail by the subject and displays items in ascending alphabetical order, based on the first word of the Subj: field.

3. Tap OK.

HotSync Options

HotSync options enable you to manage your e-mail more effectively by selecting which e-mail items download when you synchronize your personal computer and your handheld computer. You can define different settings for local and remote synchronization.

For example, you may want to download all of your e-mail during local synchronization and only urgent e-mail during remote synchronization. Once defined, your handheld computer determines if synchronization is occurring locally or remotely and uses the appropriate settings for the HotSync operation.

To open the HotSync Options dialog box:

1. Tap the Menu icon.

2. Tap Options, and then tap HotSync Options.

3. Tap the Settings for pick list and select Local HotSync or Remote HotSync.
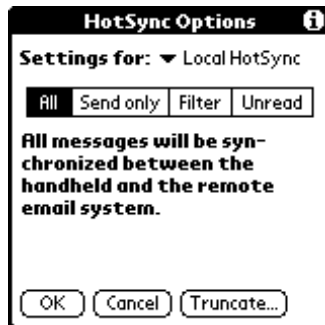

Figure 6-39. HotSync Options

4. Tap the filtering option you want to apply:

All – During synchronization, all e-mail items in your desktop e-mail Inbox synchronize with your handheld computer, and all e-mail items in your handheld computer Outbox are sent to your desktop e-mail application.

Send Only – During synchronization, only the e-mail items in your handheld computer Outbox are sent to your desktop e-mail application; from there, they are sent to their destinations.

Filter – During synchronization, all e-mail items in your handheld computer Outbox are sent to your desktop e-mail application, and items in your desktop e-mail Inbox that meet specific criteria download to your handheld computer. When you select the Filter setting, the HotSync Options dialog box opens and displays additional filter settings.

Unread – During synchronization, only unread e-mail items download to your handheld computer from your desktop e-mail Inbox, and all items in your handheld computer Outbox are sent to your desktop e-mail application.

❖ **Note:** The All setting does not mean that all information included in each e-mail item downloads to your handheld computer. Truncation settings (explained in a following section) for long e-mail items still apply. Also, Mail never downloads any attachments to your handheld computer. The e-mail item and any text information appear, but the attachment is left in your desktop e-mail application.

5. If you selected All, Send only, or Unread, tap OK. If you selected Filter, continue to the next section.

Creating Special Filters

You can create special filters to control the type of e-mail items that download to your handheld computer during synchronization. Special filters work on the premise of ignoring or retrieving items that contain specific information in their header fields.

To create a special filter, you must decide whether you want to ignore or retrieve certain e-mail items. Then, based on that decision, you must tell your handheld computer what it needs to look for in the To:, From:, and Subj: fields to single out those e-mail items.

To access the special filter settings:

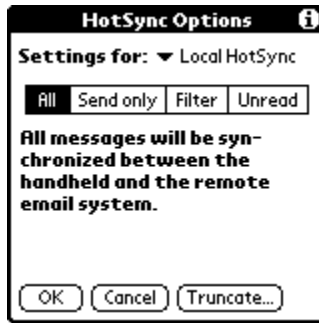**1.** Tap the Filter box in the HotSync Options dialog box.
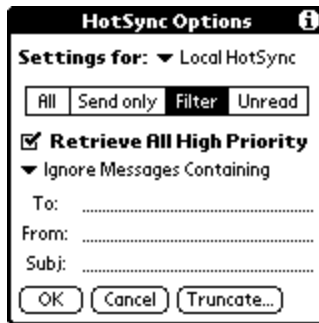

Figure 6-40. Filters

Figure 6-41. Retrieve

Ignoring or Receiving E-mail

The first step in establishing a special filter is to determine whether you want to ignore or retrieve e-mail that matches the information you specify.

To define whether to ignore or receive e-mail:

1. Tap the pick list in the center of the HotSync Options dialog box and select one of the following settings:

Figure 6-42. Ignore Messages Containing

Ignore Messages Containing – Tells your handheld computer to exclude the e-mail items that meet the criteria you define and download all other e-mail items during synchronization. In general, this filter downloads more e-mail during synchronization because it blocks only one defined subset of e-mail.

Retrieve Only Msgs Containing – Tells your handheld computer to include only the e-mail items that meet the criteria you define and to ignore all other e-mail items during synchronization. This filter has the potential to block more e-mail during synchronization because it downloads only one subset of e-mail.

Defining Filter Strings

E-mail items are filtered based on the information contained in their To:, From:, and Subj: fields. The information that defines what your handheld computer is looking for is called a filter string. You create a filter string by listing the words you want your handheld computer to find and separating them with either a comma or a space. Each word in the filter string is joined by an implicit OR, so you do not need to enter logical connectors like AND or OR.

To create a more complex filter, you can define filter strings for the To:, From:, and Subj: fields simultaneously. Your handheld computer joins the filter strings for these fields using an implicit AND; once again, you do not need to add the logical connector. Your handheld computer does that for you.

For example, suppose you want to receive only e-mail items from John Smith (jsmith@aol.com) or Jack Jones (jjones@aol.com) concerning the Apollo Project. You would create the following filter strings:

> **In the To:** field: jsmith@aol.com, jjones@aol.com

> **In the Subj:** field: Apollo Project

Your handheld computer interprets this as, "Accept e-mail items about the Apollo Project from John Smith or Jack Jones. Do not accept e-mail items from other people. Do not accept e-mail items from John or Jack about any other subject."

When you define a string, note that your handheld computer searches for any instance of that sequence of characters. For example, if you create a filter that retrieves only e-mail items containing the string "info," your handheld computer considers "info," "rainforest" and "kinfolk" appropriate matches.

To define a filter string:

1. Tap a header field in the HotSync Options dialog box.

HotSync Options

Settings for: ▼ Local HotSync

| All | Send only | Filter | Unread |

☑ **Retrieve All High Priority**
▼ Ignore Messages Containing

To: joe@isp.com

From: ....

Subj: ....
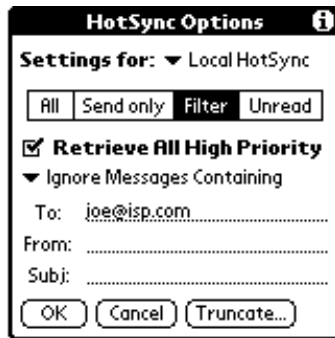
(OK) (Cancel) (Truncate...)

Figure 6-43. Filter String

2. Enter your filter string, using commas or spaces to separate the words. Do not add connectors, such as AND or OR, between words in a string.

3. If your string exceeds the length of the field, tap the name of the field to display the Notes screen for that header field.
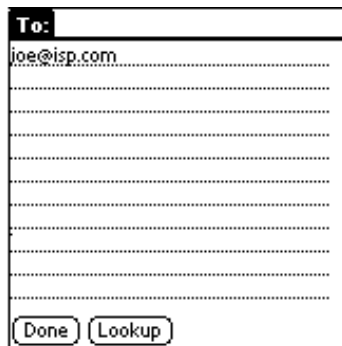
To:

joe@isp.com ....

(Done) (Lookup)

Figure 6-44. Notes Screen

4. Tap Done to return to the HotSync Options dialog box.

5. Tap OK.

High Priority E-mail

The Retrieve All High Priority setting lets you retrieve e-mail items marked high-priority, even if a defined filter would have blocked those items.

To retrieve high priority e-mail items:

1. Tap the Filter box in the HotSync Options dialog box.

2. Tap the Retrieve All High Priority checkbox to select it.
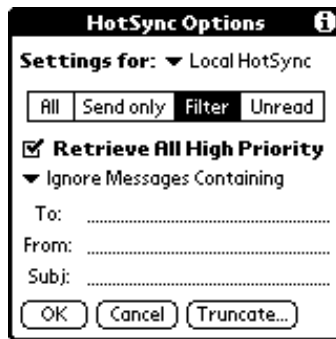

Figure 6-45. Retrieve All High Priority

3. Tap OK.

❖ **Note:** This setting is applicable only if your e-mail application has the capacity to flag high-priority e-mail items.

Truncating E-mail Items

The Truncate feature lets you set a point at which long e-mail items truncate when downloading to your handheld computer. By default, this Truncate value is 4,000 characters. By truncating long messages, you reduce the time it takes to synchronize your desktop e-mail and Mail, as well as the amount of storage space e-mail uses on your handheld computer.

❖ **Note:** Truncation is separate and independent from filtering.

To truncate e-mail items:

1. Tap Truncate in the HotSync Options dialog box.

Figure 6-46. Truncate
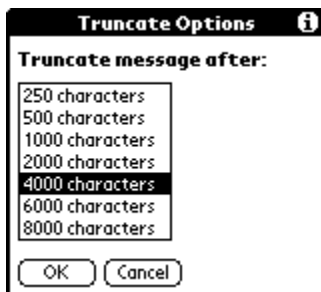
2. Tap to select the truncation setting you desire.

Figure 6-47. Truncate Options

☞   **Tip:** If you select the maximum setting, messages can be 8,000 characters; longer messages are truncated. If you select a lower value, you have more room for e-mail items.

3. Tap OK.

Chapter 7: Frequently Asked Questions

If you encounter a problem with your HandEra handheld, try the suggestions in this section or in the Help Notes files installed with your Palm Desktop software.

If you are still having problems, contact Technical Support. For US and international telephone numbers, refer to the Technical Support information supplied with your handheld or go to www.handera.com.

> ❖ **Note:** There are thousands of third-party applications available for Palm OS® handhelds. For questions and support, please contact the software developer directly.

Why don't I see anything on the screen?

♦ Press the Application icon to ensure your unit is turned on.

♦ Refer to Chapter 2, Adjusting the Contrast.

♦ Make sure the batteries are fresh and properly installed.

♦ Perform a soft reset. Refer to Performing a Soft Reset on page 7-15.

♦ If your unit still does not turn on, perform a hard reset. Refer to Performing a Hard Reset on page 7-15.

> ➢ **Caution:** With a hard reset, all records and entries stored in your handheld are erased. Never perform a hard reset unless a soft reset does not solve your problem.

Why can't I complete a HotSync operation?

The first step in diagnosing HotSync problems is to determine if your handheld computer and desktop computer are able to communicate with each other.

1. Insert your handheld in the HotSync cradle.

2. Confirm that HotSync Manager is running and enabled.

3. On the Windows desktop, double-click the Palm Desktop icon.

4. Click the HotSync icon on the taskbar and make sure Local is checked on the menu. If not, click Local to insert a check mark.

5. Press the HotSync button on the cable.

6. Watch your monitor to see if the HotSync Progress dialog box appears (you may also hear the HotSync tones on your handheld).

If the HotSync Progress dialog box does **not** appear, your handheld computer and the desktop computer are not communicating. Refer to Troubleshooting Communication Problems on page 7-3.

If the HotSync Progress dialog box appears, your handheld computer and desktop computer are communicating. Refer to Troubleshooting Data Synchronization Problems on page 7-5.

❖ **Note:** The Help Notes support information for Windows users. To access this information, open the Palm folder on your computer, open the Helpnote folder, and double-click the individual note files.

Troubleshooting Communication Problems

Checking your Connections

1. Check the contact points on your handheld and on the HotSync cradle and make sure they are clean and free from obstruction.

2. Make sure that your handheld is seated firmly in the HotSync cradle.

3. Check the HotSync connection on the back of your computer to make sure it is properly attached.

4. Perform a HotSync operation. If you are still having problems, refer to Checking Your Handheld Settings.

Checking your Settings

1. Turn on your unit and tap the Applications icon.

2. Tap the HotSync icon.

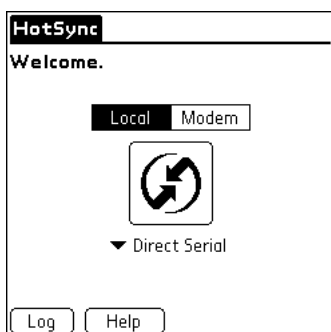**3.** Tap Local above the HotSync icon.

Figure 7-1. HotSync Settings

4. Select Direct Serial from the pick list below the HotSync icon.

5. Tap the HotSync icon to perform a HotSync operation. If you are still having problems, refer to Checking Your Windows Computer Setting.

Checking your Windows Computer Settings

1. Right-click the My Computer icon on your Desktop and select Properties.

2. Click the Device Manager tab and double-click Ports.

3. If the port you are using for the HotSync cradle shows an exclamation point, you have a hardware conflict. To resolve this, consult the documentation that came with your computer.

4. Click the HotSync icon on the taskbar and choose Setup.

5. Click the Local tab and make sure the Serial port setting matches the port where you connected the HotSync cable.

6. From the Speed list, choose the 9600 setting.

7. Click OK and perform a HotSync operation. If you are still experiencing problems, complete steps 8 and 9.

8. Click the HotSync icon on the taskbar and select Exit.

9. Restart the HotSync Manager by selecting:
   Start > Programs > Palm Desktop > HotSync Manager.

   ✎ **Tip:** If you get a warning that the port is in use, move your HotSync cable to a different COM port or disable the conflicting device to perform HotSync operations.

Troubleshooting Data Synchronization Problems

If your data does not appear on your handheld computer and in the Palm Desktop software after a HotSync operation, try the steps in this section.

❖ **Note:** If you are attempting to synchronize with applications other than the Palm Desktop software such as Microsoft Outlook or Lotus Notes using a third-party conduit, please consult the documentation that was provided with that conduit.

Checking your Desktop Configuration

1. Make sure you selected the user name that matches your handheld.

2. Make sure the date on your computer matches the date on your handheld.

Checking the HotSync Log

1. Open the HotSync log.

2. Click the HotSync icon on the taskbar and select View Log from the menu.

3. Ensure that all applications are marked OK. If not, continue to Checking your Conduit Settings on a Windows Computer next.

❖ **Note:** You cannot perform a HotSync with the log open.

Checking your Conduit Settings on a Windows Computer

1. Click the HotSync icon on the taskbar.

2. Select Custom.

3. Select the user name that matches the handheld you are attempting to synchronize.

4. Ensure that the application conduits (other than Backup and Install) are set to Synchronize the Files.

Upgrading from another Palm OS Handheld

If you already own a Palm OS handheld, it is recommended that you install the version of Palm Desktop software that comes with your new handheld into the same folder as your current Palm Desktop software. When you install the new version in the same folder as the previous version, all data is preserved.

> ❖ **Note:** If you use another Personal Information Manager (PIM), you still need to install Palm Desktop software in order to add HotSync Manager, conduit software, and other features of Palm Desktop software to your computer.

1. Synchronize (HotSync) your old handheld with your old Palm Desktop software to ensure all the data from your handheld is on your desktop computer.

2. To ensure against data loss, copy the Palm Desktop software folder and all its contents, rename it Palm Old, and store the copy outside the Palm Desktop software folder.

3. Follow the instructions in "Installing Palm Desktop Software" in Chapter 1. **Be sure to install the new software in the same folder as the old software.**

4. To prepare for the first HotSync operation that synchronizes your new handheld with your new Palm Desktop software, go to the HotSync Manager and choose Custom.

❖ **Note:** Be sure your user name appears in the box at the top of the Custom dialog box. If not, select your user name.

5. For all conduits, click Change and select the option Desktop overwrites handheld.

6. Click Done.

7. Connect the cable of your HotSync cradle to your desktop computer. Refer to Connecting the HotSync Cradle in Chapter 1 for details.

8. Insert your new handheld in the HotSync cradle and press the HotSync button. If the Select User dialog box appears, select your **old user name**.

❖ **Note:** If you customized the modem setup on your old handheld, you must re-enter the modem initialization string. You must also re-enter your passwords. Records you previously marked Private are Still Marked Private.

Each handheld must have a unique name.

After completing the upgrade process, your new handheld and your old handheld will have the same user name. To prevent unexpected results during HotSync operations, possible data loss, and other complications, each handheld must have a unique name.

It is strongly recommend that you perform a hard reset on your old handheld to erase all data from the old handheld and assign it a new user name during the next HotSync operation with the old handheld.

How often should I back up my handheld computer?

In general, it as a matter of how much data you're entering in your handheld. Some users back up daily, others when they leave the office or home. Certainly, it is always a good idea to perform a backup operation before installing new applications.

You can back up your handheld computer by either running the Backup application (a memory card is required) or by performing a HotSync operation (a PC is required).

How does HotSync work?

Data is stored in your HandEra handheld as a series of records. For example, each memo you create in Memo Pad is stored as a record, as well as each address you create in the Address Book.   Every time you make a change to one of these records, such as when you edit the time of an appointment in Date Book, the change is recorded and the date and time are recorded as well.

The same tracking is going on inside of Palm Desktop. Every time you make a change to one of those records, the change and its associated date and time are recorded. During a HotSync operation, the time and dates of each change is compared, and the data is synchronized. For example, if a certain record is modified on the Palm Desktop, but is deleted more recently on the handheld, then the record will no longer exist.

❖   Note: It is essential that the time and date is set correctly for both the PC and the handheld in order for HotSync to work properly.

How can I save and restore my Palm Desktop?

There may be situations where you wish to save and restore the information currently stored in your Palm Desktop, such as when you wish to change to a new PC. You will need to perform the following steps:

1. Use the Palm Desktop File Export feature

2. Create a copy of the Backup folder

3. Set up a Custom HotSync to have the Desktop overwrite the handheld.

These steps are described in detail in the sections that follow.

Palm Desktop File Export

There may be several instances where performing a Palm Desktop File Export operation may prove useful. You can export the saved data not only to the PC's hard drive, but also to removable media, such as a floppy or CD.   The removable media can be used with another PC or saved as an emergency backup. In addition, you can export the saved data to transfer the shared information, such as memos, addresses, or appointments, between multiple users.

Perform the following steps:

1. Open the Palm Desktop Software to the user name that has the information you wish to export.

2. Click the Address conduit button.

3. Click the View menu and make sure *Show Private Records* is selected.

4. Click the Edit menu and then click Select All. This should highlight the records.

5. Click the File menu and select Export.

6. Once the Export dialog opens, type in a name for the file. Certain versions of the Palm Desktop may present an asterisked file name (*.aba) in the File name box. You will need to replace this asterisk with a unique name and keep the dot extension (i.e., myaddDec01.aba).

❖ Note: This is where you can set the location for where the exported data is saved, such as to a floppy disk.

7. Click Export to save the file and close the dialog.

8. Repeat steps 3 – 7 for the other conduits (To Do, Memo, etc.).

If you want to transfer the exported data to another user name:

1. Select the second user name in Palm Desktop.

2. Click the Address button.

3. Click the File menu and select Import.

4. In the import window, browse to the location of the exported file, select it, and click Open (or Import).

Creating a Copy of the Backup Folder

By default, the Palm Desktop creates a folder on the local hard drive (C:) named Palm. This Palm folder contains a folder associated with your handheld, specific to a user name. (Sometimes this folder's name is a truncated version of the actual user name.).

Within this user name folder is another folder called Backup. Backup is created and modified when you HotSync. If you wish to reinstall the Palm Desktop on another PC, you will need to bring along copies of the files in the Backup folder as well.

Custom HotSync

If you have had to hard reset your handheld or have had a power failure resulting in lost data, you may need to restore your data via a custom HotSync operation.

To set up a Custom HotSync to have the Palm Desktop overwrite the handheld:

1. Open the Palm Desktop.

2. Click the HotSync menu and then select Custom.

3. Select the Address conduit and then click the Change button.

4. Select the *Desktop Overwrites Handheld* button.

5. Repeat steps 3 – 4 for all appropriate conduits.

> ➢ Caution: Under no circumstances should you change any of the settings for the Install (Install, Install Service Templates, etc.) or System conduits.

What is the best way to keep my handheld computer trouble-free?

Your handheld computer is designed to be rugged and reliable and to provide years of trouble-free service. Please observe the following general tips when using your handheld computer:

Take care not to scratch the screen of your handheld. Keep the screen clean. When working with your handheld, use the supplied stylus or plastic-tipped pens intended for use with a touch-sensitive screen. Never use an actual pen or pencil or other sharp object on the surface of the screen.

Your handheld computer is not waterproof and should not be exposed to rain ormoisture. Under extreme conditions, water may enter the circuitry through the front panel buttons. In general, treat your handheld as you would a pocket calculator or other small electronic instrument.

The touch-sensitive screen of your handheld computer contains a glass element. Take care not to drop your handheld computer or subject it to any strong impact. **Do not carry it in your back pocket. If you sit on it, the glass may break.**

Protect your handheld computer from temperature extremes. Do not leave it on the dashboard of a car on a hot day, and keep it away from heaters and other heat sources.

Do not store or use your handheld computer in any location that is extremely dusty, damp, or wet.

Use a soft, damp cloth to clean your handheld computer. If the surface of the screen becomes soiled, clean it with a soft cloth moistened with a diluted window-cleaning solution.

What do I need to know about batteries?

Please note the following considerations when replacing the batteries in your handheld computer:

Under normal conditions, your batteries should provide several months of use. You can conserve battery life by minimizing the use of the backlight feature, and changing the Auto-off setting that automatically turns the handheld computer off after a period of inactivity.

If the batteries become low in the course of normal use, an alert appears on the screen describing the low battery condition. If this alert appears, perform a HotSync® operation to back up your data before you replace the batteries. This helps prevent accidental data loss.

When replacing the batteries, begin by turning your handheld computer off (so there is no screen display). Never remove the batteries while your handheld computer is turned on.

When replacing the batteries, always use good quality batteries of the same type. Use only alkaline batteries or a lithium-ion battery pack purchased from HandEra.

When you remove the batteries, the built-in backup power of your handheld computer maintains memory data **for a period of up to one minute.** Whenever you remove the batteries, replace them immediately. If you encounter any difficulties in the course of battery replacement, reinstall the original batteries and wait a few minutes for the backup power to recharge.

If the batteries drain to the point where your handheld computer does not operate, it stores your data safely for about a month. In this case, there is enough residual energy in the batteries to store the data, but not enough to turn on your handheld computer. If your handheld computer does not turn on when you press the power button, you should replace the batteries immediately.

Even if your handheld is turned off, the batteries are still used to keep your data intact. Over a long enough period of time, the batteries will drain completely and your data will be lost even if your unit has been shut off. If this happens, replace the batteries and use the reset button to reset your handheld computer. (See "Resetting your handheld computer" later in this chapter for details.) After you reset your handheld computer, you will need to restore your data by running HotSync or the Backup application.

If you know you will not be using your handheld computer for an extended period of time, please back up your unit via HotSync® or Backup and then remove the batteries.

If you experience a problem with battery leakage, please contact the battery manufacturer to determine their warranty against defects in material and workmanship.

Resetting Your Handheld Computer

If your handheld does not respond to buttons or tapping the screen, you need to perform a reset to enable your unit to run again.

Performing a Soft Reset

A soft reset tells your unit to stop what it is doing and start over again while retaining all records and entries stored in your unit.

Using the plastic stylus tip, gently press the reset button inside the hole on the back panel of your unit.
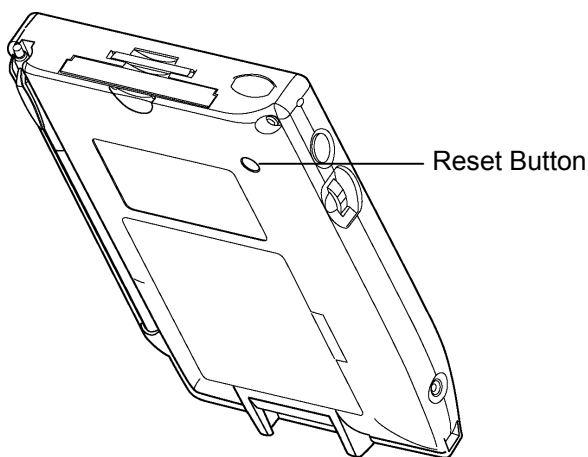
Figure 7-2. Reset Button

Performing a Warm Reset

A warm reset restarts your unit, disabling any third-party applications. This is used when you suspect an application that you recently installed is causing the problem. To perform a warm reset, press and hold the Up button. Use the stylus tip to press the reset button. When the Palm logo screen appears, release the Up button. Open the Memory application and delete the offending application, and then perform a soft reset.

Performing a Hard Reset

To perform a hard reset:

> ➢ **Caution:** With a hard reset, all records and entries stored in your unit are erased. Never perform a hard reset unless a soft reset does not solve your problem. You can restore any data previously stored on a memory card during a Backup operation, or stored to your desktop computer via a previous HotSync operation.

1. Remove the stylus from your unit.

2. Hold down the power button on the front panel of your unit.

3. While holding down the power button, gently press and release the reset button inside the hole on the back panel of your unit using the plastic stylus. Refer to Figure 7-2.

4. Wait for the Palm logo to appear and release the power button.

5. When a message appears warning that you are about to erase all the data stored on your unit, press the Up Scroll button on the front panel of the unit to complete the hard reset and display the Digitizer screen.

> ✍ **Tip:** You can cancel the hard reset and perform a soft reset by pressing any other button.

To restore your data after a hard reset:

If you used the Backup application to save your data, perform the following steps:

1. Tap the Backup icon.

2. Select the Backup Set to restore.

3. Tap the Restore button. A dialog box warns you that RAM is about to be overwritten. Tap OK to continue. After restoring the data, the unit will reset.

If you used a HotSync operation to save your data, perform the following steps:

1. Click the HotSync icon in the Windows system tray (bottom right corner of the taskbar).

    ✉ **Tip:** You can also click the HotSync command on the Palm Desktop software menu bar.

2. From the HotSync Manager menu, choose Custom.

3. Select the appropriate user name from the list.

4. Select an application in the Conduit list.

5. Click Change.

6. Select Desktop Overwrites handheld.

    ❖ **Note:** Changing the HotSync setting from the default affects only the *next* HotSync operation. Thereafter, the HotSync Actions revert to their default settings.

7. Click OK.

8. Repeat steps 4 through 7 to change conduit settings for other applications.

9. Click Done to activate your settings.

10. Perform a HotSync operation.

Technical Support

For the most recent technical support information, view http://www.handera.com. This includes helpful tips for Macintosh users as well.

If you are still having problems after viewing the HandEra 330 User Guide files and the web site, technical support is available via e-mail and telephone.

E-mail: support@handera.com

Telephone: 515.252.7522

Fax: 515.252.7525

Before contacting technical support, please have the following information available:

♦ The Operating System (OS) version of your handheld computer. (Tap on the 'System Info' menu item in the Application Launcher).

♦ The exact text of any error messages displayed on the screen.

♦ Which 3rd-party applications have been installed on your handheld computer.

♦ What application or action you were performing when the problem occurred.

♦ If you are having problems with a CompactFlash (CF) or Secure Digital (SD) card, the manufacturer's name and the size of the card.

If you are having HotSync problems, please provide this additional information:

♦ What type of HotSync connection you are attempting -- serial cradle, modem, USB, or IR.

♦ What computer you are currently using, including the manufacturer, model, type (desktop or notebook), OS version, and if it is a stand alone or networked computer.

♦ What other serial devices are connected to the desktop computer, such as other handheld devices, digital cameras, mice, and scanners.

- ♦ The COM Port status as listed in Windows Device manager and System BIOS.
- ♦ Any recent changes to your desktop computer, such as an OS upgrade, a new network or Internet connection, or a new hardware peripheral.

Appendix A: Setting Preferences

You can set a number of preferences which affect how your HandEra handheld computer performs, such as its auto shutoff interval and sounds.

Applications – Alter how third-party applications function.

Buttons – Assign different applications to the buttons on the front panel of your HandEra computer and the HotSync button on the cradle, and reassign the full-screen pen stroke command.

Connection – Configure your HandEra computer for use with a communications device, such as a modem or infrared port.

Digitizer – Calibrate the screen on your HandEra computer.

Formats – Set the country default and the formats for dates, times, calendar, and numbers.

General – Set the current date and time, the auto shut-off interval, the Beam Receive feature, and the system, alarm, and game sounds.

Network – Configure your HandEra computer for use with a network.

Owner – Assign your name, telephone number, and other owner information to your HandEra computer.

ShortCuts – Define a list of Graffiti abbreviations.

Side Buttons – Assign different applications to the Jog Wheel and Auxiliary button on the side of your HandEra computer.

Selecting Preferences

To select Preferences:

1. Tap the Applications icon.

2. Tap the Prefs icon.

3. Tap the pick list in the upper-right corner. You can set Preferences for a number of categories, such as Buttons or Applications.
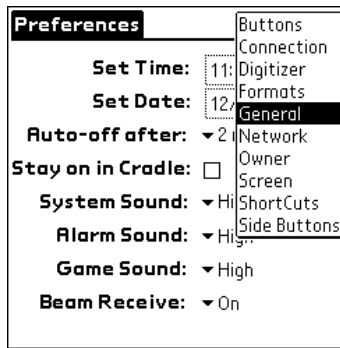
Figure A-1. Preferences

4. Edit the Preferences as desired.

5. Tap the Application icon to exit.

Applications Preferences

Application Preferences alter how third-party applications function in the HandEra handheld environment. Certain third-party applications do not display correctly.

It is possible to run certain applications in a different Compatibility Mode, which draws the application in a smaller subsection of the display.

1. Tap Applications.

2. Tap Prefs.

3. Tap the pick list in the top right corner and tap Applications.
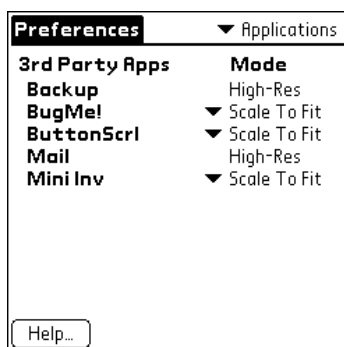
Figure A-2. Application Preferences

4. Locate the incompatible application. Tap the pick list and select either **Upper Left** or **Centered**.
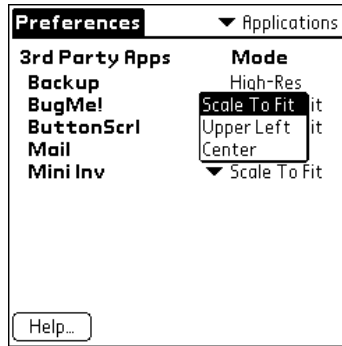
Figure A-3. Mode

> ❖ **Note:** You may have to try both options to see if they work.

5. Tap the Application icon.

6. Tap the desired application's icon.

The application should now be running in a subsection corner or centered on the display.

Buttons Preferences

The Buttons Preferences screen enables you to associate different applications with the buttons on the front of the HandEra computer and the HotSync button on the cradle, and reassign the full-screen pen stroke command.

For example, if you find that you seldom use To Do List and often use Voice Pad, you can assign the To Do List button to start Voice Pad.

Any changes you make in the Buttons Preferences screen become effective immediately; you do not have to change to a different screen or application.

If you assign a different application to a button, you can still access the original application using the Applications Launcher.

Changing Button Preferences

To change the Buttons Preferences:

1. Tap Applications.

2. Tap Prefs.

3. Tap the pick list in the top right corner and tap Buttons.

4. Tap the pick list next to the button you want to re-assign.

Pick List
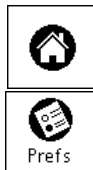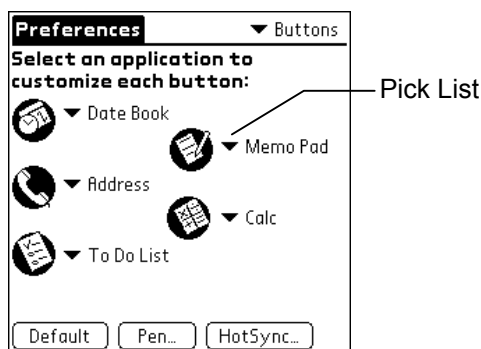
Figure A-4. Buttons Preferences

5. Tap the application that you want to assign to the button.

> ✍ **Tip:** To restore all of the buttons to their factory settings, tap Default.

Changing Pen Preferences

The Buttons Preferences screen enables you to change the assignment of the full-screen pen stroke. By default, the full-screen pen stroke activates Graffiti Help.

To change the Pen preferences:

1. Tap Applications.

2. Tap Prefs.

3. Tap the pick list in the top right corner and tap Buttons.

4. Tap Pen.
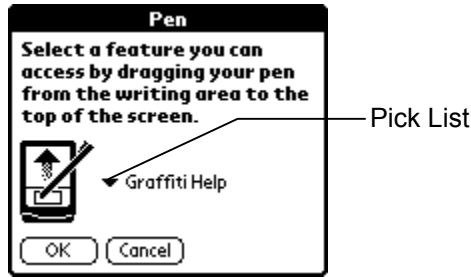
Figure A-5. Pen Preferences

5. Tap the pick list and select one of the following settings for the full-screen pen stroke:

    Backlight – Turns on the Backlight of your unit.

    Keyboard – Opens the onscreen keyboard for entering text characters.

    Graffiti Help – Opens a series of screens that show the complete Graffiti character set.

    Turn Off & Lock – Turns off and locks the HandEra computer. You must assign a password to lock the HandEra computer. When locked, you need to enter the password to use your HandEra computer.

    Beam Data – Beams the current record to another HandEra computer.

6. Tap OK.

HotSync Buttons Preferences

The Buttons Preferences screen also enables you to associate different applications with the HotSync button on the cradle and the HotSync button on the optional Modem accessory. Any changes that you make in the HotSync Buttons dialog box become effective immediately; you do not have to change to a different screen or application.

To change the HotSync Buttons Preferences:

1. Tap Applications.

2. Tap Prefs.

3. Tap the pick list in the top right corner and tap Buttons.

4. Tap HotSync.
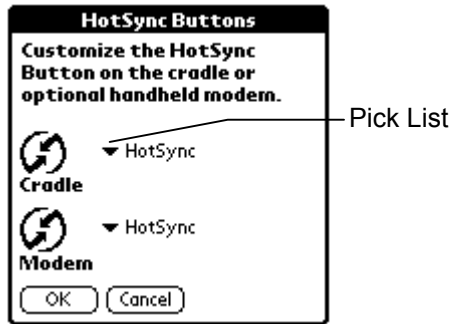
Figure A-6. HotSync Preferences

5. Tap the application that you want to assign to each button.

The default setting for each button is the HotSync setting, which means the cradle and optional Modem accessory perform their normal HotSync functions.

6. Tap OK.

Connection Preferences

The Connection Preferences screen enables you to define the settings
for communications devices, such as modems, that directly connect
to your handheld computer. These settings are for applications that
activate and use these communications devices.
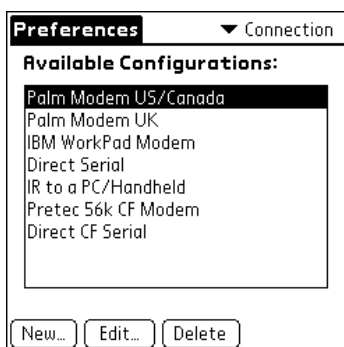
Figure A-7. Connection Preferences

The Connection Preferences screen displays a list of available
configurations; the list varies depending on the kind of HandEra
computer you use and the installed software. Modify the list as
necessary.

For example, a connection for the Modem accessory appears on the
list. Assuming you have the modem hardware itself, you need only
add the specifics of the connection (telephone setup and if necessary,
network connection) to complete the configuration.

Example: A connection for remote IR HotSync operations

You can define a configuration to perform an IR HotSync operation
to send data through the IR port of a modem attached to a cell phone,
which then dials a modem attached to your personal computer, to
synchronize with your desktop application. For this example, you use
the IrCOMM to Modem connection.

To create an IrCOMM to Modem connection:

1. Tap Applications.

2. Tap Prefs.

3. Tap the Category pick list in the upper-right corner of the screen.

4. Tap Connection.

5. Tap New. Refer to Figure A-7.

6. Enter a name to identify this configuration. Refer to Figure A-8.
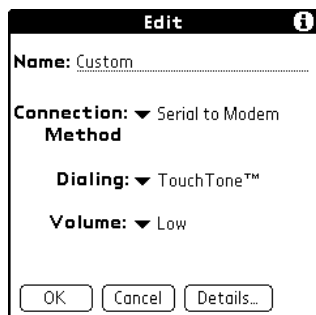
Figure A-8. New Connection

7. Tap the Connection Method pick list and select IrCOMM to Modem. Refer to Figure A-9.

Figure A-9. Connection Method

8. Set the Dialing and Volume options. Refer to Figure A-8.

9. Tap Details.
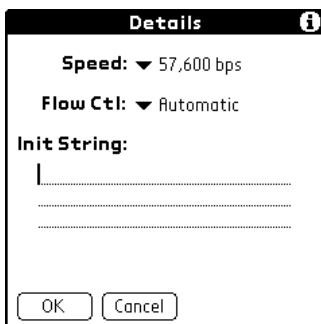
Figure A-10. Init String

10. Enter the initialization string supplied by the documentation for the modem attached to your cell phone. Refer to Figure A-10.

❖ **Note:** Depending on the kind of HandEra computer and modem you use, the Details dialog box may also contain an option in which you select the Country where you are currently located.

11. Tap OK.

12. Tap OK to save the configuration.

Your new configuration displays in the Available Configurations dialog as in Figure A-7.

Preparing the HotSync Manager for a Modem HotSync

After you create the configuration, you need to set up the HotSync Manager of your Desktop application and the HotSync application of your HandEra computer to perform a modem HotSync operation.

To prepare the HotSync Manager for a modem HotSync operation:

1. Click the HotSync Manager icon in the Windows system tray.

2. Choose Setup.

3. Click the Modem tab and enter information about the modem attached to your personal computer.

4. Click OK.

5. Click the HotSync Manager icon and choose Modem.

Now you are ready to perform a HotSync operation that uses infrared communications between your HandEra computer, the modem on your cell phone, and the modem attached to your desktop computer.

Preparing your HandEra Computer for a Modem HotSync

To prepare your HandEra computer for a modem HotSync operation:

1. Tap Applications.

2. Tap HotSync.

3. Tap Modem.

4. Tap the pick list below the icon and select your new configuration. Refer to Figure A-11.
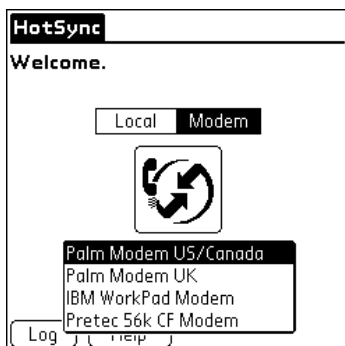
Figure A-11. HotSync – Modem

5. Tap Enter phone # to display the Phone Setup dialog box.
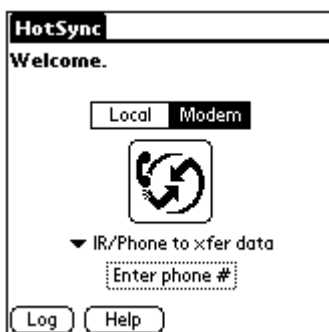
Figure A-12. Phone #

6. Enter the Phone #. Refer to Figure A-13.
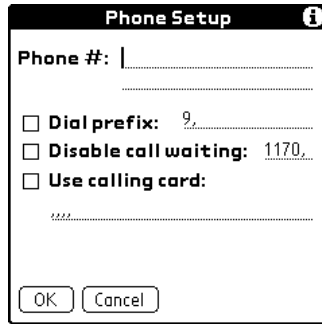
Figure A-13. Phone Setup

7. Click OK.

Performing the HotSync

To perform the HotSync operation:

1. Tap the modem HotSync icon to begin the HotSync operation.
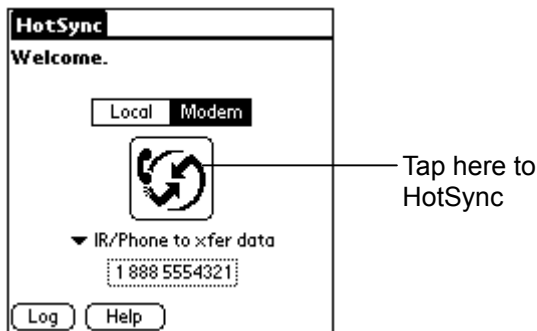
Figure A-14. HotSync

❖ **Note:** When connection is successful, the connection
indicator appears. The connection indicator is the flashing
vertical bar in the upper right of the screen.

Breaking the Connection

To break the connection, simply turn the handheld computer off.

Digitizer Preferences

The Digitizer Preferences screen opens the digitizer calibration screen. This is the same screen that appears when you start your HandEra computer for the first time. You can re-calibrate your screen after a hard reset, or if your digitizer drifts.

1. Tap the Applications icon.

2. Tap the Prefs icon.

3. Tap the pick list in the upper-right corner. Refer to Figure A-1.

4. Tap Digitizer.
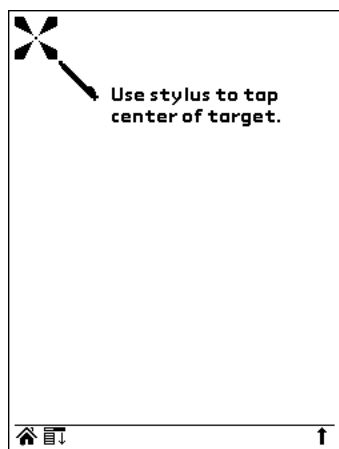
Figure A-15. Digitizer

5. Tap the stylus as indicated on the screen.

Formats Preferences

Use the Formats Preferences screen to set the country default and the display format of the dates, times, and numbers on your HandEra computer.

1. Tap the Applications icon.

2. Tap the Prefs icon.

3. Tap the pick list in the upper-right corner. Refer to Figure A-1.

4. Tap Formats.
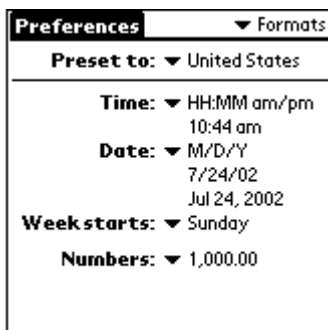
Figure A-16. Formats

Preset to – The country default sets date, time, week start day, and number conventions based on your geographic location. 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 applications use the Preset to country default settings. You can customize your own preferences. Refer to the "Time, Date, Week Start, and Numbers Formats" on page A-18.

To set the Preset to country default:

1. Tap the Preset to pick list.

2. Tap the country setting you want to use.

Time, Date, Week Start, and Numbers Formats

The time settings define the format for the time of day. The time format that you select appears in all applications.

To select the time, date, week start, and numbers format:

1. Tap the Time pick list and select a format.

2. Tap the Date pick list and select a format.

3. Tap the Week starts pick list, and select whether you want the first day of the week to be Sunday or Monday.

    ❖ **Note:** This setting controls the Day, Week, and Month views in the Date Book and all other aspects of your HandEra computer that display a calendar.

4. Tap the Numbers pick list, and select formats for the decimal point and thousands separator.

General Preferences

The General Preferences screen enables you to set the time, date, auto shutoff interval, and sounds for your HandEra computer.
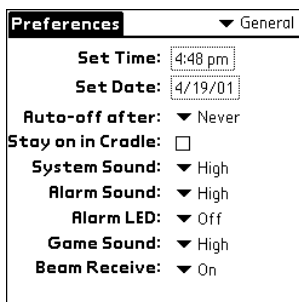
Figure A-17. General Preferences

Setting the Time

1. Tap the Applications icon.

2. Tap the Prefs icon.

3. Tap the pick list in the upper-right corner. Refer to Figure A-1.

4. Tap General.

5. Tap Set Time.
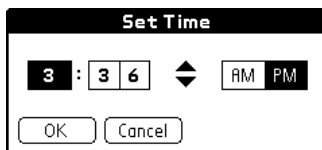
Figure A-18. Set Time

6. Tap the up or down arrows to change the hour.

7. Tap each minute number, and tap the arrows to change them.

8. Tap AM or PM.

9. Tap OK.

Setting the Date

1. Tap the Applications icon.

2. Tap the Prefs icon.

3. Tap the pick list in the upper-right corner. Refer to Figure A-1.

4. Tap General.

5. Tap Set Date.
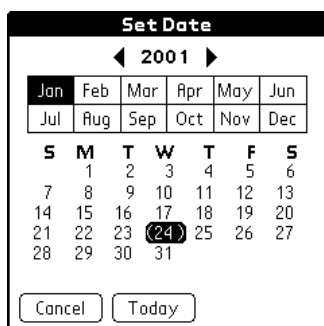
Figure A-19. Set Date

6. Tap the left or right arrows to change the year.

7. Tap the month.

8. Tap the day.

9. Tap OK.

Auto-off After

Your handheld has an automatic shutoff feature that turns off the power and Backlight after a period of inactivity. This feature helps conserve battery power in case you forget to turn off your HandEra computer.

If you find that your HandEra computer shuts itself off before you finish reviewing the information on the screen, you should increase the time setting of the automatic shutoff feature.

To set the Auto-off delay:

1. Tap the Auto-off after pick list.
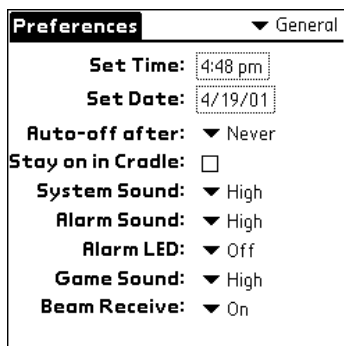
Figure A-20. Auto-off after

2. Tap the setting you want to use for the automatic shutoff feature: 30 seconds, 1 minute, 2 minutes, or 3 minutes.

Alarm LED

Certain applications, such as Date Book, can be set up to sound an alarm prior to upcoming events. Your HandEra handheld can also be setup to flash the LED in addition to, or instead of, sounding an alarm. To enable this feature, perform the following steps:

1. Tap the Alarm LED pick list.
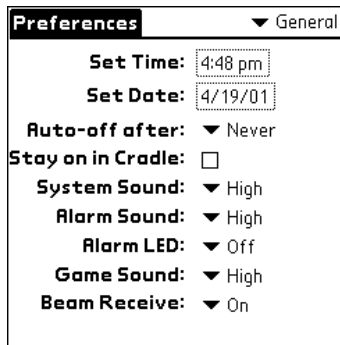
Figure A-21. Alarm LED

2. Change the Alarm LED setting to On.

If you wish to disable the Alarm Sound, change its setting to Off.

> ❖ **Note**: Once the LED begins flashing to signal an alarm, it will continue flashing until you tap OK on the reminder message.

Network Preferences

The Network Preferences settings enable you to use the TCP/IP software that is included in the operating system. You can use the TCP/IP software to connect with Internet Service Providers (ISPs) or dial-in (remote access) servers. Because the TCP/IP software is a feature of the operating system, configure all parameters relating to it from the Preferences application.

To use TCP/IP, you must use one of the default connection configurations listed in Connection Preferences that involves a modem, either Serial to Modem or IrCOMM to Modem. You can also create a configuration.

> ❖ **Note:** Connection Preferences settings enable your handheld to use a modem to communicate with remote devices. For example, you can communicate with your ISP server, or with your computer if you are traveling. Refer to Connection Preferences on page A-9 for a complete explanation on how to configure modem parameters.

After you configure both the Network and Connection Preferences, you can establish a PPP (Point-to-Point Protocol), SLIP (Serial Line Internet Protocol), or CSLIP (Compressed Serial Line Internet Protocol) connection with your ISP or dial-in server. You can do this either by using menu commands from the Network Preferences screen or by using a third-party application.

Selecting a Service

Use the Service setting to select the service template for your Internet Service Provider or a dial-in server. Service templates are a set of ISP and dial-in server configuration settings that you can create, save, and reuse.

1. Tap the Applications icon.

2. Tap the Prefs icon.

3. Tap the pick list in the upper-right corner. Refer to Figure A-1.

4. Tap Network.

5. Tap the Service pick list and select a Service.
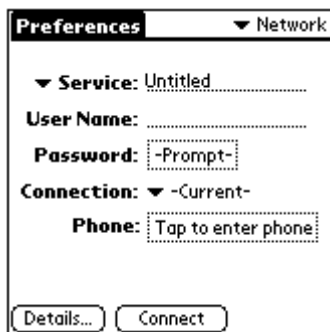
Figure A-22. Service

Entering a User Name

The User Name setting identifies the name you use when you log into your Internet Service Provider or your dial-in server. Although this field can contain multiple lines of text, only two lines appear onscreen.

To enter a user name:

1. Tap the User Name field.

2. Enter your user name.

❖ **Note:** Most dial-in servers do not accept spaces in the user name.

Entering a Password

The Password box identifies the password you use to log into your server or ISP. Your entry in this field determines whether your HandEra computer prompts you to enter a password each time you log into your network:

♦ If you do not enter a password, your HandEra computer displays the word "Prompt" in this field and asks you to enter a password during the login procedure.

♦ If you enter a password, your HandEra computer displays the word "Assigned" in this field and does not prompt you to enter a password during the login procedure.

❖ **Note:** If you are concerned about security, select the Prompt option and do not enter a password.

To enter a password:

1. Tap the Password field.

2. Enter the password you use to log into your server.

Figure A-23. Password

3. Tap OK.

❖ **Note:** The Password field updates to display the word "Assigned."

Adding Telephone Settings

When you select the Phone field, your handheld opens a dialog box in which you define the telephone number you use to connect with your ISP or dial-in server. In addition, you can also define a prefix, disable Call Waiting, and give special instructions for using a calling card.

> ❖ **Note:** The Phone Setup dialog box works correctly for AT&T and Sprint long-distance services. However, because MCI works differently, MCI customers need to enter the calling card number in the Phone # field and the Phone # in the Use calling card field.

To enter your server phone number:

1. Tap the Phone # field. Refer to Figure A-22.

2. Enter the phone number you use to reach your ISP or dial-in server. Refer to Figure A-24.
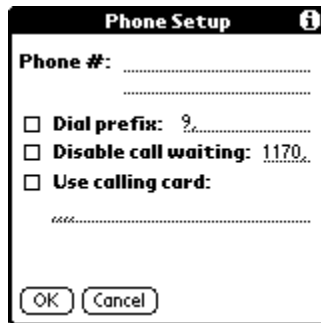
Figure A-24. Phone Setup

3. If you need to enter a prefix or disable Call Waiting, skip to those procedures. Otherwise, tap OK.

Entering a Prefix

A prefix is a number that you dial before the telephone number to access an outside line. For example, many offices require that you dial "9" to dial a number outside the building.

To enter a prefix:

1. Tap the Dial Prefix checkbox to select it.

2. Enter the prefix.

3. Tap OK.

Disabling Call Waiting

Call Waiting can cause your session to terminate if you receive a call while you are connected. If your telephone has Call Waiting, you need to disable this feature before logging into your ISP or dial-in server.

To disable Call Waiting:

1. Tap the Disable call waiting checkbox to select it.

2. Enter the code to disable Call Waiting on the Disable call waiting line.

> ❖ **Note:** Each telephone company assigns a code to disable Call Waiting. Contact your local telephone company for the code that is appropriate for you.

3. Tap OK.

Using a Calling Card

The Use calling card field enables you to use your calling card when dialing your ISP or intranet server. Keep in mind that there is usually a delay before you enter your calling card number. When you define your calling card number, you need to add commas at the beginning to compensate for this delay. Each comma delays transmission of your calling card number for two seconds.

To use a calling card:

1. Tap the Use calling card checkbox to select it.

2. Enter your calling card number on the Use calling card line.

> ❖ **Note:** It is a good idea to add at least three commas at the beginning of your calling card number to compensate for the cue delay.

3. Tap OK.

Connecting to Your Service

After you set your Connection and Network Preferences, establishing a connection to your Internet Service Provider (ISP) or your company's network (dial-in server) is easy.

> ❖ **Note:** If you are connecting to an ISP, you need a third-party application, such as a web browser or news reader, to take advantage of this connection.

Establishing a Connection

Tap Connect to dial the current service and display the Service Connection Progress messages.

> ✎ **Tip:** To see expanded Service Connection Progress messages, press the lower half of the Scroll button.

Closing a Connection

Tap Disconnect to terminate the connection between your HandEra computer and your service.

Creating Additional Service Templates

You can create additional service templates from scratch or by duplicating existing templates and editing information. After you create a new or duplicate template, you can add and edit settings.

Adding a New Service Template

1. Tap the Menu icon.

2. Tap Service, then tap New.

A new service template (called Untitled) displays in the Service pick list.

Duplicating an Existing Service Template:

1. Tap the Service pick list.

2. Tap the predefined service template you want to duplicate.

3. Tap the Menu icon.

4. Tap Service, then tap Duplicate.

A copy of the service template displays in the Service pick list.

Adding Detailed Information to a Service Template

If you are using one of the predefined service templates, you probably only need to enter your user name and telephone number. If you are creating a new service template, you may need to provide additional information to your ISP or dial-in server. You use the Details dialog box to add additional information to a selected service template.

To select a connection type:

1. Tap the Service field. Refer to Figure A-22.

2. Tap Details.
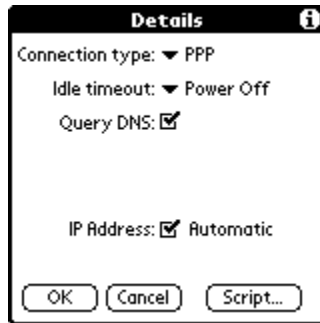
Figure A-25. Service Details

3. Tap the Connection type pick list and select one of the following connection types:
    - ♦ **PPP** – Point-to-Point Protocol.
    - ♦ **SLIP** – Serial Line Internet Protocol.
    - ♦ **CSLIP** – Compressed Serial Line Internet Protocol.

        ❖ **Note:** If you are not sure, try PPP; if that does not work, ask your Internet Service Provider or your System Administrator for the correct connection type.

Idle Timeout

The Idle timeout setting defines how long your HandEra computer waits before dropping the connection with your ISP or dial-in server when you switch out of a TCP/IP application.

To set the Idle timeout:

1. Tap the Idle timeout pick list and select one of the following options:

> **Immediate** – Drops the connection to your ISP immediately when you switch to another application.

> **1 minute** – Waits one minute for you to open another application before it drops the connection.

> **2 minutes** – Waits two minutes.

> **3 minutes** – Waits three minutes.

> **Power Off** – Keeps your PPP or SLIP connection until you turn off your HandEra computer (or until it times out). This option works best with the Modem accessory.

2. Tap OK.

Defining Primary and Secondary DNS

The Domain Naming System (DNS) is a mechanism in the Internet for translating the names of host computers into IP addresses. When you enter a DNS number (or IP address), you are identifying a specific server that handles the translation services.

Each IP address has four sections, separated by periods. In the Details dialog box, you enter each section separately. Each section of an IP address is made up of a number from 0 to 255; numbers are the only allowable characters in this field.

Ask your Internet Service Provider or System Administrator for the correct Primary or Secondary DNS IP numbers.

✐ **Tip:** Many systems do not require that you enter a DNS. If you are not sure, leave the DNS field blank.

To enter a primary and secondary DNS:

1. Tap the Query DNS checkbox to deselect it.

2. Tap the space to the left of the first period in the Primary DNS field, and then enter the first section of the IP address.

   ❖ **Note:** Each section must be a number from 0 to 255.

3. Repeat step 2 for the second, third, and last sections of the Primary DNS field.

4. Repeat steps 2 and 3 for the Secondary DNS number.

5. Tap OK.

IP Address

Everyone who logs on to the Internet needs to have a unique identifier (an IP address), whether permanent or temporary. Some networks dynamically assign a temporary IP address when clients log in. The IP Address field lets you identify whether your network provides automatic (dynamic) temporary IP addressing.

   ❖ **Note:** If your IP address is permanently assigned, you need to get that information from your System Administrator. If you are not sure, select Automatic.

To identify dynamic IP addressing:

1. Tap the IP Address checkbox to select it.

To enter a permanent IP address:

1. Tap the IP Address checkbox to deselect it and display a permanent IP address field below the checkbox.

2. Tap the space to the left of the first period then enter the first section of the IP address.

    ❖ **Note:** Each section must be a number from 0 to 255.

3. Tap and enter the remaining sections of the IP address.

4. Tap OK.

Creating a Login Script

A login script automates the events that must take place in order to establish a connection between your HandEra computer and the corporate servers.

You can create login scripts in two ways:

♦ In a text editor on your personal computer, in which you create a file with the extension .PNC, which you then install on your HandEra computer using the Install Tool (this method is not available to Macintosh users).

♦ In the Login Script dialog box on your handheld, accessed from the Details dialog box in Network Preferences.
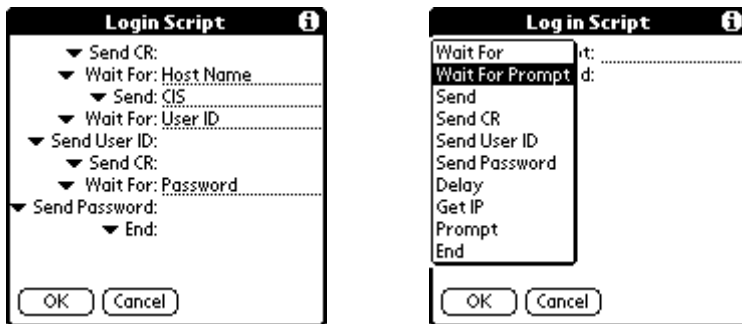
Figure A-26. Login Script

Token-Based Authentication Systems

Token-based authentication systems are security systems and provide another security barrier to the access of network servers. Token-based authentication systems make use of small credit-card-sized devices called "token cards" or "security keys," which users carry with them and must use to complete the authentication process when they log in to a network server.

There are currently three types of token-based authentication systems.

♦ **Time-Synchronous** – The token card generates dynamic passwords based on an exact schedule. The schedule is aligned between the authentication server and the token hardware using built-in synchronized clocks.

♦ **Challenge-Response** – The authentication server prompts the user with a dynamically generated value — the challenge. The user enters this challenge value on the token card, and the token card generates a response value. The user enters this response value like a password on the HandEra computer.

♦ **Event-Synchronous** – This system generates and tracks an ordered series of dynamic passwords. The server matches the passwords based on the iteration ID.

Plug-in Applications

You can create plug-in applications that contain script commands that you create in order to extend the functionality of the built-in script commands. A plug-in application is a standard .PRC application that is installed on your HandEra computer just like any other application. After you install the plug-in application on the HandEra computer, the new script commands can be used in a login script.

Plug-in applications have the following characteristics:

- ♦ Written in C language.
- ♦ Compiled into a device executable.
- ♦ Called properly from a login script.
- ♦ Able to return control to a login script after it terminates.
- ♦ Created using a development environment that supports the Palm OS software, such as Metrowerks CodeWarrior.

Creating a Login Script

1. Tap Script.

2. Tap the End pick list.

3. Tap the command you want from the Command list. If the command requires additional information, a field appears to the right of it for you to enter the information. The following commands are available:

   Wait For – Tells your HandEra computer to wait for specific characters from the TCP/IP server before executing the next command.

   Send – Transmits specific characters to the TCP/IP server to which you are connecting.

   Send CR – Transmits a carriage return or LF character to the TCP/IP server to which you are connecting.

Send User ID – Transmits the User ID information entered in the User ID field of the Network Preferences screen.

Send Password – Transmits the password entered in the Password field of the Network Preferences screen. If you did not enter a password, this command prompts you to enter one. The Password command is usually followed by a Send CR command.

Delay – Tells your HandEra computer to wait a specific number of seconds before executing the next command in the login script.

Get IP – Reads an IP address and uses it as the IP address for your HandEra computer. This command is used with SLIP connections.

Prompt – Opens a dialog box and prompts you to enter text of some kind. For example, a password or a security code.

Wait For Prompt – Generally used with challenge-response token card authentication. This command detects a challenge-response prompt coming from the server and then displays the dynamically generated challenge value. Enter the challenge value into your token card, which in turn generates a response value for you to enter on your HandEra computer.

This command takes two arguments, both entered on the input line and separated by a vertical bar (|):

First argument: The specific text string the HandEra computer expects to receive.

Second argument: An optional text string that appears in the title bar of the dialog box containing the prompt string.

End – Identifies the last line in the login script.

4. Repeat steps 2 and 3 until the login script is complete.

5. Tap OK.

command: set queryDNS

The set queryDNS command is available only when you create a login script on your personal computer. The command enables your script to turn off the Query DNS option in the Details dialog box of Network Preferences. It works in conjunction with the set primaryDNS and set secondaryDNS commands.

By default, the query DNS option is on. This is the syntax for your login script:

```
set queryDNS "true"
```

This is the syntax to turn the option off in your script:

```
set queryDNS "false"
```

Deleting a Service Template

There is only one way to delete a service template: use the Delete command from the Service menu.

To delete a service template:

1. Tap the Service pick list.

2. Tap the service template you want to delete.

3. Tap the Menu icon.

4. Tap Service, then tap Delete.

5. Tap OK.

Network Preferences Menu Commands

The Network Preferences screen includes menu commands to make it fast and easy to create and edit service templates. TCP/IP application menus are shown here for your reference.

Service Menu

```
| Service | Edit  Options     |
| New        ✓N |
| Delete...   ✓D |
| Duplicate  ✓L |
```

Options Menu

```
| Service  Edit | Options       |
|             | View Log   ✓V |
```

TCP/IP Troubleshooting

If you are having a problem establishing a network connection using TCP/IP, check this section and try the suggestions listed.

Displaying Expanded Service Connection Progress Messages

It is helpful to identify at what point in the login procedure that the connection fails. An easy way to do this is to display the expanded Service Connection Progress messages. Expanded Service Connection Progress messages describe the current stage of the login procedure. Press the lower half of the scroll button at any point during login to display these messages.

Viewing the Network Log

If viewing the expanded Service Connection Progress messages does not give you enough information to find out why you cannot connect to your ISP or dial-in server, take a look at the Network Log. The Network Log lists all of the communication that occurs between your modem and your dial-in server during the login procedure. The information in the Network Log can help your ISP or your System Administrator pinpoint where the login procedure communication fails and why.

To view the Network Log:

1. Tap Options, then tap View Log.

2. Tap the up and down arrows of the scroll bar to see the entire Network Log.

3. Tap Done.

Adding a DNS Number

If your ISP or dial-in server requires a DNS number and you did not enter that information in the Network Preferences screen, it appears that you successfully logged into your network. When you try to use an application or look up information; however, the connection fails. If this occurs, try adding a DNS number. Ask your ISP or your System Administrator for the correct Primary and Secondary DNS IP numbers.

Owner Preferences

The Owner Preferences screen enables you to record a name, company name, phone number, or any other information that you want to associate with your HandEra computer.

If you use the Security application to turn off and lock your HandEra computer with a password, information that you put in the Owner Preferences displays the next time you turn on your HandEra computer.

To enter the Owner preferences:

Enter the text that you want to associate with your HandEra computer in the Owner Preferences screen. If you enter more text than can fit on one screen, a scroll bar automatically appears on the right side of the screen.

Figure A-27. Owner Preferences

If you assign a password with the Security application, the information in the Owner Preferences screen cannot be changed. In this case, an Unlock button appears at the bottom of the screen.

To unlock the Owner Preferences screen:

1. Tap Unlock.

2. Enter the password that you defined in the Security application.

3. Tap OK.

ShortCuts Preferences

The ShortCuts Preferences screen enables you to define abbreviations for entering text with Graffiti strokes. This section describes how to create, edit, and delete a ShortCut.

Creating a ShortCut

You can create a ShortCut for any words, letters, or numbers. All ShortCuts you create appear on the list in the ShortCut Preferences screen. All the ShortCuts are available in any of your HandEra computer applications and are backed up on your computer when you perform a HotSync operation.

To create a ShortCut:

1. Tap New.

Figure A-28. ShortCut Preferences

2. On the ShortCut name line, enter the letters you want to use to activate the ShortCut.

Figure A-29. ShortCut Entry

3. Tap the ShortCut Text area and enter the text that you want to appear when you write the ShortCut characters.

> ✍ **Tip:** You may want to add a space (space character) after the last word in your ShortCut text. This way, a space automatically follows the ShortCut text.

4. Tap OK.

> ✍ **Tip:** To use a ShortCut, draw the ShortCut stroke followed by the ShortCut characters. When you draw the ShortCut stroke, the ShortCut symbol appears at the insertion point to show that you are in ShortCut mode.
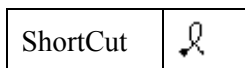
Editing a ShortCut

After you create a ShortCut, you can modify it at any time.

To edit a ShortCut:

1. Tap the ShortCut you want to edit.

2. Tap Edit.

3. Make the changes you want and tap OK.

Deleting a ShortCut

If you no longer need a ShortCut, you can delete it from the list of ShortCuts.

1. To delete a ShortCut:

2. Tap the ShortCut you want to delete.

3. Tap Delete.

4. Tap Yes.

Side Buttons Preferences

By default, the **Jog Wheel** on the side of your HandEra handheld can be used to help navigate through an application. Rotating the Jog Wheel up or down scrolls up or down through a list or table. Pressing the wheel selects an entry. Use the Side Button Preferences to change the action of the Jog Wheel.

The **Auxiliary** button is immediately above the Jog Wheel. By default, the Auxiliary button responds as an Escape key. The Auxiliary button exits the current action and returns you to the previous form, dialog, or event. Use the Side Button Preferences to change the action of the Auxiliary button.
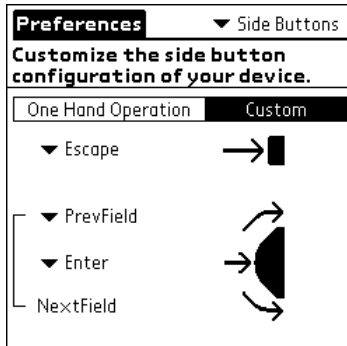
Figure A-30. Side Buttons Preferences

To change the Jog Wheel or Auxiliary button action:

1. Tap the Applications icon.

2. Tap the Prefs icon.

3. Tap Side Buttons pick list in the upper-right corner.

4. Tap the pick list to select the new button action. Refer to Figure A-30.
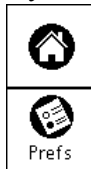
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Palm, Inc.
5470 Great America Parkway
Santa Clara, California 95052
United States of America
(408) 326-9000

FCC Statement

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

❖ **Note:** 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.

The use of shielded I/O cables is required when connecting this equipment to any and all optional peripheral or host devices. Failure to do so may violate FCC rules.

➢ **Caution:** Changes or modifications not covered in this manual must be approved in writing by the manufacturer's Regulatory Engineering Department. Changes or modifications made without written approval may void the user's authority to operate this equipment.

Canadian RFI Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

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Cet appareil numérique de la classe B respecte toutes les exigences du Réglement sur le matériel brouilleur du Canada.

Declaration of Conformity

Declaration of Conformity
Declaration of Conformity according to ISO/IEC Guide 22 and EN 45014.

Manufacturer's Name: HandEra, Inc.
Manufacturer's Address: 2859 104th Street
     Des Moines, IA 50322

declares that the product:

Product Name: HandEra handheld computer
Model Number: HandEra 330

conforms to the following standards or other normative documents:
  Electromagnetic Emissions
    (by Council Directive 89/336/EEC)   EN 55022:1994, Class B
  Electromagnetic Immunity
    (by Council Directive 89/336/EEC)   EN 50082-1:1997

Supplementary Information: None

Des Moines, IA, USA   Jack Andrews,
March 2001   EMC Coordinator

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